

Arkansas Department of Workforce Services 2010 Annual Report



From the director...

In 2010, the Arkansas Department of Workforce Services continued to help employers and job seekers as Arkansas began to recover from the recession.

Re-employment specialists were deployed around the state to assist job seekers with career planning and Individual Education Plans.

DWS also purchased two additional Mobile Resource Units that provide employment services to employers and job seekers.

Employers also benefited from the department's Training Trust Fund Program. More than \$934,000 was obligated to eight companies to train more than 3,500 new and incumbent workers on new equipment and processes.

In 2010, Arkansas ranked 10th in the nation among states for the number of Career Readiness Certificates awarded. This is a huge milestone for Arkansas, whose CRC program has only been in place for three years.

The Arkansas Department of Workforce Services remains committed to implementing programs and services that ensure that Arkansas has a 21st century workforce!

— Artee Williams, DWS 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.



Jobs for People. People for Jobs.

DWS
Department of
WORKFORCE**Services**

Arkansas Career Readiness Certificate

In January 2008, the Governor's Workforce Cabinet launched the Arkansas Career Readiness Certificate program.

The program measures a job seeker's workplace skills in three areas: Reading for Information, Applied Mathematics and Locating Information. These are skills that all jobs require.

Upon completing the program, job seekers receive either a gold, silver or bronze certificate that is signed by the governor.

Employers who use the program as part of their hiring practices find that their turnover, overtime and training dollars are dramatically reduced. Employers can rest assured that when they hire someone with a CRC, they are getting a qualified worker.

Arkansas has received national attention with the success of the program, making Arkansas one of the top 10 states that have awarded the most CRCs.



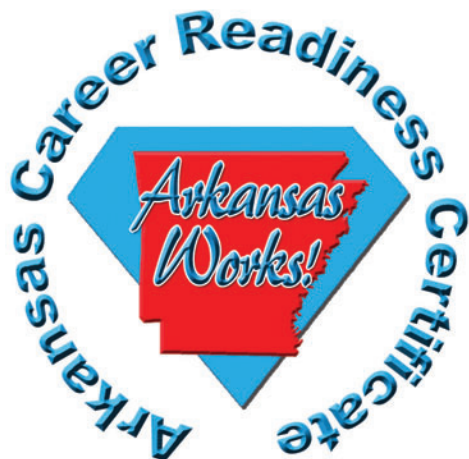
Arkansas Career Readiness Certificates Awarded

January 2010 to December 2010

Gold:	2,566
Silver:	5,317
Bronze:	1,585
2010 Total:	9,468

January 2008 to December 2010

Gold:	7,146
Silver:	14,398
Bronze:	4,729
Total:	26,273



Partner Agencies

- Arkansas Department of Workforce Services
- Arkansas Workforce Investment Board
- Arkansas Economic Development Commission
- Arkansas Department of Career Education
- Arkansas Department of Education
- Arkansas Department of Higher Education
- Arkansas Association of Two-Year Colleges
- Arkansas Science & Technology Authority

Arkansas Workforce Centers' Career Expo

For the second year, the Arkansas Workforce Centers held a Career Expo at Verizon Arena in North Little Rock on November 3, 2010.

It was a huge success, with a turnout of more than 3,200 job seekers and 116 employers and educational providers. The turnout far exceeded the 2009 turnout, which had 98 exhibitors and about 1,900 job seekers.

In addition to visiting with employers, attendees received resume assistance, attended various workshops and received Arkansas Career Readiness Certificate assistance at the Mobile Resource Unit.

A mini-Arkansas Workforce Center also was available. The center was equipped with computers, where job seekers could browse for jobs and prepare resumes.

Some employers also conducted interviews on-site.



Examples of Participating Companies

U.S. Steel - Wheeling Machine Products
U.S. Army
FedEx
L'Oreal USA
Pulaski County Special School District
Baptist Health
FBI
UAMS
Deltic Timber Corporation
North Little Rock Police Department
Easter Seals Arkansas
Many Others!

