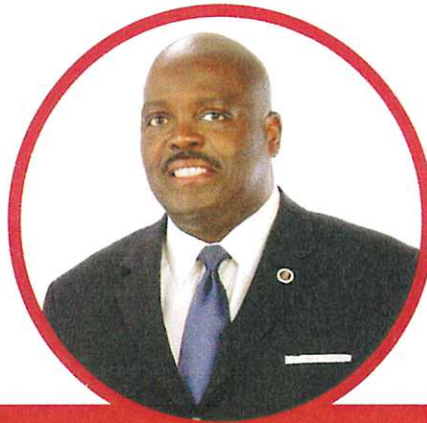


ANNUAL REPORT | 20 15



MESSAGE FROM THE DIRECTOR



It is my pleasure as director for the Arkansas Department of Workforce Services to present our 2015 Annual Report. This report reflects the dedication of our staff throughout the state and illustrates some of our achievements.

Now more than ever, education and workforce development opportunities are critical to a strong economy. One of the major challenges we face as a state is to improve access to training and education to enhance skills development. To aid in meeting economic demands, the Arkansas Department of Workforce Services will continue to collaborate with its partners and work closely with employers and job seekers to develop initiatives and offer effective programs and services to enrich the economic growth of Arkansas. Equipping individuals with the skills required for today's jobs is strategic in the continued growth and development of Arkansas' workforce.

ADWS is dedicated to refining this agency's strategies and fostering existing and new partnerships to respond effectively and efficiently to changing skills and training needs in order to yield a stronger workforce.

To better serve our clients, three workforce centers were consolidated in 2015. The Walnut Ridge Workforce Center consolidated with the Jonesboro Workforce Center, and Heber Springs consolidated with the Searcy Workforce Center in April. In July, the Cabot Workforce Center consolidated with the Jacksonville Workforce Center. All staff were relocated to the new locations.

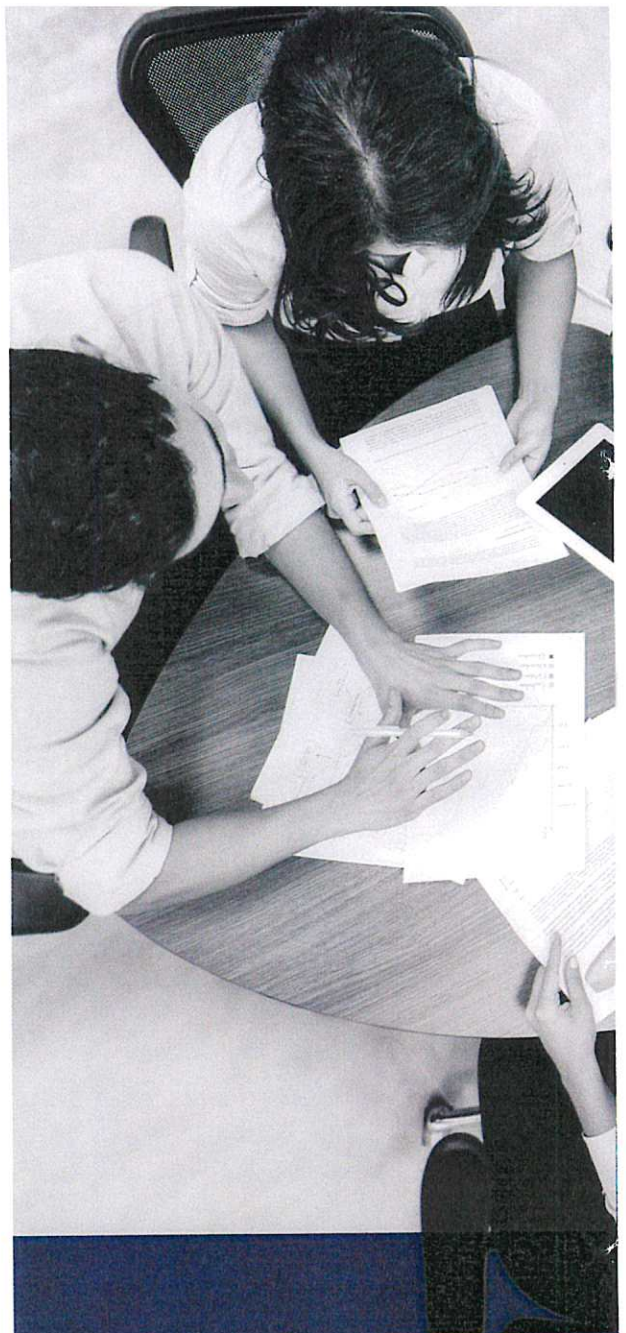
As we transition into 2016, ADWS will continue its role in opening doors of opportunity and growth for not only the individual worker, but for employers and communities in the state. Together, we are preparing today's workforce for tomorrow's careers.

Sincerely,

A handwritten signature in black ink, reading "Jeryl J. Lassett". The signature is fluid and cursive, with a small flourish at the end.

THE AGENCY

ADWS' PRODUCTS AND SERVICES
CAN BE CATEGORIZED INTO THREE
MAIN GROUPS: UNEMPLOYMENT
INSURANCE, EMPLOYMENT
ASSISTANCE AND TEMPORARY
ASSISTANCE FOR NEEDY
FAMILIES. ADWS OFFERS THESE
MAIN SERVICES AT ARKANSAS
WORKFORCE CENTERS LOCATED
THROUGHOUT THE STATE.



ADWS CONTINUES
TO BUILD EFFECTIVE
PARTNERSHIPS WITH
OTHER ORGANIZATIONS TO
BETTER SERVE CUSTOMERS.
THROUGH THESE
PARTNERSHIPS, ADWS AND
ITS PARTNERS ARE ABLE TO
LEVERAGE EACH OTHER'S
CORE COMPETENCIES
AND RESOURCES.



**THE AGENCY IS
UNIQUE FROM OTHER
ARKANSAS STATE
AGENCIES IN THAT IT IS
99 PERCENT
FEDERALLY FUNDED WITH
TAXPAYER DOLLARS.**

In 1937, the Arkansas Department of Workforce Services began its legacy of serving Arkansas' unemployed and underemployed. Once primarily known as the unemployment office, through growth and partnerships, the dynamics of this agency has experienced a series of metamorphoses. The focus is no longer simply getting individuals back to work, but providing individuals the tools they need to enhance and sustain their employability. And, through the education and skills training offered to job seekers, employers are reducing hidden costs associated with lost production time and

turnover rates by hiring qualified workers.

