



ARKANSAS DIVISION OF  
WORKFORCE SERVICES

# ANNUAL REPORT

2022

[DWS.ARKANSAS.GOV](https://dws.arkansas.gov)

# WORKFORCE

at a glance

2021

2022

Annual Average Unemployment Rate

4.0%

3.3%

Annual Average Labor Force

1,332,620

1,369,367

Annual Average Labor Force Participation Rate

56.5%

57.6%

Year Over Annual Average Wage Growth

+7.8%

+8.1%

Year Over Annual Job Growth

+2.8%

+3.7%

Source: U.S. Bureau of Labor Statistics CY 2021 and 2022

# WORKFORCE BY THE NUMBERS

CY 2022



## Top 3 Industries for Annual Average Growth at Super Sector Level

1. Information= +7.6% (added 900 jobs)
2. Trade, Transportation, and Utilities= +5.5% (added 14,000 jobs)
3. Leisure and Hospitality= +5.5% (added 6,400 jobs)

## Labor Force Education Levels (percent of labor force aged 25 and over)

- Less than High School= 6.2% of labor force
- High School= 33.4% of labor force
- Some College/Associates= 27.7% of labor force
- Bachelor's degree+= 32.7% of labor force

2022 Annual  
Average  
Unemployment Rate

**3.3%**

2022 Year Over  
Annual Job Growth

**+3.7%**

**added 47,700 jobs**

2022 Annual  
Average Labor  
Force

**1,369,367**

2022 Annual  
Average  
Labor Force  
Participation Rate

**57.6%**

2022 Annual  
Average Wage  
Growth

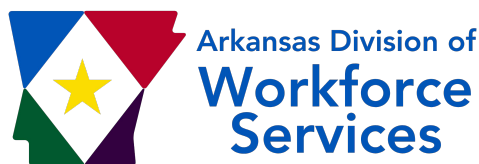
**8.1%**

Source: U.S. Bureau of Labor Statistics  
CY 2022









## THE FOUR MAJOR SECTIONS OF ADWS:

1. ADULT EDUCATION
2. ARKANSAS REHABILITATION SERVICES
3. DIVISION OF SERVICES FOR THE BLIND
4. DIVISION OF WORKFORCE SERVICES (LEGACY)

The Division of Workforce Services is part of the Arkansas Department of Commerce. ADWS is unique from other state agencies because it is primarily federally funded and does not earn a profit. The agency measures its success by its ability to meet the needs of Arkansas employers and job seekers. ADWS consists of four major sections: Adult Education, Arkansas Rehabilitation Services, Division of Services for the Blind, and the Division of Workforce Services (Legacy).

Each section is responsible for administering state and federal grants, the programs they fund, and the services they provide to Arkansans. While administrative staff works out of Little Rock, each of the four major agency sections has staff in local offices across the state, often within the Arkansas Workforce Centers.

## ADULT EDUCATION

SFY 2022

The Division of Workforce Services Adult Education section provides state and federal grant funding to 37 adult education providers statewide. Adult Education offers services in all 75 counties, including adult basic skills instruction, GED® test preparation, English Language Acquisition, workforce preparation and training programs, family literacy, college and career transition, and workplace classes.

In State Fiscal Year 2021-2022, students earned 1,607 credentials and certifications through the adult education program, including 338 industry-recognized/postsecondary credentials, 439 general skill certificates (forklift, CPR/first aid, OSHA, ServSafe, etc.), and 830 WAGE™ certificates. Of 2,864 GED test completers, 2,490 examinees earned their Arkansas High School Diploma. Arkansas ranks fourth in the nation with a pass rate of 87% compared to the national average of 76%.

# ARKANSAS REHABILITATION SERVICES

FY 2022

Arkansas Rehabilitation Services' mission is to prepare Arkansans with disabilities to work and lead productive and independent lives. To achieve its mission, ARS provides various training and career preparation programs. There are 19 field offices across the state serving all 75 counties where individuals can receive assistance with accessibility and training needs that can lead to successful employment.

In FY 2022, ARS successfully assisted 1,648 Arkansans in obtaining competitive integrated employment, and the ARS business engagement unit provided 1,731 services to business customers across the state. Additionally, the Arkansas Career Development Center served 930 program participants in career and technical training, apprenticeships, and pre-apprenticeships, providing career counseling and pre-employment transition services.

For more statistics on Arkansas Rehabilitation Services, please view the FY 2022 ARS Annual Report by scanning the QR code or clicking on the link below.