New Mobile Units



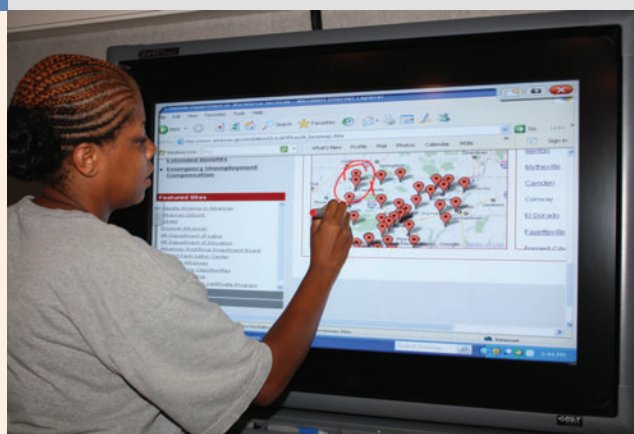
Ways Units Are Utilized

- If an employer is hiring, the units can be transported to the company and used to assist with interviews and screenings.
- Companies that are closing can request a unit to assist with processing unemployment insurance claims.
- The units can be transported to a disaster site and used to process unemployment insurance claims and assist with job searches.

In 2010, DWS purchased two additional Mobile Resource Units, bringing the total to six.

The units are used to assist with employment services at job fairs and other events.

The units, which are in high demand around the state, are available to training providers, educational institutions, and other state and federal agencies.



Unit Description

- Heating, air conditioning and electricity
- Full satellite Internet capability
- 13 computer stations
- A 22-inch flat screen TV
- DVD and VCR capabilities
- Private interview areas
- Printers
- Scanners
- Copy and fax machines
- Outside monitors
- Interactive Smart Boards
- Public announcement system
- Handicap accessible
- JAWS software



Career Development Facilitators

More than 100 Arkansas Workforce Center and DWS staff completed the Career Development Facilitator training in 2010.

The CDF training is a nationally-recognized program that helps local office staff provide more in-depth assistance to employers and job seekers.

The 20-week program was developed by the National Career Development Association.



“The CDF training was extremely beneficial. I learned how to better serve the needs of employers and provide more comprehensive career development assistance to job seekers.”

**— Joe Franklin
Program Administrator,
Arkansas Career Readiness
Certificate and New Hire
Registry programs**

As a result of completing the program, Workforce Center and DWS staff are able to provide comprehensive career development services such as the following:

- Administering assessments to determine clients' career and educational needs and skills.
- Developing Individual Education Plans that identify clients' goals, barriers to employment and services to help them achieve their employment objectives.
- Providing career planning guidance and assistance.
- Working with employers and referring qualified job seekers to other agencies for services.
- Maintaining continuous contact with job seekers.



New offices, expansions and relocations

In an effort to improve services to both employers and job seekers around the state, two new Arkansas Workforce Centers opened in 2010, some centers expanded and others relocated.

Cabot

DWS and the Central Arkansas Planning and Development District partnered to open a new center in Cabot.

The center is located in Suite C in the Cabot WaterWorks building, #1 City Plaza. Staff provide employment services at the center, including job assistance, assisting employers with job orders, resume writing, unemployment insurance, Temporary Assistance for Needy Families services, Arkansas Career Readiness Certificate assessments, and Workforce Investment Act services for adults, youth and dislocated workers.



Arkansas Workforce Centers

Forrest City

The Arkansas Workforce Center at Forrest City held an open house in April 2010 to celebrate its recent move and renovation.

The office, located at 300 Eldridge Road, Suite 2, is now right off the interstate, giving employers and job seekers better access to employment-related services. Because of the new location, more clients are using the center's services.

Center partners include DWS, Workforce Investment Act staff and the Arkansas Human Development Corporation. Arkansas Rehabilitation Services and Experience Works also operate out of the center.

Services include unemployment insurance, employment services, dislocated worker services, services to veterans, Transitional Employment Assistance, employment services for youth, rehabilitation services, the Arkansas Career Readiness Certificate, and Workforce Investment Act services for adults, youth and dislocated workers.

