

CONTACT YOUR LOCAL BUSINESS SERVICES TEAM

Central Arkansas - Business Services Manager
501-676-2721

Eastern Arkansas - Tracy Hinton
870-261-6434 | tracy.l.hinton@arkansas.gov

Little Rock Arkansas - Rani Cooksey
501-682-8038 | rani.cooksey@arkansas.gov

North Central Arkansas - Taylor Smith
870-291-3212 | taylor@wrpdd.org

Northeast Arkansas - Mike Willyerd
870-239-6533 | mwillyerd@neaworks.com

Northwest Arkansas - Tania Overton
479-587-3077 | toverton@nwaedd.org

Southeast Arkansas - Candice Taylor
870-536-1971 | candice.taylor@southeastarkansas.org

Southwest Arkansas - Annette Hughey
870-234-4030 | annette.hughey@arkansas.gov

West Central Arkansas - Cora Easterday
501.525.7577 ext. 1013 | ceasterday@wcapdd.org

Western Arkansas - Ashlie Ross
479-785-2651 | aross@wapdd.org

This publication produced by the
Arkansas Division of Workforce Services



Arkansas Division of
Workforce Services

Equal Opportunity Employers/ Programs

A proud partner of the **AmericanJobCenter** network

Auxiliary aids and services are available upon request to
individuals with disabilities.

Voice 1-800-285-1121

TDD 1-800-285-1131

BUSINESS SERVICES

Workforce solutions & resources to help you
recruit, hire, train & retain



TAX INCENTIVES

Arkansas offers tax incentives to encourage workplace diversity and facilitate access to good jobs for all workers.

THE WORK OPPORTUNITY TAX CREDIT

WOTC is designed to assist individuals from targeted groups who face significant employment barriers to enter or reenter the labor force by providing federal tax credit incentives to employers for hiring these individuals. Depending on the target group of the new hire and the number of hours worked in their first year, you could earn a tax credit between \$1,200 and \$9,600 per employee.

Target groups include:

- Qualifying TANF/TEA Recipients
- Qualifying Veterans
- Qualifying Ex-Felons
- Vocational Rehabilitation Referrals
- Qualifying Summer Youth
- Qualifying SNAP Recipients
- Qualifying SSI Recipients
- Long-Term Unemployment Recipients

ARKANSAS APPRENTICESHIP TAX CREDIT

Employers that employ apprentices could receive an income tax credit of up to \$2,000 or 10% of the certified wages earned by an apprentice per year. The credit is capped at a maximum of \$10,000 per year that can be claimed.

DISABILITY ACCESS CREDIT & DEDUCTION

The Disability Access Credit is a tax credit qualifying small business owners can claim for incurring eligible access expenses. To qualify, the business must employ less than 30 employees and have an annual revenue below \$1 million. The amount of the tax credit is equal to 50% of the eligible access expenditures in a year, up to a maximum expenditure of \$10,250. There is no credit for the first \$250 of expenditures and the maximum tax credit is \$5,000. The Barrier Removal Deduction is a tax deduction that all businesses are eligible to take. It offers up to \$15,000 annually for the removal of architectural or transportation barriers.

ARKANSAS WORKFORCE CENTER LOCATIONS

CONWAY

1500 N. Museum Rd
Suite 111
Conway, AR
72032
501-730-9897

EL DORADO

708 West Faulkner St
El Dorado, AR
71730
870-862-6456

FAYETTEVILLE

2153 East Joyce Blvd
Suite 201
Fayetteville, AR
72703
479-521-5730

FORREST CITY

300 Eldridge Road
Suite 2
Forrest City, AR
72335-4901
870-633-2900

FORT SMITH

616 Garrison Ave
Room 101
Fort Smith, AR
72901-2525
479-783-0231

HARRISON

818 North Hwy 62-65
Harrison, AR
72601-2100
870-741-8236

HOPE

205 Smith Road
Suite A
Hope, AR
71801
870-777-3421

HOT SPRINGS

201 Market Street
Hot Springs, AR
71901
501-525-3450

JONESBORO

2311 E Nettleton Ave
Jonesboro, AR
72401-7205
870-935-5594

LITTLE ROCK

5401 S. University Ave
Little Rock, AR
72209
501-682-7719

MENA

1100 College Dr
Abernathy Building
Mena, AR
71953-4393
479-394-3060

MONTICELLO

477 S. Main Street
Monticello, AR
71655-4817
870-367-2476

PARAGOULD

1015 Linwood Dr
Suite 4
Paragould, AR
72450-4430
870-236-8512

PINE BLUFF

1001 S. Tennessee St
Pine Bluff, AR
71601-5032
870-534-1920

RUSSELLVILLE

104 S Rochester Ave
Russellville, AR
72801-5337
479-968-2784

SEARCY

501 W Arch Ave
Searcy, AR
72143-5203
501-268-8601

WEST MEMPHIS

Mid-South Community College
2003 West Broadway
West Memphis, AR 72301
870-400-2269

Scan QR code for more information on the
Arkansas Workforce Centers online
or visit www.dws.arkansas.gov





LAYOFF AVERSION & WORKFORCE TRANSITION SERVICES

WE ARE HERE TO HELP.