[2022 Arkansas Rehabilitation Services Annual Report](#)

## DIVISION OF SERVICES FOR THE BLIND

CY 2022

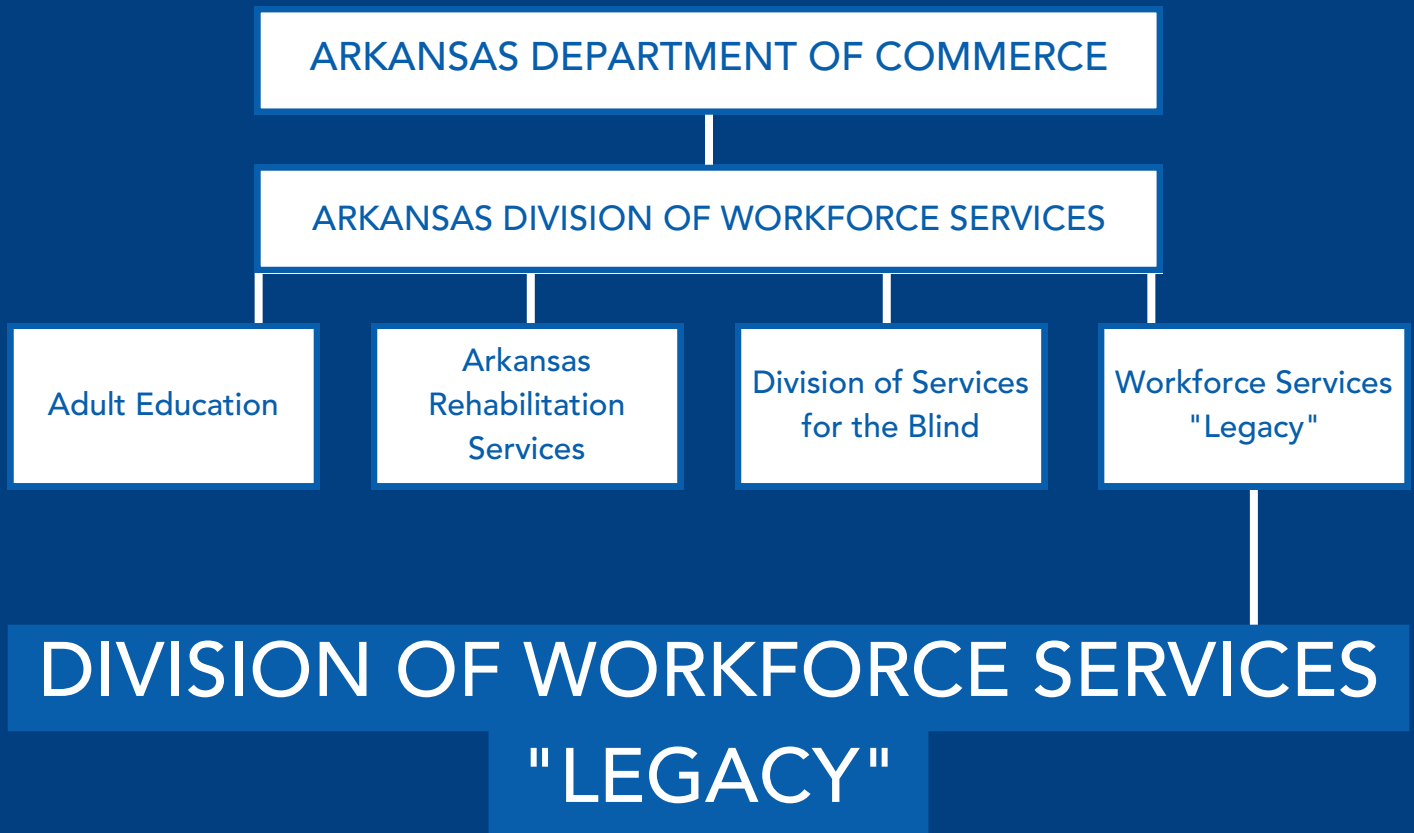
The Division of Services for the Blind (DSB) is dedicated to the independence of Arkansans who are blind or visually impaired and is committed to the principle that these individuals have the right to make informed choices regarding where they live, where they work, how they participate in the community, and how they interact with others. DSB has staff in 14 field offices serving all 75 counties of the state.