Because ADWS is a state agency, it does not earn a profit and does not measure success by business growth and expansion. The size of the agency's budget and the staffing levels are adapted to best meet the needs of the state and its customers, while balancing the requirements of stakeholders. Even though the agency is almost entirely funded with federal money, the Arkansas Legislature appropriates the agency's funds and has the authority to pass legislation affecting agency programs and services on a state level.

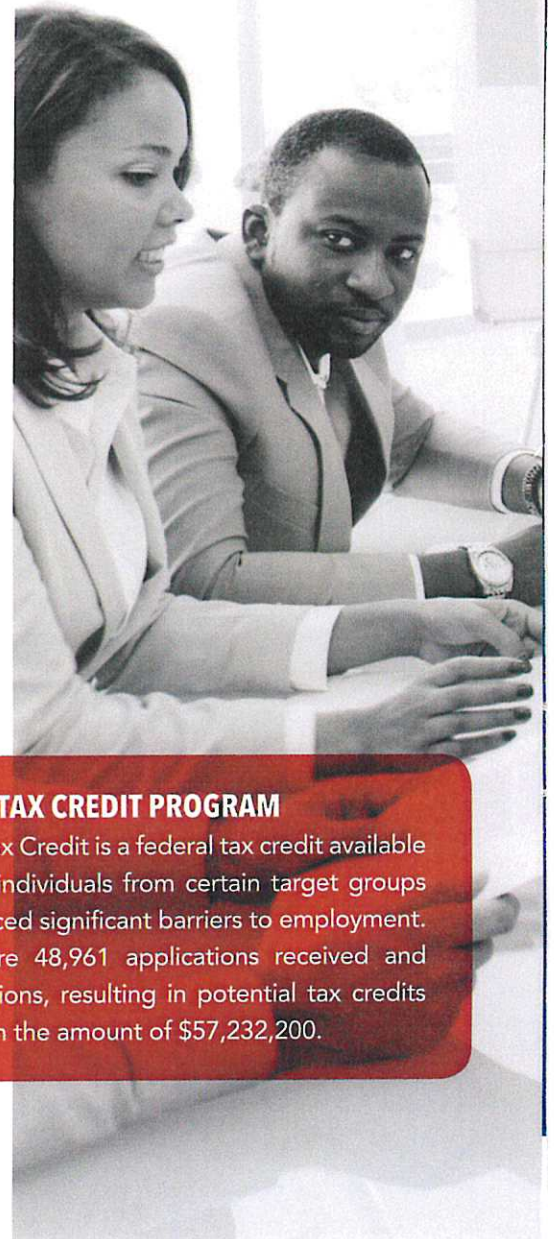
EMPLOYER SERVICES

IDENTIFYING AND HELPING TO MEET
THE WORKFORCE NEEDS OF ARKANSAS'
EMPLOYERS IS CRITICAL FOR CONTINUED
JOB CREATION. THE ARKANSAS
DEPARTMENT OF WORKFORCE
SERVICES IS COMMITTED TO ASSISTING
EMPLOYERS FIND QUALIFIED APPLICANTS
AND HELPING JOB SEEKERS IN THEIR
SEARCH FOR EMPLOYMENT.



WORK OPPORTUNITY TAX CREDIT PROGRAM

The Work Opportunity Tax Credit is a federal tax credit available to employers for hiring individuals from certain target groups who have consistently faced significant barriers to employment. During 2015, there were 48,961 applications received and 22,281 certified applications, resulting in potential tax credits for Arkansas employers in the amount of \$57,232,200.





ADWS oversees state and federal funding to administer training programs and promote partnerships with employers and economic development entities. These partnerships assist in identifying workforce needs and in developing training programs for both employers and workers to support a workforce system that offers employers, individuals and communities the opportunity to achieve and sustain economic prosperity.

Additionally, ADWS administers Arkansas' Unemployment Insurance program and facilitates employer compliance with the Arkansas Employment Security Law, collects unemployment insurance contributions from employers, provides unemployment insurance benefits to those eligible and maintains management information systems for filing unemployment insurance claims and fraud detection.

Through the Arkansas Workforce Centers, employers have access to the largest, most diverse source of job seekers in the area. Skills and abilities are matched to appropriate job choices.

With Arkansas Workforce Centers located strategically throughout the state, the Arkansas Department of Workforce Services is ready to assist employers by offering a comprehensive array of services, programs and training. Among these services are:

- Identifying skill requirements and developing job listings
- Recruitment and screening for job openings
- Labor market information
- Training of new or incumbent employees

To aid in meeting economic demands, ADWS will continue to collaborate with its partners and work closely with employers to develop initiatives and offer effective programs and services to enrich the economic growth of Arkansas.



JOB SEEKER SERVICES

ADWS IS COMMITTED TO
PROVIDING WORKFORCE
SERVICES THAT WILL PROMOTE
SUSTAINABLE PROSPERITY
FOR ARKANSAS' DIVERSE
POPULATION OF WORKERS.





COMMITTED TO HELPING YOU

ADWS staff works in partnership with state, local and community-based organizations to provide comprehensive assistance to its clients. These partnering organizations provide services that range from continuing education to services for veterans and their families.

Having Arkansas Workforce Centers located strategically throughout the state, ADWS staff provides a network of services to Arkansans, identifying the latest information regarding high-demand occupations and worker availability, including salary and/or wage rates. Services are designed to enhance the skills and aptitudes of Arkansas' workforce, as well as assist job seekers with finding employment as quickly as possible.

Customers are offered self-service products in the resource centers, intensive services for those needing personal assistance, training for those who qualify and assistance with job search skills such as résumé writing and interview preparation. Customers have access to a statewide referral system linking job seekers to other agencies that can provide supportive services needed in order to become successfully employed.

The first pilot group for the Unemployment Insurance Claims Processing Hotline was deployed in March throughout all Arkansas Workforce Centers, with the exception of the Little Rock and Helena offices that will be entering the process by the end of the year. The UI Hotline has been successful in providing efficient and prompt service to customers.

**204,792 CUSTOMERS RECEIVED
EMPLOYMENT-RELATED
SERVICES IN 2015**

NEW HIRE REGISTRY

EMPLOYERS AND/OR LABOR
ORGANIZATIONS DOING
BUSINESS IN THE STATE OF
ARKANSAS MUST REPORT THE
FOLLOWING EMPLOYEES:

- NEW EMPLOYEES
- REHIRES OR RECALLED EMPLOYEES
- TEMPORARY EMPLOYEES



IN 2015
914,357
**NEW HIRES WERE
REPORTED IN ARKANSAS**



In 1996, the United States Congress enacted the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) as part of Welfare Reform. This legislation created the requirement for employers in all 50 states to report their new hires and re-hires to a state directory. The following year, the Arkansas General Assembly charged ADWS with the responsibility to administer Arkansas' New Hire Registry.