Dumas

The Arkansas Workforce Center at Dumas opened in November 2010. The center is located in the new Delta Technology Education Center, which houses the Workforce Center, classrooms used by area colleges, and entrepreneurial and youth services.

The center provides employment services including job placement, unemployment insurance, services to veterans and migrant farm workers, labor market information and Workforce Investment Act services.

Newport

The Arkansas Workforce Center at Newport relocated to the Arkansas State University at Newport campus.

The location is more convenient for clients and has additional space that can be used to better serve both employers and job seekers.

The center provides employment services including job placement, unemployment insurance, Work Opportunity Tax Credit, labor market information and Workforce Investment Act services.



Dumas

Arkansas Workforce Centers



Siloam Springs

Photo Courtesy of the Siloam Springs Chamber of Commerce

Other Offices

- The Arkansas Workforce Center at Siloam Springs relocated in March 2010 to 809 S. Mount Olive St.
- The Arkansas Workforce Center at Fayetteville expanded, adding 1,400 square feet.
- Staff now provide Arkansas Career Readiness Certificate assistance four days a week on the Cossatot Community College campus in De Queen and partner with Workforce Investment Act staff three days a week.
- The Arkansas Workforce Center at Searcy opened a satellite center on the old Arkansas State University at Heber Springs campus.

Workforce Development



The Program's Success

- 586 students registered for the program.
- 474 students (or 81 percent) completed the program.
- The average composite score increased by two points from the pre-test to the post-test.
- 186 (or 39 percent) of the students tested out of remediation.
- 36 (or 19 percent) tested out of two subjects.
- 9 (or 4.8 percent) tested out of three subject.

Counties Served

- | | |
|---------------|---------------|
| • Bradley | • Newton |
| • Chicot | • Ouachita |
| • Desha | • Phillips |
| • Hempstead | • Poinsett |
| • Jackson | • Searcy |
| • Lafayette | • Sharp |
| • Lee | • St. Francis |
| • Mississippi | • Stone |
| • Monroe | • Woodruff |
| • Nevada | |

Summer ACT Academy Program

In 2010, DWS used Temporary Assistance for Needy Families dollars to fund the Summer ACT Academy Program administered by the Arkansas Department of Career Education.

The program assisted students with skills and tips regarding how to successfully take the ACT college entrance exam in an effort to increase ACT scores and reduce remediation.

The six-week course was taught by instructors through 10 community colleges and targeted rising juniors and seniors and upcoming graduates in 19 of the 21 economically-challenged counties that are part of the Arkansas Works program.

In addition to receiving tips on how to successfully take the ACT exam, participants received college and career planning services from career coaches. Services included college visits, business and industry visits, and job shadowing.

Each student was eligible to receive a stipend of up to \$500 based on participation, completion of assignments and gains on the ACT exam. Each host site also received funds to supply meals, transportation and additional supplies.

The program was so successful, it was expanded to a year-round program in the 19 counties.



Temporary Assistance for Needy Families
Arkansas Department of Workforce Services

Jobs for Arkansas' Graduates

In addition to assisting high school students with the ACT exam, DWS also provided Temporary Assistance for Needy Families funding to the Arkansas Department of Career Education to support the Jobs for Arkansas' Graduates Program.

The Jobs for Arkansas' Graduates Program is the state's affiliate of the national Jobs for America's Graduates Program.

The JAG program is a school-to-work transition program for high school students who are at risk of graduating.

The program encourages students to graduate high school and provides them with the education and training to secure a job after graduation.

Students in the program learn study skills, work-ready skills, and receive exposure to jobs and careers. They also learn leadership and career development skills.

Instruction includes hands-on activities, field trips, lectures and occupational research.

Training upon high school graduation can consist of one-year training programs, apprenticeships, two-year associate degree programs or four-year programs.



DWS Support

DWS Temporary Assistance for Needy Families funding supported eight of the approximate 76 JAG sites around the state and will place 120 JAG students on career-focused job sites.

Jobs for America's Graduates

Jobs for America's Graduates is a nonprofit organization designed to promote business interaction in schools by using business people as specialists or instructors.