During CY 2022, DSB completed 387 Vocational Rehabilitation (VR) applications, closing 137 cases as Rehabilitated. DSB also completed 298 applications for the Older Individuals Who Are Blind program (OIB), closing 89 cases as Goals Met. DSB consumers gained employment as financial specialists, teachers, social service workers, correctional officers, and jewelers. DSB is currently (April 2023) serving 834 VR clients, 80 potentially eligible clients, and 458 OIB clients.

## DIVISION OF WORKFORCE SERVICES (LEGACY)

CY 2022

The Division of Workforce Services (Legacy) is made up of multiple departments. The departments covered in the remainder of this report include Employment Assistance, Office of Special Programs and Labor Market Information, Temporary Assistance for Needy Families, Office of Compliance and Integrity, and Unemployment Insurance.



Employment Assistance  
Veterans Services  
Workforce Innovation & Opportunity Act  
Information Desk  
Dislocated Worker Services  
Labor Market Information  
Work Opportunity Tax Credit  
Temporary Assistance for Needy Families  
Office of Compliance & Integrity  
Unemployment Insurance  
New Hire Registry  
UI Trust Fund Status  
Funded Appropriation



# EMPLOYMENT ASSISTANCE

CY 2022

Employment Assistance provides policy development and technical assistance for federally funded employment and training programs. Many of these programs are awarded by formula under the Workforce Innovation and Opportunity Act (WIOA) including Adult, Youth, and Dislocated Worker programs that fund career services, training, and supportive services for eligible participants. Other WIOA programs administered by Employment Assistance include Employment Services authorized under the Wagner-Peyser Act, as amended, and Jobs for Veterans State Grants. Employment Assistance also administers Foreign Labor Certification and provides staffing to the Arkansas Workforce Development Board.

## EMPLOYMENT SERVICES

- 108,691 job seekers received employment services.

## ARKANSAS JOBLINK – ARJOBLINK.ARKANSAS.GOV

Arkansas JobLink is an online jobsite free to job seekers and employers. Job seekers can create and post resumes, search for employment and training opportunities, and see upcoming job fairs. Employers use Arkansas JobLink to post jobs, look at resumes and search for candidates to fill their positions.

- 61,895 staff-assisted job-seeker registrations in Arkansas JobLink.
- 2,694 staff-assisted veteran registrations in Arkansas JobLink.
- 5,626 employer contacts logged in Arkansas JobLink by ADWS.
- 7,841 active job orders entered in Arkansas JobLink by staff and employers.

## VETERANS SERVICES

At the Arkansas Workforce Centers, ADWS Veteran staff assist Veterans and eligible spouses with transitioning to civilian work, connecting with employers, applying for jobs, accessing benefits, and more. Veterans receive priority of service through Jobs for Veterans State Grants (JVSG)-funded specialists Disabled Veterans Outreach Program (DVOP) Specialists, and Local Veterans Employment Representatives (LVER).

- 3,996 veterans received services at the Arkansas Workforce Centers.

## CAREER READINESS CERTIFICATES

Successful completion of the ACT WorkKeys® assessments in Applied Math, Graphic Literacy and Workplace Documents can lead to earning a Career Readiness Certificate, which is a nationally accredited, portable credential that demonstrates workplace readiness to employers.

<b>Bronze:</b>	3,580
<b>Silver:</b>	3,888
<b>Gold:</b>	2,278
<b>Platinum:</b>	1,295
<b>Total:</b>	11,041

# EMPLOYMENT ASSISTANCE

## CONTINUED

### WORKFORCE INNOVATION AND OPPORTUNITY ACT

The Division of Workforce Services serves as the Governor's Administrative Entity for Arkansas programs funded by Title I of the Federal Workforce Innovation and Opportunity Act of 2014 (WIOA). WIOA seeks to provide needed employment and preparation services for adults, youth, and dislocated workers through programs operated by agencies in the ten local workforce development areas. Each area's Local Workforce Development Board selects operation entities. WIOA program activities include basic career services (e.g., initial skills assessments, job placement assistance, labor market information); individualized career services (e.g., comprehensive assessments, career counseling); training services (e.g., occupational skills training, work-based learning, on-the-job training); and supportive services (e.g., transportation and childcare assistance).

ADWS monitors the fiscal and performance integrity of the Title I programs and provides technical assistance on the program, fiscal, and governance aspects of Title I.