The New Hire Registry speeds up the child support income withholding order process, expedites collection of child support from parents who change jobs frequently and quickly locates noncustodial parents to help in establishing paternity and child support orders. New hire data is also used in detecting and preventing fraudulent unemployment claims.

PROGRAM HIGHLIGHTS

ADWS MANAGES AND ADMINISTERS
MULTIPLE SERVICES AND
PROGRAMS THAT ARE SPECIALIZED
FOR MEETING THE NEEDS OF
JOB SEEKERS, EMPLOYERS
AND THE GENERAL PUBLIC.

65,580 CERTIFICATES ISSUED JAN. 2008 – DEC. 2015
5,193 CERTIFICATES ISSUED IN 2015

CRC CERTIFICATE LEVELS*

- | | |
|---|---|
|  PLATINUM-LEVEL 6.....9 ISSUED |  SILVER-LEVEL 4.....3,305 ISSUED |
|  GOLD-LEVEL 5.....1,070 ISSUED |  BRONZE-LEVEL 3.....809 ISSUED |

*LEVELS BASED ON WORKKEYS® ASSESSMENTS FOR CORE EMPLOYABILITY SKILLS ON THE PROFILED JOBS.



CAREER READINESS CERTIFICATE

In January 2008, as part of the Governor's Workforce Cabinet, ADWS and partner state agencies implemented the Arkansas Career Readiness Certification (CRC) Program. The CRC is a nationally accredited, portable credential based upon the ACT WorkKeys assessments. A CRC demonstrates to employers that a job seeker has workplace readiness by possessing basic fundamental skills necessary for conveying and receiving information critical to training and workplace success.

To successfully obtain a CRC, an individual must first complete Career Ready 101, a pre-WorkKeys instructional test that helps prepare individuals for the ACT WorkKeys assessments.

Upon passing Career Ready 101, job seekers are allowed to take the three WorkKeys assessments comprising of:

READING FOR INFORMATION: The ability to understand information in common workplace documents such as letters, memos, procedures and instructions.

APPLIED MATHEMATICS: The ability to use mathematical reasoning in solving common workplace situations.

LOCATING INFORMATION: The ability to understand and extract information from graphics such as diagrams, tables, forms, graphs and charts.

The ADWS Director and the Governor of Arkansas sign all certificates issued. In addition, each certificate is assigned a state and national identification number. These identification numbers enable the recipient's CRC to be recognizable nationwide.

PROGRAM HIGHLIGHTS

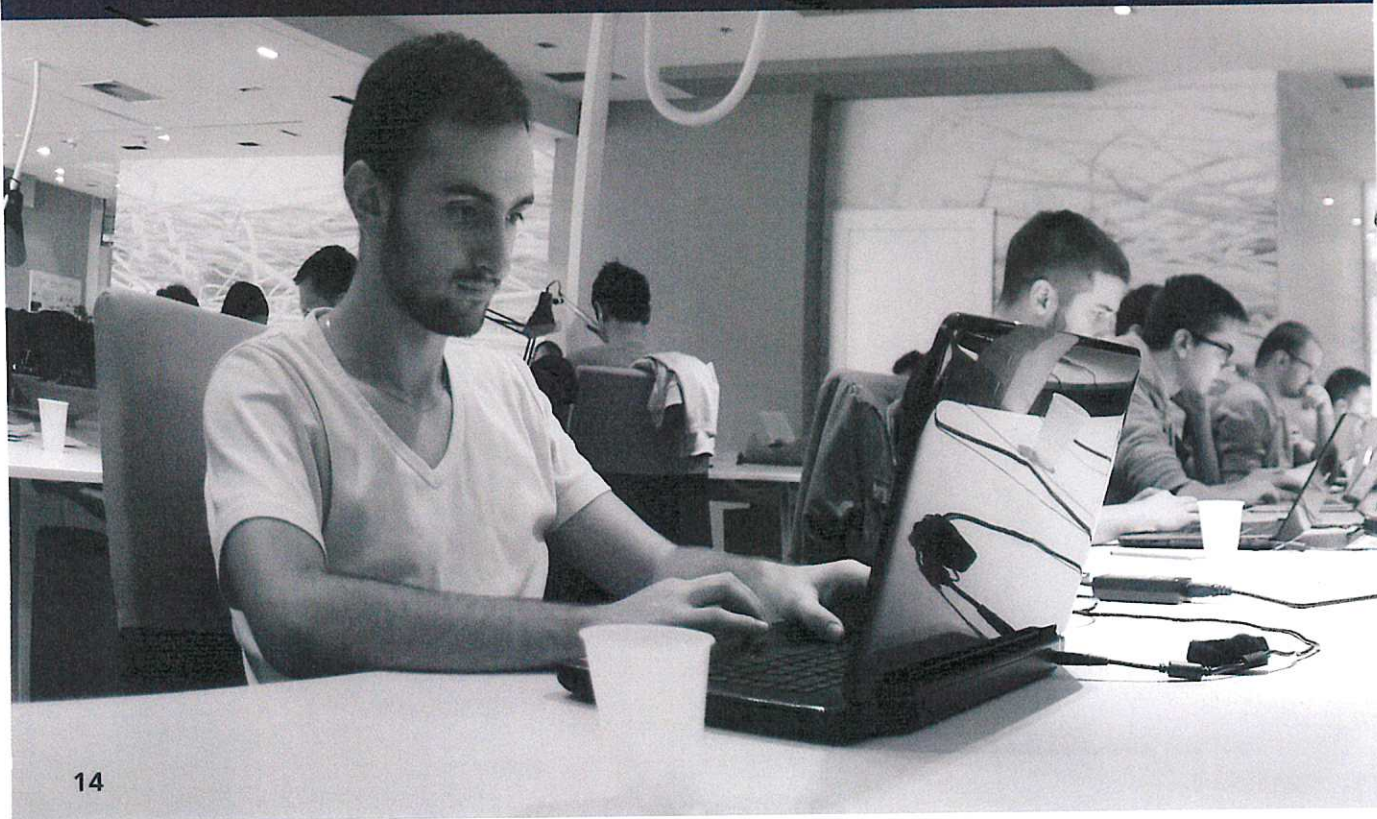
Microsoft *IT Academy Program*

Arkansas remains the first and only state in the nation to offer Microsoft IT Academy training to adult job seekers. Through a partnership with the Arkansas Department of Workforce Services, Arkansas Department of Education and Arkansas Department of Career Education, participants are offered instruction for Microsoft IT courses at select Arkansas Workforce Centers throughout the state. Microsoft IT certifications differentiate persons in today's competitive job market and broaden their employment opportunities.