The national program's goals include ensuring a 90 percent graduation/GED rate and that 80 percent of graduates are working full time or working and going to school.



Mature Worker Friendly Awards

For the third year, the Arkansas Workforce Investment Board and Department of Workforce Services honored three Arkansas employers for their efforts to recruit and retain mature workers (those age 50+).

The AWIB and DWS partnered with the Governor's Work-Life Balance Initiative and presented the awards at the initiative's annual recognition luncheon.

"We are proud to continue honoring deserving Arkansas companies that have made a commitment to hiring and retaining mature workers."

**— Artee Williams
DWS Director**

Winners

(Pictured Top to Bottom)

- Arkansas Educational Television Network in Conway
- Bank of the Ozarks*
- Saline Memorial Hospital in Benton

**Bank of the Ozarks was a third-time winner in 2010 and was recognized as an ambassador in 2011.*

About the Awards

The Mature Worker Friendly Awards were developed by the Arkansas Mature Worker Initiative, an AWIB-led program that was developed in 2006 to increase awareness among employers of the need to hire and retain mature workers.

As the baby boomers retire, employers will see a dramatic shortage in the labor force and a lack of skills among the next generation.

The initiative has evolved to not only educate employers but stress the importance of keeping mature adults actively engaged in work and volunteer activities.