### WIOA PARTICIPANTS SERVED IN CY 2022

Adults:	1,005
Dislocated Workers:	180
Youth:	713
<hr/>	
Total WIOA Participants:	1,898

## INFORMATION DESK

### CY 2022

- The ADWS Information Desk fielded **12,557** calls in CY 2022.

# SPECIAL PROGRAMS & LABOR MARKET INFORMATION

CY 2022

## DISLOCATED WORKER TASK FORCE

The Dislocated Worker Task Force provides Rapid Response services to employers and dislocated workers impacted by permanent business closures and layoffs.

### RAPID RESPONSE

- **11** companies reported actual or anticipated layoffs or closures impacting **1,032** workers.  
*All companies may not have reported numbers.*

## MOBILE WORKFORCE CENTERS

- The Mobile Workforce Centers supported **112** events to assist job seekers and employers.

## TRADE ADJUSTMENT ASSISTANCE

The Trade Adjustment Assistance (TAA) program assists U.S. workers who have lost or may lose their job because of foreign trade. The program assists workers in gaining suitable reemployment into in-demand occupations through training, wage subsidy assistance, job search and relocation services.

- TAA field personnel provided case management services for **131** clients.
- **28** TAA clients successfully completed TAA approved and subsidized training.
- **\$1,040,619.32** in training-related payments was remitted on behalf of TAA program participants.
- **\$1,163,931.00** in Trade Readjustment Allowances payments was remitted to TAA clients.
- **\$70,106.94** in reemployment TAA payments was remitted on behalf of TAA program participants.

## REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENTS

The Reemployment Services and Eligibility Assessments (RESEA) program assists individuals receiving unemployment insurance (UI) benefits with the goal of helping claimants return to work sooner, thus reducing the time receiving UI benefits.

- **136** job search workshops were conducted.
- **5,272** individuals were selected to participate in job search workshops.
- **2,556** assisted individuals in completing Individual Employment Plans.
- **1,071** participants received intensive reemployment services.
- **13** workshops held for the Department of Community Corrections with **379** attendees.
- **5** workshops held for the Arkansas Department of Corrections with **116** attendees.



# SPECIAL PROGRAMS & LABOR MARKET INFORMATION

## CONTINUED

### LABOR MARKET INFORMATION

Labor market information is used by statisticians, employers, researchers, economic developers, and institutions of higher education. Information regarding employment, wages, labor market trends and unemployment rates is available on the Discover Arkansas website at [www.discover.arkansas.gov](http://www.discover.arkansas.gov) and in the resource rooms of the Arkansas Workforce Centers.

#### DISCOVER ARKANSAS - [www.discover.arkansas.gov](http://www.discover.arkansas.gov)

Arkansas' online source for labor market data.

- Customers accessed information through the Discover Arkansas Labor Market Information portal approximately **237,100** times.
- The Labor Market Information department distributed more than **118,000** print and electronic publications.

#### REAL-LIFE ARKANSAS - [www.real-life.arkansas.gov](http://www.real-life.arkansas.gov)

Real-Life Arkansas is an online lifestyle budget calculator.

- Real-Life Arkansas was utilized more than **59,000** times.

#### CAREER WATCH ARKANSAS - [www.careerwatch.org](http://www.careerwatch.org)

Career Watch is a magazine published annually by the Labor Market Information department and distributed to high school students and career counselors statewide.

- Career Watch Arkansas was viewed online at [www.careerwatch.org](http://www.careerwatch.org) more than **8,000** times.

### WORK OPPORTUNITY TAX CREDIT

The Work Opportunity Tax Credit (WOTC) is designed to help job seekers find employment while also serving as an incentive to employers to hire individuals from certain target groups who consistently experience high rates of unemployment due to a variety of employment barriers.

- Work Opportunity Tax Credit Applications Received: **70,476**
- Work Opportunity Tax Credit Applications Certified: **18,474**
- Potential Tax Credits for Arkansas Employers: **\$61,393,000**





# TEMPORARY ASSISTANCE FOR NEEDY FAMILIES



Temporary Assistance for Needy Families (TANF) provides families with federally funded, time-limited assistance payments issued on debit cards. The Arkansas Division of Workforce Services collaborates with the Department of Human Services, a network of business and industry leaders, other state agencies, and partners in the community to connect people with employment opportunities and promote self-sufficiency.