GET SKILLED.
CERTIFIED.
A JOB.

Arkansas remains committed to help job seekers increase their skills and to assist employers in finding qualified applicants; and, as a result, the Department of Workforce Services has made an all-out effort to inform persons around the state of the overall benefits of the Microsoft IT Academy certification. The logo, **GET SKILLED, GET CERTIFIED, GET A JOB**, is the program's call-to-action for persons to contact a local Arkansas Workforce Center to obtain more information.

Since the inception of the campaign in mid-2013, more than 3,000 Arkansas Workforce Center customers have enrolled in this free program – with many obtaining computer skills and certifications that might never have been possible.



OCCUPATIONAL SKILLS ASSESSMENT

Transferable Occupational Relationship Quotient is an occupational skills assessment system that is utilized within the Arkansas Workforce Centers to help customers assess their skills and identify other jobs for which they may be qualified. ADWS initially licensed the TORQ program in March 2012 for use with the long-term unemployed; however, it was soon determined to expand this initiative by providing occupational skills assessments to participants in every ADWS program. Moreover, this service is now being offered to community nonprofits and students at the high school and community college level.

Our ever-increasing success with the occupational skills assessment program continues to help individuals “think outside the occupational box.” Based on previous work and volunteer experience, this system compiles a job seeker’s skills, matches that skill set to real-time job openings, identifies skill gaps and provides a list of educational and training institutions where those skill gaps can be addressed.

A TOTAL OF 40,676 OCCUPATIONAL SKILLS ASSESSMENTS WERE CREATED IN 2015 FOR ADWS CUSTOMERS STATEWIDE.

Since its inception, more than 150,000 individuals have received their personal occupational skills assessment profile in order to identify alternative occupations, find new or better jobs and locate higher education institutions to begin a training program.



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

INVESTING IN FAMILIES

THE ARKANSAS TEMPORARY
ASSISTANCE FOR NEEDY FAMILIES
PROGRAM TELLS A STORY OF
HELPING FAMILIES MOVE INTO THE
WORKFORCE AND OF REINVESTING
IN THEIR COMMUNITIES.



Our dedicated staff and partners have successfully helped thousands of Arkansas families:

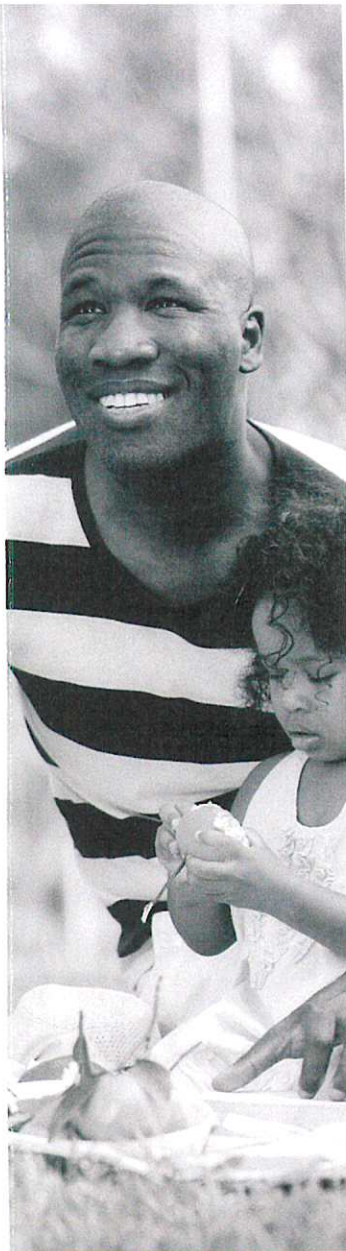
- End dependency on cash assistance under Transitional Employment Assistance.
- Receive transitional support while moving into the labor market with a variety of supportive services made available through the Work Pays program and the Career Pathways Initiative.
- Achieve self-sufficiency through gainful employment, individual skills development and family services.

The Work Pays program, Career Pathway Initiative, and the Individual Development Account program have each been a definitive

component of this success because these programs focus specifically on providing people with the help they need to avert public assistance and assume personal responsibility.

These approaches stimulate greater community involvement and collaboration at the local level of many public and private community-based organizations, including schools, local employers, social service agencies, faith-based organizations and court systems.

These efforts also promote services that are more effective because they are locally based, more integrated and designed around family needs. The Transitional Employment Assistance (TEA) program emphasizes work as the first step toward building a brighter future. Through training, education and work activities, individuals are guided to become self-sufficient.



SEARCY WORKFORCE CENTER

HEIDI RICH — SUCCESS STORY



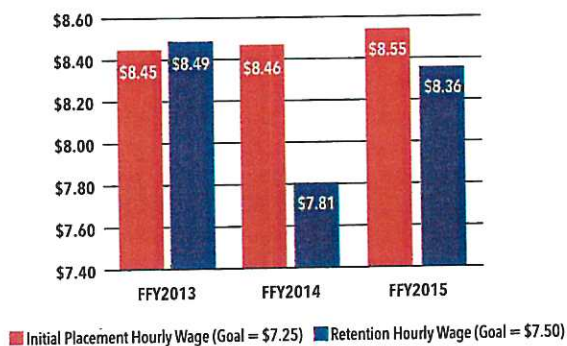
Heidi Rich moved to Searcy from northwest Arkansas in December 2014. Heidi is an ex-felon who relapsed into substance abuse. To avoid the possibility of her three-year-old child being placed into foster care, Heidi voluntarily admitted herself into Wilbur D. Mills Treatment Center for substance abuse addiction and was placed in the Kay Goss Residential Center for women and children under the umbrella of the Wilbur D. Mills Treatment Center.

Heidi applied and was approved for TEA. The case manager developed an employment plan for Heidi that included steps that Heidi wanted to take in order to improve her quality of life. Numerous supportive services were provided that encouraged and aided in the development of a new attitude. Heidi now believes that "when one door closes, a window opens."

