

Arkansas  
Department of  
Workforce Services  
2009 Annual Report



Jobs for People. People for Jobs.  
**DWS**  
Department of  
WORKFORCE Services

## From the Director

**T**he Department of Workforce Services assisted a record number of clients in 2009. The recession impacted many Arkansans who sought our services during this difficult time.

In 2009, we assisted more than 130 companies that were either closing their doors or reducing their workforce.

Despite all of the hardships, several new companies announced plans to locate in Arkansas, and many job seekers improved their skills through training and certifications.

The Arkansas Career Readiness Certificate program awarded more than 9,500 certificates, bringing the two-year total to almost 17,000. This accomplishment, due largely to the partnership of the Governor's Workforce Cabinet, resulted in national attention.

DWS is committed to helping those needing our services as the Arkansas economy continues to improve.



Artee Williams, Director

**Vision:** To be Arkansas' preferred provider of workforce services and solutions.

**Mission:** To enable the Arkansas workforce to compete in the global economy by linking a comprehensive array of services for employers and job seekers.



## Transfer of AWIB to DWS

**I**n July 2009, the Arkansas Workforce Investment Board was transferred to the Department of Workforce Services, a result of Act 1487 of 2009.

The board is comprised of 41 members, with at least 51 percent representing business and industry.

DWS has worked closely with the board in the past regarding workforce issues. The transfer has improved the development and implementation of workforce programs around the state.

DWS provides staff support to the board, as well as guidance and technical assistance to the local areas regarding services to youth, adults and dislocated workers.

The board develops workforce policies and procedures for the 10 Local Workforce Investment Areas and oversees the operations of the Arkansas Workforce Centers located around the state.

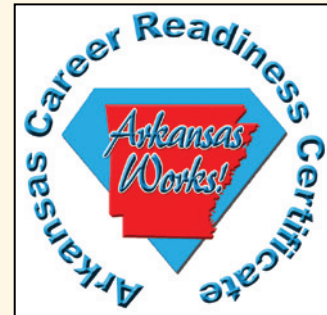


# Arkansas Career Readiness Certificate

**I**n just two years, almost 17,000 Arkansas Career Readiness Certificates were awarded around the state.

The CRC program was launched in January 2008 as an effort to meet employers' needs for a qualified workforce.

Arkansas employers are taking advantage of the program. In 2009, more than 2,200 employers hired job applicants who had a CRC.



Employers found that the certificate guarantees that job seekers have the basic skills in Reading for Information, Applied Mathematics and Locating Information, skills that all jobs require. In addition, employers have reported that hiring a job seeker with a CRC reduces turnover and overtime.

Job seekers can earn a gold, silver or bronze CRC that is signed by Governor Mike Beebe.

## CRCs Awarded

**Gold:** 1,672  
**Silver:** 5,119  
**Bronze:** 2,783  
**2009 Total:** 9,574  
**Two-Year Total:** 16,805  
**Number of employers who hired CRC holders in 2009:** 2,264



## Get in the Game Events

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DWS hosted the Get in the Game Entrepreneurial Conference in 2009 at Verizon Arena.

The conference targeted those wanting to start or expand a business. About 1,200 people attended, almost doubling the number from the previous year. Workshops were held throughout the day, successful entrepreneurs were available to visit with attendees and more than 50 vendors provided information.



Joseph Juarez, regional administrator, USDOL

The event was so successful in 2008, DWS expanded it in 2009 to also include the Get in the Game Career Expo. About 95 employers and education and training providers accepted applications and provided information, and about 1,900 job seekers attended the event. A mini-Workforce Center with computers and printers was on site, with DWS and Arkansas Workforce Center staff assisting attendees with job placement and resume preparation.

The third day featured the Arkansas Workforce Summit. About 500 employers, educators, economic developers, legislators and Workforce Center staff attended the event. Governor Mike Beebe was the keynote speaker. Other

speakers included Joseph Juarez, the regional administrator for the U.S. Department of Labor, Dallas Regional Office, and Scott Stimart, the vice-president of ACT, Inc., the Workforce Development Division.