## TRANSITIONAL EMPLOYMENT ASSISTANCE (TEA) & WORK PAYS SFY 2022

- TEA Participants: **5,737**
- Work Pays Participants: **344**

## WORK PARTICIPATION RATES FFY 2022

The U. S. Department of Health and Human Services requires each state's TANF program to meet two work participation rates, measuring how well the state succeeds in helping work-eligible individuals find employment. One of the conditions for the state to receive the TANF block grant is to engage 50% of all families on cash assistance and 90% of two-parent families engaged in required work activities and hours every month to be eligible to receive cash assistance. This, along with the caseload-reduction measures that Arkansas has undertaken, is used to determine the percentage of cash assistance recipients meeting or exceeding the mandatory federal program performance measures. The TEA program successfully met both work participation rates for FY 2022.

## CAREER & TECHNICAL EDUCATION ATTAINMENTS & CREDENTIALS CY 2022

Attainments include Employability Certificates, Technical Certificates, Associate Degrees, Certificates of Proficiency, GEDs, and related certificates. This was possible due to strategic and targeted public and private sector partnerships. *Includes Adults & Youth.*

- Career and technical education attainments: **1,960**

## TANF EMPLOYMENT PLACEMENTS CY 2022

TANF Employment placements include securing new employment with the help of TANF services or helping prevent loss of employment thanks to timely and targeted work-support services, i.e., childcare, transportation, uniform assistance, etc. Includes subsidized and unsubsidized employment, work-based learning, and apprenticeships. Includes adults and youth.

- TANF Employment Placements: **740**
- Job Placements (Adults): **393**
- Work-Based Learning Placements (Adults): **112**
- Work-Based Learning Placements (Youth): **235**







# OFFICE OF COMPLIANCE & INTEGRITY

CY 2022

The Office of Compliance and Integrity consists of Internal Audit, Financial Monitoring, and the Fraud Investigation Unit.

## INTERNAL AUDIT UNIT

Internal Audit provides independent, objective assurance and consulting services designed to add value and improve operations. Internal Audit helps ADWS accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of governance, risk management, and control processes.

During CY 2022, Internal Audit coordinated the agency-wide Control Self-Assessment (CSA), which is required every two years. Internal Audit also completed risk analysis reviews of approximately eight Arkansas Workforce Center locations statewide and reviewed various Central Office operations.

## FINANCIAL MONITORING UNIT

The Financial Monitoring unit conducts desk reviews and on-site monitoring visits of ADWS sub-recipients to ensure they use sub-award funds for authorized purposes in compliance with Federal statutes, regulations, and the terms and conditions of the sub-award. Financial Monitoring also provides ongoing technical assistance internally to other ADWS units and externally to the monitored sub-recipients.

During CY 2022, Financial Monitoring completed the on-site monitoring reviews for the ten Local Workforce Development Areas designated for the Workforce Opportunity and Innovation Act (WIOA) program funded by the U.S. Department of Labor. Financial Monitoring also reviewed funds expended by the sub-recipients of the Reimagine Grant funded by the U.S. Department of Education.

## FRAUD INVESTIGATION UNIT

ADWS created the Fraud Investigation unit in response to the Unemployment Insurance identity theft or “imposter fraud” threat realized during the Pandemic. The team continues to investigate imposter fraud cases to identify the perpetrators and recover any funds fraudulently obtained by those individuals. The unit also works closely with the U.S. Department of Labor’s Office of Inspector General to prosecute selected cases.

During CY 2022, the Fraud Investigation unit completed approximately 8,500 relational analyses and 4,000 bank account analyses, requested almost 9,000 subpoenas, and mailed more than 15,000 questionnaires to identity theft victims.







# UNEMPLOYMENT INSURANCE

CY 2022

## STATE UNEMPLOYMENT INSURANCE PROGRAM

Unemployment insurance benefits provide temporary cash assistance to those unemployed through no fault of their own.

State Unemployment Insurance Benefits Paid:	\$60,756,678
Disaster Unemployment Assistance Benefits Paid:	\$7,091

## FEDERAL PANDEMIC UNEMPLOYMENT PROGRAMS

Temporary unemployment programs were created by the CARES Act to expand and extend benefits for workers and those not traditionally eligible for unemployment insurance to ensure coverage for the unemployed during the pandemic.