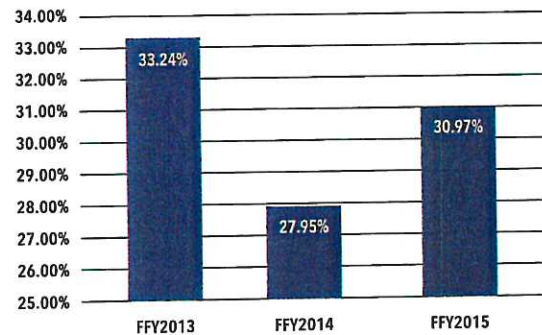
A few months into her new life, Heidi was involved in a very serious car accident, followed with a long recuperation period. Heidi returned to the Kay Goss Center with more determination to succeed and to reach her goals. Other key programs were enlisted into her plan such as Career Pathways at ASU-Searcy. Heidi enrolled into the Adult Education program at ASU-Searcy. Through the Multi-Skills Training class, Heidi is now a certified welder. She began an Iron Worker Apprenticeship job, being the only female employee out of 80.

Heidi writes: "If you want to change your life and make something of yourself, the State of Arkansas will fully support you...I obtained my GED, Career Readiness Certificate, Employability Certificate, Technical Certificate and am NCCER Certified, OSHA Certified and Forklift Certified – all without any out-of-pocket expenses...Who would have thought I'd have a chance at a decent life. It doesn't matter what your past is; you can be anything you want to be if you are alive and breathing!"

INITIAL PLACEMENT AND RETENTION HOURLY WAGE



% OF JOB PLACEMENTS (GOAL — 15% OF ALL ASSIGNED)



MONTICELLO WORKFORCE CENTER

AMBRA SIMPSON — SUCCESS STORY



"THE TANF PROGRAM WAS A LIFE SAVER! IF IT WASN'T FOR MY CASE MANAGER AT THE MONTICELLO WORKFORCE CENTER AND THE TEA PROGRAM, I WOULD HAVE LOST EVERYTHING."

With 51 credit hours toward a bachelor's of science in business administration, Ambra Simpson could not seem to position herself to go back to school. After being denied unemployment, she decided to sign up for TEA benefits in order to support herself and her three small children.

The case manager stated that Ambra was willing to participate in all work activities assigned, including Assisted Job Search (AJS) and Work Experience (WEX). Ambra started with AJS due to her work readiness and submitted numerous job applications. The Monticello Workforce Center specialist contacted the Monticello Branch Library, and the library branch

manager assisted the workforce specialist in setting up a new WEX site. Ambra was also assigned to WEX at Mini Dreams, a retail store, in order to sustain 30 hours per week in order to be in compliance with TEA work requirements. After completing two months of WEX, the library branch manager hired Ambra for a part-time position.

In May 2015, Ambra received a full-time job at Walmart. Later, Ambra accepted a job offer from ADWS. She is currently employed as an administrative assistant in the Temporary Assistance for Needy Families division in the local Monticello office. "My case manager was a constant motivator encouraging me to not give up," Ambra says. "Thanks to her, look at me now! I never would have thought I would be working at ADWS as an administrative assistant."

MOUNTAIN HOME WORKFORCE CENTER

AMBER NORBERG — SUCCESS STORY



Amber's only work experience consisted of short-term employment in the fast-food industry. She also had issues with childcare for her infant, making it difficult to pursue job opportunities. Amber was approved for Transitional Employment Assistance in August 2012. She wanted a career in childcare, but she had no experience. While Amber was assigned to job search, she completed her résumé at the ADWS office and was instructed to apply at all the local day care facilities. The Mountain Home TANF staff contacted a local partner employer, Open Arms Learning Center, to discuss a possible Work Experience (WEX) or an On-the-Job Training (OJT) assignment. The employer saw potential in Amber, but realized she would need training.

Amber was assigned to WEX at the day care facility to determine whether this would be a good fit for both her and the facility. The TANF Program arranged childcare for Amber's infant so she could attend her WEX site. Amber participates in the Work Pays program, and her employer has only wonderful things to say about Amber's performance.

This is a success for Amber, her employer and the local community. Now she has income that helps support her and her child, as well as allows her to put money back into the local community, stimulating the economy. She became a full-time employee at Open Arms Learning Center, with full medical benefits for herself. Amber is on her way toward a career in childcare. Her goal is to become a director at a childcare facility.

VETERANS SERVICES



JOBS FOR VETERANS STATE GRANT

The U.S. Department of Labor's Jobs for Veterans State Grant provides funding for staff to exclusively serve veterans and eligible persons. The types of positions funded are the Local Veterans Employment Representatives (LVER) and Disabled Veteran's Outreach Program (DVOP). LVERs' efforts are concentrated on outreach to employers, and DVOP representatives focus on direct client services. Staff is strategically placed in locations with the highest concentration of veterans. To meet the specific needs of veterans with barriers to employment, DVOP and LVER staff are thoroughly familiar with the full range of job development services and training programs.