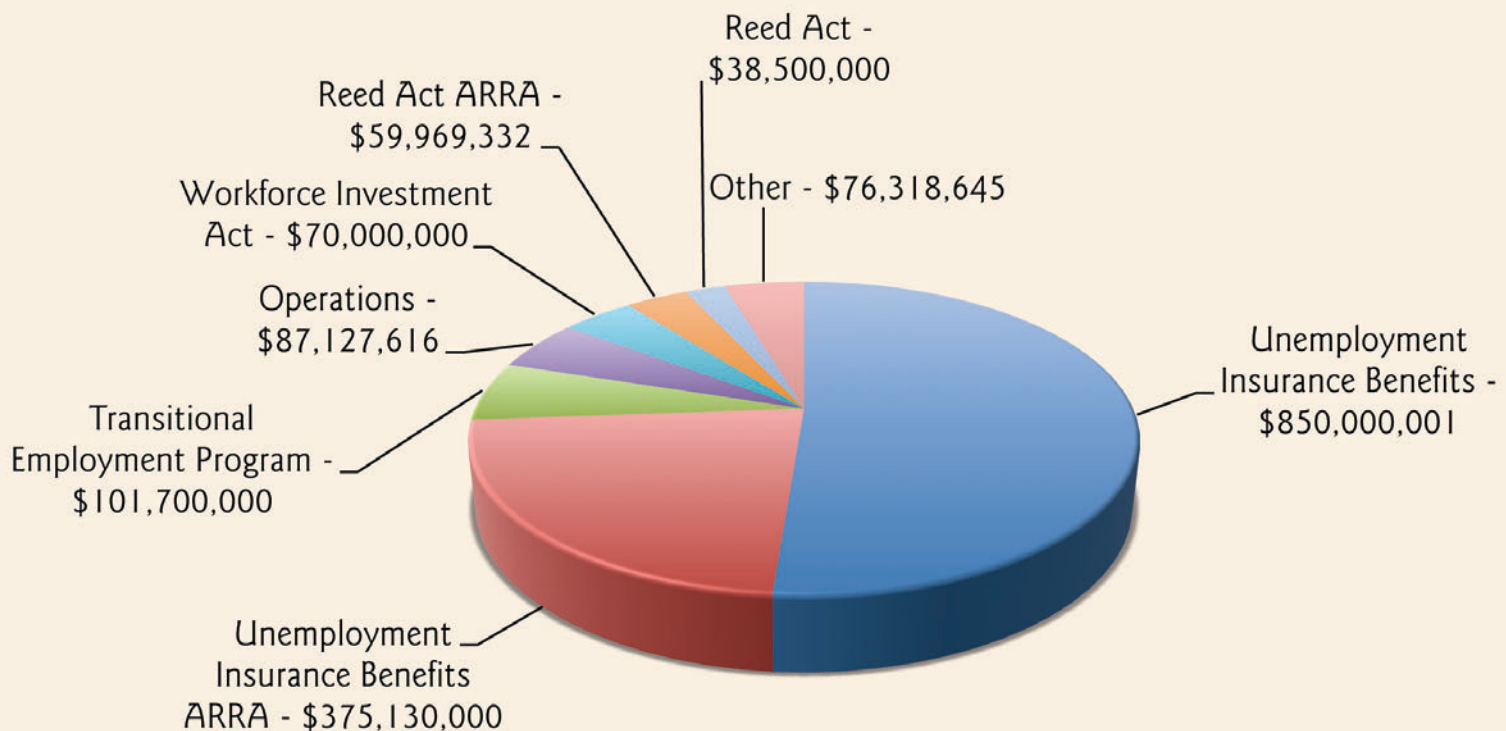
Financial Statement

Funds Received

Grants	FY 2010-2011
Unemployment Insurance Benefits	\$850,000,001
Unemployment Insurance Benefits ARRA	\$375,130,000
Transitional Employment Program	\$101,700,000
Operations	\$87,127,616
Workforce Investment Act	\$70,000,000
Reed Act ARRA	\$59,969,332
Reed Act	\$38,500,000
Training Allowances & Payments*	\$15,000,000
Workforce Investment Act ARRA*	\$12,459,948
Special Fund*	\$11,330,389
Operations ARRA*	\$8,729,155
Transitional Employment Program ARRA*	\$6,200,000
Disaster Relief Payments*	\$5,000,000
Training Trust Fund*	\$5,000,000
UI Administration Fund*	\$5,000,000
Community Investment Initiative*	\$3,500,000
UI Trust Fund Loan Interest*	\$3,000,001
Workforce Investment Act Operations*	\$1,099,152
Total:	\$1,658,745,594

* Noted in the "Other" category in the chart below.

Funds Received FY 2010-2011



Trust Fund Status and Agency Statistics

Unemployment Insurance Trust Fund December 31, 2010

Beginning Balance, January 1, 2010:	\$466,113
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Receipts:

UI Contributions	\$359,664,661
Reimbursement From Other States	\$28,608,800
Reed Act Distributions	\$0
Interest Income	\$0
Title XII Advances*	<u>\$108,236,912</u>

Total Receipts:	\$496,510,373
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Total Balance Available to Pay UI Benefits:	\$496,976,486
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Disbursements:

Unemployment Benefit Payments	\$458,391,072
Reed Act Withdrawals	<u>\$0</u>

Total Disbursements:	\$458,391,072
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Excess (Deficiency) of Receipts Over Disbursements:	\$38,119,301
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Ending Balance, December 31, 2010:	\$38,585,414
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**Advances from the U.S. Treasury under Title XII of the Social Security Act for the payment of UI benefits.*

Agency Statistics

- A total of 216,808 individuals received employment assistance.
- A total of \$966,422,943 was paid in regular unemployment insurance, military and federal benefits, Emergency Unemployment Compensation, Extended Benefits and Federal Additional Compensation benefits.
- Employers filed 61,267 quarterly wage reports totaling \$63,143,112.96 through the online UI tax filing, wage reporting and payment site.
- The New Hire Registry reported 569,694 new hires.
- 19,308 people were certified for the Work Opportunity Tax Credit, resulting in potential tax credits of \$47,120,400 for Arkansas employers.
- 736 Career Pathways Initiative participants received certificates of proficiency, 755 received technical certificates and 763 received associate degrees.
- In 2010, 75 companies reported layoffs or closures to the Governor's Dislocated Worker Task Force. The layoffs and closures affected 5,281 workers.
- DWS maintains several websites 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
- www.careerwatch.org

- www.real-life.arkansas.gov
- www.ArkansasAtWork.org
- www.discover.arkansas.gov

- www.arjoblink.arkansas.gov
- www.arkoscar.org

Arkansas Department of Workforce Services
P.O. Box 2981, Little Rock, AR 72203
(501) 682-2121
www.dws.arkansas.gov

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