## Office Relocation and Dedication

### Arkansas Workforce Center at Little Rock

The Arkansas Workforce Center at Little Rock relocated in the summer of 2009 to 5401 S. University.

Six partners are located at the center: DWS, the Little Rock Workforce Investment Board/ Workforce Investment Act, Central Arkansas Development Council, Department of Human Services, Arkansas Rehabilitation Services and Little Rock Adult Education.



About 150 staff work at the center and provide the following services: unemployment insurance, employment services, dislocated worker services, services to veterans, Transitional Employment Assistance, utility assistance, employment services for youth, Medicaid and SNAP (Food Stamps) assistance, rehabilitation services, Adult Education (GED) services and the Arkansas Career Readiness Certificate.

### Arkansas Workforce Center at West Memphis

The Arkansas Workforce Center at West Memphis, located on the Mid-South Community College campus, was dedicated in November 2009. Governor Mike Beebe was the keynote speaker.

The office was one of the first to relocate on a two-year college campus. The move allows staff to provide services to more people in the area, as well as partner with the two-year college to better assist clients.



## Arkansas Works

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**I**n 2009, \$3.4 million in Temporary Assistance for Needy Families funds were used to enhance the College and Career Planning System as part of the Arkansas Works Initiative.

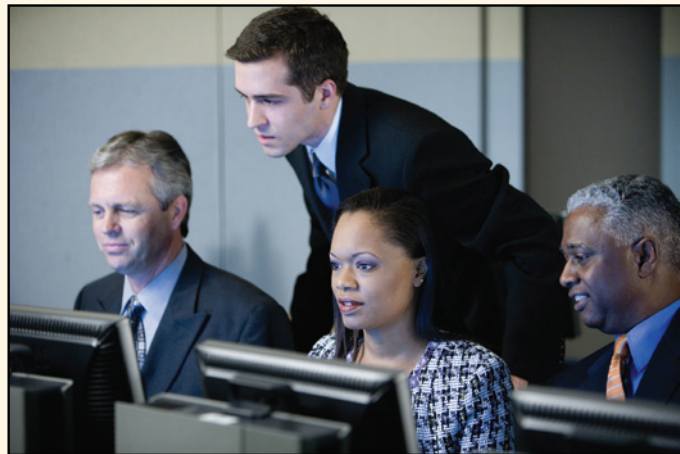
The system is an online information resource that helps Arkansans explore career interests, identify training or education programs, and locate jobs that fit their interests. The system also connects businesses with qualified candidates to meet their workforce needs.

The system is the latest expansion of the Arkansas Works Initiative, which encompasses education, training and economic development efforts around the state. The expansion targets unemployed and underemployed Arkansans in an effort to help them identify and obtain career goals.

To better assist job seekers, more than 100 DWS and Workforce Center staff are completing a 20-week training program to obtain career development facilitator certification.

In addition, more than 40 career coaches were placed in high schools in the Arkansas Delta to offer enhanced career guidance to students who want to build careers in Arkansas.

The system can be accessed at [www.arworks.arkansas.gov](http://www.arworks.arkansas.gov).



## Training Trust Fund Program

**T**he DWS Training Trust Fund Program was created in 2007 to help employers improve the skills of new and existing employees.

The program provides training funds to employers who are looking to upgrade employees' skills in order to increase productivity and meet industry demands.

Priority is given to the following:

- companies that can avoid layoffs by training workers,
- those that can show productivity will be increased,
- companies that are expanding, and
- those that will replicate the training internally.

In 2009, \$1,554,530 was obligated to 11 companies to train 3,670 employees.

Any for-profit or nonprofit business that has operated in Arkansas for at least 12 months may apply. The company must show how the training will help it meet business goals and performance objectives.