DURING 2015, WE SERVED

**13,300
VETERANS**

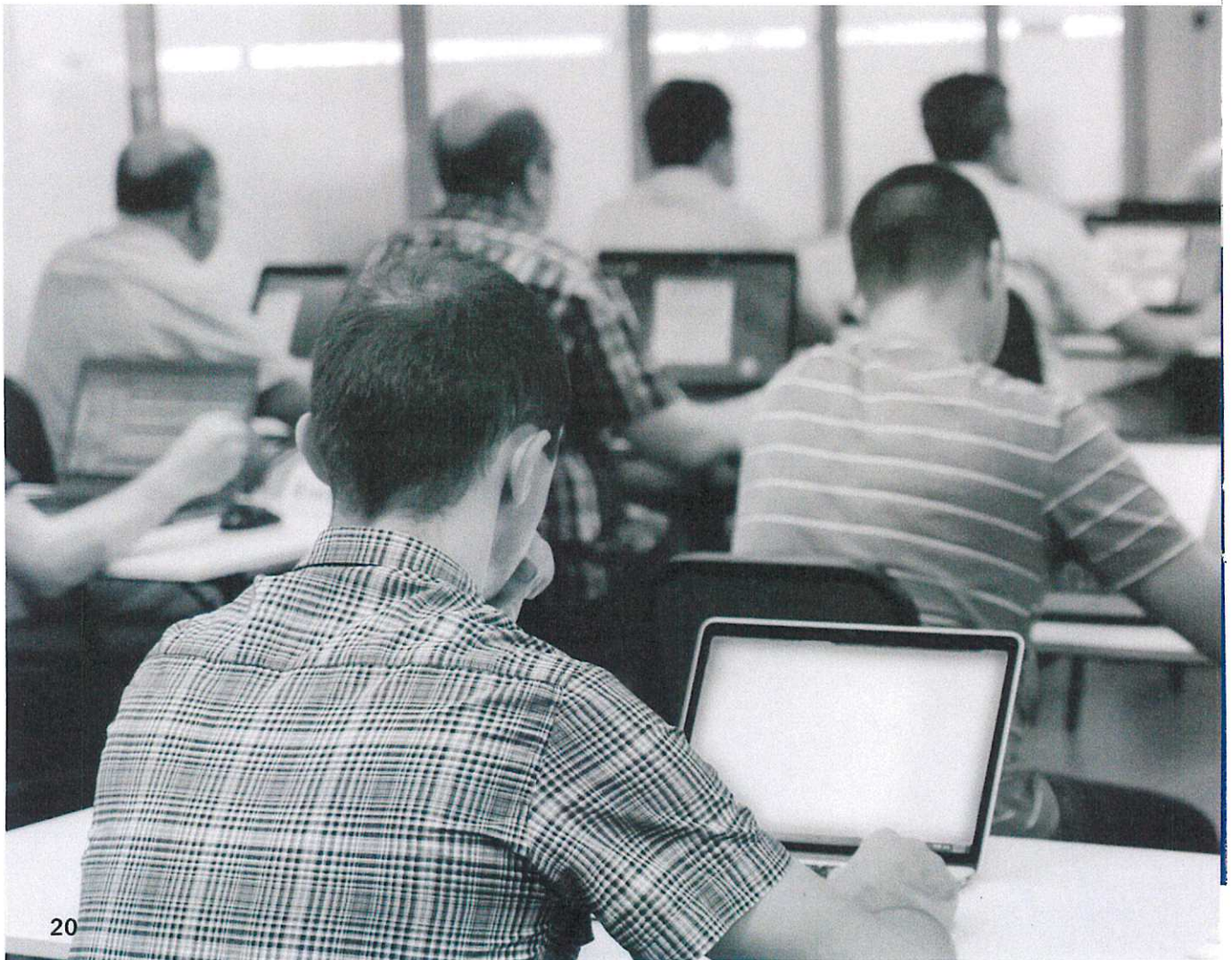
**AND ELIGIBLE PERSONS,
WITH A TOTAL OF**

**1,265 VETERANS
ENTERING EMPLOYMENT
DURING THE YEAR.**



DISCRETIONARY GRANTS

VARIOUS GRANTS HELP PROMOTE ECONOMIC
EFFICIENCY BY ASSISTING INDIVIDUALS WITH JOB
SKILLS TRAINING, AS WELL AS PROVIDE DISASTER
RELIEF FUNDS WHEN NATURAL DISASTERS STRIKE.



JOB-DRIVEN NATIONAL EMERGENCY GRANT

The Arkansas Department of Workforce Services partnered with the University of Arkansas at Fort Smith, University of Arkansas Community College at Morrilton, Black River Technical College, Arkansas State University Mountain Home, Arkansas Apprenticeship Coalition, Arkansas Workforce Investment Boards, Winrock International and several local employers to implement or expand job-driven training programs for laid-off workers in fields that demonstrated demand for new employees. These programs, which will continue until September 30, 2016, include advanced manufacturing, multi-craft technician, medical billing and coding, and CDL training. This grant has surpassed its employment goals by 136 percent, with 230 individuals placed into employment as of May 2016.

WHEN ASKED WHAT THE JD-NEG GRANT HAS MEANT TO THEM, STUDENTS PROVIDED THE FOLLOWING RESPONSES:

STUDENT ENROLLED IN THE MEDICAL BILLING AND CODING CLASS OFFERED BY UAFS

Prior to enrolling in the course, the student had been unemployed for approximately nine months. Upon completion of the class, Shared Services in Fort Smith, Arkansas, employed the student at \$12 per hour. When asked if the training resulted in an increase to her income, she said, "Yes, until now, I've never made more than minimum wage. The training provided the necessary skills to enter a new career in the medical field. It gave me confidence and opened doors I could have never reached on my own."

STUDENT ENROLLED IN THE COMMERCIAL DRIVER'S LICENSE PROGRAM PROVIDED THROUGH UAFS

At the time of enrollment, the student had been unemployed for five months. Upon completion of the program, the student found employment at \$22 per hour. "This training changed me from a basic laborer to a skilled worker. Without this training, I never would have been able to obtain my current job, which means food and insurance for my family! The supportive services were irreplaceable – they were the only way my wife and I could afford to take part in this training."

STUDENT ENROLLED IN THE WELDING PROGRAM PROVIDED THROUGH BLACK RIVER TECHNICAL COLLEGE

A former student, who completed the program with the help of the tuition and supportive service funds, increased their salary from \$400 a week to \$2,700 a week. By being able to work as a pipe welder, he is now able to support his wife and two small children. As of March 2016, this student reported that he is working in Arkansas making \$26 an hour with an \$85 per diem.

DISCRETIONARY GRANTS



ARKANSAS PARTNERSHIP FOR NURSING'S FUTURE

The Arkansas Department of Workforce Services partnered with the University of Arkansas for Medical Sciences, Arkansas Community Colleges and local healthcare providers to establish the Arkansas Partnership for Nursing's Future (APNF), specifically designed to broaden training availability, increase gender and ethnic diversity in healthcare fields, and establish a statewide preceptorship program. As of May 2016, APNF has provided grant-sponsored services to more than 2,800 unemployed, underemployed and displaced Arkansans (186.8 percent of initial goal), and placed 1,185 participants in unsubsidized employment (171 percent of initial goal).

ADWS DISCRETIONARY GRANTS STATISTICS

**INDIVIDUALS
TRAINED**
6,300+

TOTAL FEDERAL FUNDING
\$37.8 MILLION

**EMPLOYER
NETWORK**
3,000+



**WHEN ASKED WHAT THE APNF GRANT HAS MEANT TO THEM,
STUDENTS PROVIDED THE FOLLOWING RESPONSES:**

I have been privileged enough to continue my education utilizing the APNF grant provided through UAMS. This grant has provided not just an opportunity, but the motivation to continue my education and obtain a BSN degree. This grant has meant so much to me in more than just a monetary value. It has given me the opportunity to advance in my career, while continuing my education and moving on to the master's program. It is my hope that I can fully utilize my education to help others. Thank you to the APNF grant!

This APNF grant has allowed me the opportunity to receive my bachelor's degree in nursing, an opportunity I would have not had without this grant. I am very thankful, as I have two children, and I am sole provider for them. This education will allow me to stay off government assistance and provide for them a better life than I had in my childhood. With my education, I plan to

educate the community and assist with preventative care for individuals to help prevent long-term chronic illnesses that are very costly to patients and to the medical community.