DISLOCATED WORKER TASK FORCE

The Dislocated Worker Task Force engages the resources of ADWS, area health services, the U.S. Department of Labor, the Arkansas Economic Development Commission, the Workforce Innovation and Opportunity Act partner programs, and other agencies to meet the needs of dislocated workers and employers.

RAPID RESPONSE TEAM

Arkansas' Business Retention and Workforce Transition Team provides immediate aid to companies and workers affected by layoffs, closures, and workforce reductions due to the economic climate or man-made disasters. This team quickly coordinates with community service providers to offer on-site workshops for employees in transition, job placement assistance, information on unemployment benefits, and more.

LAYOFF AVERSION STRATEGIES

Consult with our experts to discover alternatives, including:

- The Shared Work Program
- Liquidation of excess assets
- Negotiation of municipal rents or utilities abatement
- Grant opportunities

MOBILE WORKFORCE CENTERS

The Mobile Arkansas Workforce Centers provide access to all services available in brick-and-mortar Arkansas Workforce Centers and provides many of those services directly. Each unit has full Internet connectivity and is equipped with computers, printers, copiers, and JAWS (Jobs Application with Speech) software. The Governor's Dislocated Worker Task Force operates the mobile units and transports them as needed to areas of worker dislocation or emergency response.

TRAINING & RETRAINING

Improve the knowledge, skills and competencies of your employees



ON-THE-JOB TRAINING*

On-the-job training, or OJT, is training by an employer that is provided to a paid trainee while engaged in productive work. This training will provide knowledge or skills essential to the full and adequate performance of the job. Employers committed to hiring participants in certain programs may be eligible for up to 75% reimbursement of participant wages to compensate for the cost of a participant's training.

INCUMBENT WORKER TRAINING*

Approved incumbent worker training is designed to meet the needs of employers to help them retain a skilled workforce or avert layoffs. In IWT, individuals do not have to meet eligibility requirements beyond basic qualifications to participate in the program. Employers participating in this program will be reimbursed a percentage of the costs of training needed to retain their experienced staff.

TRAINING FOR ENGLISH LANGUAGE LEARNERS

Find speaking and writing training for non-English speaking employees. English Language Acquisition (ELA) includes adult education and literacy activities for English language learners with an additional skill requirement, comprehension of the English language. The primary goal is the development of knowledge and skills enabling students to obtain, retain, or upgrade their employment status.

**Service funding and availability may depend on local policies. For more information, please contact your local business services coordinator. See back of booklet for contact list.*

RECRUITING & SCREENING SERVICES

We can help you identify, attract and select the best-qualified candidates



ARKANSAS JOBLINK EMPLOYER ACCOUNT

Arkansas JobLink is a free, online tool that makes it easy to list and manage the job postings that are available to job-seekers across the state. Search through current resumes to find the most qualified candidates for your business. Visit www.arjoblink.arkansas.gov to establish your employer account. If you have any questions, we are here to help.

JOB FAIRS & CUSTOMIZED HIRING EVENTS

Meet qualified candidates at an event tailored to your company's needs. Receive notice of upcoming job fairs and join other employers at larger recruiting events.

APPLICANT SCREENING

When you need the right people for the job, we can help you review resumes and assess candidates before the interview stage.

WORKFORCE CENTER FACILITIES

Many Arkansas Workforce Centers have meeting rooms, computer labs, and training areas that are available for businesses to reserve and use at no cost. These facilities are often used for interviewing candidates, training workers, conducting employee orientations, and holding general meetings or conferences.

MIGRANT SEASONAL FARM WORKER PROGRAM

Many migrant farmworkers travel to Arkansas each year to help with the cultivating and harvesting of several crops in specific regions of the state. Through our Migrant and Seasonal Farm Worker (MSFW) Program, we help farmworkers and the employers who hire them.

LABOR MARKET INFORMATION

Learn about labor market trends and access resources for planning business expansion, relocation, future hiring, and training needs. Visit www.Discover.Arkansas.gov to explore Arkansas Labor Market Information for yourself or contact one of our offices for additional assistance.

VETERANS REPRESENTATIVES

Local Veterans Employment Representatives work to connect veterans with employers and inform businesses of the benefits of hiring Veterans. Contact your local Workforce Center to learn about recruiting veterans.

ARKANSAS ADULT EDUCATION WORKFORCE ALLIANCE FOR GROWTH IN THE ECONOMY PROGRAM

Find applicants for your business that are ready to work through the Arkansas Adult Education Workforce Alliance for Growth in the Economy (WAGE™) program. This program is designed to ensure job readiness for unemployed and under-employed Arkansans. The program provides basic academic skills necessary to become employed and stay successful in the workplace.

ARKANSAS REHABILITATION SERVICES

ARS representatives can assist you with finding, hiring, and accommodating qualified candidates with disabilities. Stay at Work/Return to Work staff is available to assist employers by identifying accommodations.

CAREER READINESS CERTIFICATION

The Career Readiness Certificate is a nationally recognized portable credential based on the ACT WorkKeys assessment that substantiates that an individual possesses the basic workplace skills employers are seeking. Issued at four-levels of achievement, the CRC measures and certifies essential work skills needed for success in jobs across industries and occupations. When you require or recommend the ACT WorkKeys CRC from your applicants, you'll tap into the most qualified labor pool in your area.