Federal Pandemic Unemployment Compensation:	\$443,971
Pandemic Unemployment Assistance:	\$6,303,877
Pandemic Emergency Unemployment Compensation:	\$121,043
Extended Benefits:	\$584
Mixed Earner Unemployment Compensation:	\$200
Total Federal Pandemic Unemployment Program Benefits Paid:	\$6,869,675

## NUMBER OF INDIVIDUALS WHO RECEIVED BENEFITS (STATE AND FEDERAL PROGRAMS)

- 30,306 individuals received unemployment benefits from State & Federal programs.  
(Compared to 108,518 individuals who received benefits in 2021.)

## EMPLOYER WAGE REPORTS & CONTRIBUTIONS

Benefits are funded by employer contributions collected by ADWS.

Number of employers that filed quarterly wage reports:	84,196
Number of employers that filed online:	64,754 (77%)
Total amount of contributions paid by employers:	\$128,069,472
Total amount of contributions paid online:	\$61,061,833

# NEW HIRE REGISTRY

CY 2022

Federal and State law requires employers to report newly hired and re-hired employees in Arkansas to the Arkansas New Hire Reporting Center.

- In 2022, employers reported 943,075 new hires in Arkansas.  
(Compared to 820,917 new hires reported in 2021.)

# UNEMPLOYMENT INSURANCE TRUST FUND STATUS

JANUARY 1 – DECEMBER 31, 2022

BEGINNING OF YEAR BALANCE	\$844,136,067
REIMBURSEMENT FROM OTHER STATES	\$2,557,496
FUTA CREDITS	\$2,988
INTEREST INCOME	\$14,394,674
DEPOSITS FROM EMPLOYERS	\$107,500,965
TOTAL REVENUES	\$124,456,123
EXPENDITURES	
BENEFITS PAYMENTS	\$63,679,808
INTERSTATE BENEFITS	\$4,050,641
REED ACT WITHDRAWAL	\$1,000,000
TOTAL EXPENDITURES	\$68,730,449
COLLECTED OVER/UNDER	\$55,725,674
BALANCE END OF YEAR	\$899,861,741

# FUNDED APPROPRIATION

GRANTS SFY 2021-2022

## LEGACY 810

ADWS Training Trust Fund	\$3,256,577
Disaster Relief	\$24,000,000
Individual Development Account Program	\$141,738
Loans to Local Workforce Development Boards	\$1,500,000
New Hire Registry	\$200,141
Operations	\$79,947,386
Rainy Day	\$1,050,687
Reed Act Funds	\$3,100,000
Special Funds	\$10,026,000
Training Allowances & Payments	\$12,050,000
Transitional Employment Program-TANF	\$29,939,578
UI Trust Fund Interest/Unemployment	\$3,000,001
Unemployment Insurance Administration Fund	\$6,000,000
Unemployment Insurance Benefits	\$5,001,000,000
Workforce Innovation and Opportunity Act Payments	\$20,325,709
<b>Legacy Total</b>	<b>\$5,195,537,817</b>

## ADULT EDUCATION 810

Adult Basic Education	\$21,507,041
Adult Education Administration	\$1,751,429
AmeriCorps	\$66,148
Governor's Emergency Education Relief Fund II	\$823,200
Federal Adult Basic Education	\$5,906,027
GED Testing	\$350,000
Governor's Commission on Adult Literacy	\$768,567
SNAP E&T	\$741,490
TANF	\$2,235,906
<b>Adult Ed Total</b>	<b>\$34,149,808</b>

## REHABILITATION SERVICES 520

Operations	\$33,907,082
Vocational Rehabilitation/Supported Employment/Independent Living	\$25,455,385
Increasing Capabilities Access Network	\$888,402
Statewide Disability Telecommunications Equipment People with	\$571,703
Disabilities Program	\$30,000
Technology Equipment Revolving Loan Program	\$532,085
Cash Operations	\$362,042
<b>Rehabilitation Services Total</b>	<b>\$61,746,699</b>

## SERVICES FOR THE BLIND 520

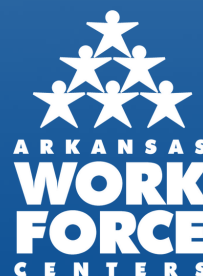
Operations	\$6,459,293
Vocational Rehabilitation/Supported Employment/Older	\$5,633,585
Individuals Who are Blind	
<b>Services for the Blind Total</b>	<b>\$12,092,878</b>

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**GRAND TOTAL** **\$5,303,527,202**



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**2021 ANNUAL REPORT**



Equal Opportunity Employers/Programs  
Auxiliary aids and services available upon request to disabled individuals.  
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LITTLE ROCK, AR  
501-682-2121

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