## Agency Statistics

- A total of 196,933 individuals received employment services.
- A total of \$1,012,531,233 was paid in regular unemployment insurance, military and federal benefits, Emergency Unemployment Compensation, Extended Benefits and Federal Additional Compensation benefits.
- Employers filed 52,095 quarterly wage reports totaling \$40,037,104.97 through the online UI tax filing, wage reporting and payment site.
- The New Hire Registry reported 574,126 new hires.
- 9,672 people were certified for the Work Opportunity Tax Credit, resulting in potential tax credits of \$23,723,400 for Arkansas employers.
- 568 Career Pathways Initiative participants received certificates of proficiency, 583 received technical certificates and 528 received associate degrees.
- In 2009, 131 companies reported layoffs or closures to the Governor's Dislocated Worker Task Force. The layoffs and closures affected 11,924 workers.
- DWS maintains several Web sites to assist job seekers with their job search and provide labor market information for economic developers, researchers and the general public:
  - [www.dws.arkansas.gov](http://www.dws.arkansas.gov).
  - [www.arjoblink.arkansas.gov](http://www.arjoblink.arkansas.gov)
  - [www.ArkansasAtWork.org](http://www.ArkansasAtWork.org)
  - [www.discover.arkansas.gov](http://www.discover.arkansas.gov)
  - [www.real-life.arkansas.gov](http://www.real-life.arkansas.gov)
  - [www.careerwatch.org](http://www.careerwatch.org)
  - [www.arkoscar.org](http://www.arkoscar.org).



# Financial Statement

Funds Received	
Grants	FY 2009-2010
Operations	\$86,351,990
Operations ARRA	\$4,283,524
Disaster Relief Payments	\$5,000,000
Unemployment Insurance Benefits	\$865,000,001
Training Allowances & Payments	\$40,000,000
Unemployment Insurance Benefits ARRA	\$488,880,000
Workforce Investment Act	\$70,000,000
Workforce Investment Act ARRA	\$12,459,948
Workforce Investment Act Operations	\$1,082,554
UI Trust Fund Loan Interest	\$3,000,001
Reed Act	\$38,500,000
Reed Act ARRA	\$59,969,332
Special Fund	\$11,330,389
Transitional Employment Assistance Program	\$101,700,000
Transitional Employment Assistance Program ARRA	\$6,200,000
Training Trust Fund	\$5,000,000
UI Administration Fund	\$5,000,000
Community Investment Initiative	\$3,500,000
<b>Total Funding:</b>	<b>\$1,807,257,739</b>



# Financial Statement

<b>Unemployment Insurance Trust Fund</b>	
<b>December 31, 2009</b>	
Balance, Beginning of Year	\$82,488,230
Revenues	
UI Contributions	\$264,827,138
Reimbursement From Other States	\$29,393,230
Reed Act Distributions	\$0
UI Modernization Incentive Funds	\$50,374,249
Interest Income	\$636,659
Title XII Advances*	<u>\$222,616,472</u>
<b>Total Revenues:</b>	<b>\$567,847,748</b>
Expenditures	
Unemployment Benefit Payments	\$599,495,616
UI Modernization Incentive Funds Withdrawals	\$50,374,249
Reed Act Withdrawals	<u>\$0</u>
<b>Total Expenditures:</b>	<b>\$649,869,865</b>
Excess (deficiency) of Revenues Collected Over Expenditures	\$(82,022,117)
<b>Balance, End of Year</b>	<b>\$466,113</b>
*Repayable advances from U.S. Treasury (Title XII) that were used to pay benefits due to negative balances in our Trust Fund.	



## Arkansas Department of Workforce Services

P.O. Box 2981, Little Rock, AR 72203 • (501) 682-2121 • [www.dws.arkansas.gov](http://www.dws.arkansas.gov)

"Equal Opportunity Employer/Program" "Auxiliary aids and services are available upon request to individuals with disabilities."  
Voice 1-800-285-1121 TDD 1-800-285-1131