I wanted to take the time to let you know how much it has meant to me to be a recipient of the APNF Grant to continue my educational quest to become a better nurse. After my last child graduated from high school, I decided to return to school to improve my life. My youngest child was so proud of me and loved to help me study and improve myself that she, too, decided to go to nursing school, graduating last month with her RN degree also. Without programs and grants such as this one, I would not be able to continue my education. I am very thankful for the chance to further my nursing career and to be given the chance to help many others through nursing.

DISCRETIONARY GRANTS

DISASTER RELIEF GRANTS

The Arkansas Department of Workforce Services has received **\$6,409,871** in National Emergency Grant Disaster Relief Funds from the Department of Labor thus far. These funds have allowed Local Workforce Development Boards to employ **300 WORKERS** in over **30 ARKANSAS COUNTIES** to assist in debris removal, emergency work and the repair or replacement of facilities damaged by severe storms, tornadoes, straight-line winds and flooding.

NEWLY AWARDED GRANTS

ARKANSAS SECTOR PARTNERSHIP

In June of 2015, ADWS received \$6,362,485 from the Department of Labor to fund the Arkansas Sector Partnership. This initiative extends through June 2017 to provide targeted credit and noncredit, pre-employment and occupational-specific training to connect dislocated workers, long-term unemployed individuals, and eligible, underserved and minority populations to viable employment opportunities. Over 20 employers have submitted letters of commitment who represent the high-growth industry sectors of Advanced Manufacturing, Healthcare, Information Technology and skilled Construction Trades. Training will take place at 10 community colleges across the state and will serve 1,500 participants during the life of the grant.

ARKANSAS APPRENTICESHIP PATHWAY INITIATIVE

The Arkansas Apprenticeship Pathway Initiative was awarded in September 2015 to create new or expand existing registered apprenticeship training programs. The program will train apprentices in targeted H-1B job growth industries of Information Technology, Advanced Manufacturing and Healthcare to enable unemployed, underemployed, dislocated workers and underrepresented populations to “earn while they learn” by earning wages, as well as receiving specialized employer-driven training – all while receiving college credit. All of the trainings were designed based on employer needs for a skilled workforce. This \$4,000,000 award will serve 800 participants over four years.



OUTREACH EFFORTS

THE GOVERNOR'S DISLOCATED WORKER
TASK FORCE PROGRAM IS DESIGNED TO HELP
BOTH EMPLOYERS AND THEIR WORKERS
WHO HAVE BEEN LAID OFF.

GOVERNOR'S DISLOCATED WORKER TASK FORCE

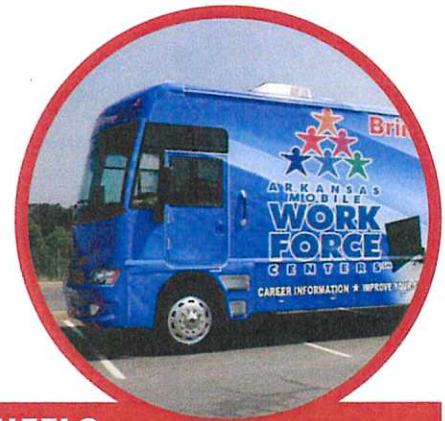
The Arkansas Governor's Dislocated Worker Task Force provides Rapid Response services to dislocated workers, workers who lose their jobs because of permanent business closures, or workers laid off as a result of the economic climate or natural or man-made disasters.

Rapid Response is a primary gateway to the workforce system for both dislocated workers and employers, and is a component of a demand-driven system. The central purpose of Rapid Response is to help laid-off workers quickly transition to new employment or training by serving as a facilitator of hiring initiatives, services, resources and support.

During 2015, the Task Force responded to more than 60 company layoffs and closures affecting 6,743 workers. More than 1,700 workers were served at 30 Worker Assistance Workshops.

The Arkansas Governor's Dislocated Worker Task Force was established in 1983 and is charged with addressing the needs and concerns of communities and individuals affected by worker dislocation. This program unites the expertise of the Arkansas Department of Workforce Services, Arkansas Economic Development Commission, Local Workforce Development Boards, area health services, two-year colleges, training providers and other agencies as appropriate. These partnerships are united to meet the needs of dislocated workers and employers.





ADWS ON WHEELS

The Arkansas Department of Workforce Services owns five mobile workforce units, comprised of three RVs and two travel trailers, which are operated by the Task Force. These are used to assist with employment services and supplement local resources as needed. The mobile units are an integral resource addressing worker dislocation and natural disaster-affected areas by providing on-site assistance. Each unit has full Internet connectivity and is equipped with computers, printers, copiers and fax machines. All of the mobile workforce units include JAWS (Jobs Application with Speech) software, with most units being handicap accessible.

IN 2015, THE MOBILE UNITS SUPPORTED **71 EVENTS** STATEWIDE TO ASSIST JOB SEEKERS AND EMPLOYERS. THESE EVENTS INCLUDED OPPORTUNITY FAIRS, CAREER FAIRS, BUSINESS EXPOS, TRANSITIONAL CENTERS, COMMUNITY EVENTS AND CAREER DAYS.

OUTREACH EFFORTS



DUE TO THE OVERWHELMING SUCCESS OF THE RES PROGRAM, IT WAS DETERMINED THE SERVICES PROVIDED BY THE RES TEAM WOULD BE BENEFICIAL TO A WIDER AUDIENCE.



REEMPLOYMENT SERVICES UNIT

The Reemployment Services program is designed to encourage active participation and completion by unemployment insurance claimants who are profiled as likely to exhaust UI benefits before acquiring gainful employment. The RES team selects program participants within the first five weeks of the UI claim being filed to attend a four- to six-hour job search workshop. This workshop provides an overview of the program requirements, orientation to the ADWS' Arkansas Workforce Center system, labor market information, job search tips, proper résumé and application preparation, and interview skills information.

Additional requirements mandate that each participant complete an occupational skills assessment to identify the participant's knowledge, skills and abilities based on previous education or certifications held and work experience. The results of the skills assessment are used to identify alternate occupations for which the participant is qualified, as well as offer real-time job referrals. Participants are also required to engage in additional assessment activities by completing an online job search skills learning component (Career Ready 101) that would lead to obtaining either a Career Readiness Certificate or a referral to adult education to improve their basic skills.

Finally, participants identified as requiring additional assistance must complete up to five mandatory counseling appointments scheduled every two weeks with one of the RES team members. Participants have a total of nine required appointments. An unauthorized absence from an appointment would result in the deferral of one week of UI benefits (maximum of nine weeks deferred).

The team actively engages in community outreach initiatives throughout Arkansas. Additionally, the RES team participates and assists job seekers and students in many job fair/career expo events throughout the state by providing résumé reviews, information on properly completing an application, interview skills, job search techniques and more.

OUTREACH EFFORTS



TRADE ADJUSTMENT ASSISTANCE

Workers deemed TAA eligible by the United States Department of Labor were dislocated from industries ranging from consumer electronics and auto parts to hand tools and steel/aluminum industries. TAA certified businesses were located in every corner of the state, with the northwest and northeast corners experiencing the most activity. TAA staff also assisted a significant number of workers that were laid off in other states who chose to relocate to Arkansas per DOL's Agent State/Liable State guidelines.

Primary among the services provided to TAA clients are processing of job search and relocation allowances, contract development for on-the-job training and



**TRADE ADJUSTMENT
ASSISTANCE PROGRAM
FIELD STAFF PROVIDED
CASE MANAGEMENT
SERVICES FOR
1,557
CLIENTS
ACROSS THE STATE
OF ARKANSAS
DURING
2015.**

classroom occupational training, and TAA training waiver services. TAA staff serves as the primary liaison between the more than 127 training providers under contract with ADWS and the dislocated workers they serve. Many times, these training programs can span three or more years; therefore, the relationships the TAA field staff has with the clients and training providers are essential in attainment of “job-ready” skills for the clients.

Historically, TAA was designed to assist workers in the manufacturing industries. Changes in the 2015 TAA regulations allowed for the inclusion of workers in the service industry (call centers, tech support, etc.). Prior to the beginning of last year, DOL again reversed course and determined that workers in these service industries would no longer be eligible for future TAA certifications.

OUTREACH EFFORTS



INFORMATION DESK

By providing an initial, single point of contact for customers, the ADWS Information Desk is able to handle customer inquiries in an efficient and timely manner.

The Information Desk staff also follows up with callers to ensure their inquiries are resolved satisfactorily. This follow-up is designed to be complete within two business days of the call resolution.

**IN 2015, THIS CUSTOMER SERVICE
UNIT FIELDIED MORE THAN**

14,400 CALLS.

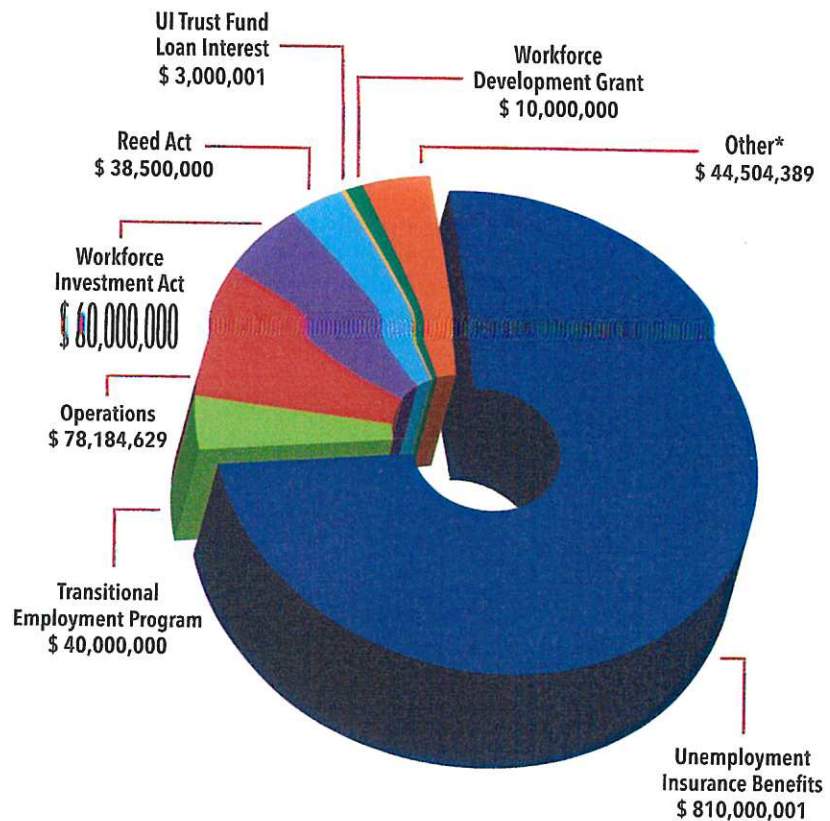
**THE INFORMATION DESK STAFF, WITHOUT
THE NEED TO TRANSFER THE CALL TO A
SUBJECT MATTER EXPERT, HANDLED
SIXTY-SIX PERCENT
OF THESE INQUIRIES.**

FACEBOOK

**IN 2015, ADWS POSTED MORE THAN
416 JOBS
TO ITS FACEBOOK PAGE,
AVERAGING APPROXIMATELY
8 LISTINGS WEEKLY.
ADDITIONALLY, MORE THAN
30 JOB FAIR
AND CAREER EXPO EVENTS
FROM AROUND THE STATE
WERE MARKETING THROUGH
THIS SOCIAL MEDIA OUTLET.**

CAREER EXPOS

The agency's participation in numerous career and business expos all around the state increases from year to year. These events provide a venue that allows job seekers and employers alike to meet, gather information and provide interview opportunities for hundreds of potential applicants. This can be invaluable in the competitive job market, allowing job seekers the opportunity to ask questions and make concrete connections with potential employers.



GRANTS

FY 2015-2016

UNEMPLOYMENT INSURANCE BENEFITS	\$ 810,000,001
OPERATIONS	78,184,629
TRANSITIONAL EMPLOYMENT PROGRAM	40,000,000
WORKFORCE INVESTMENT ACT	60,000,000
REED ACT	38,500,000
UI TRUST FUND LOAN INTEREST	3,000,001
TRAINING ALLOWANCES & PAYMENTS*	15,000,000
SPECIAL FUND*	11,304,389
DISASTER RELIEF PAYMENTS*	5,000,000
TRAINING TRUST FUND*	5,000,000
UI ADMINISTRATION FUND*	5,000,000
INDIVIDUAL DEVELOPMENT ACCOUNT TRUST FUND*	1,700,000
LOANS TO WORKFORCE INVESTMENT BOARDS*	1,500,000
WORKFORCE DEVELOPMENT GRANT	10,000,000
TOTAL:	\$ 1,084,189,020

* NOTED IN THE "OTHER" CATEGORY IN THE CHART ABOVE

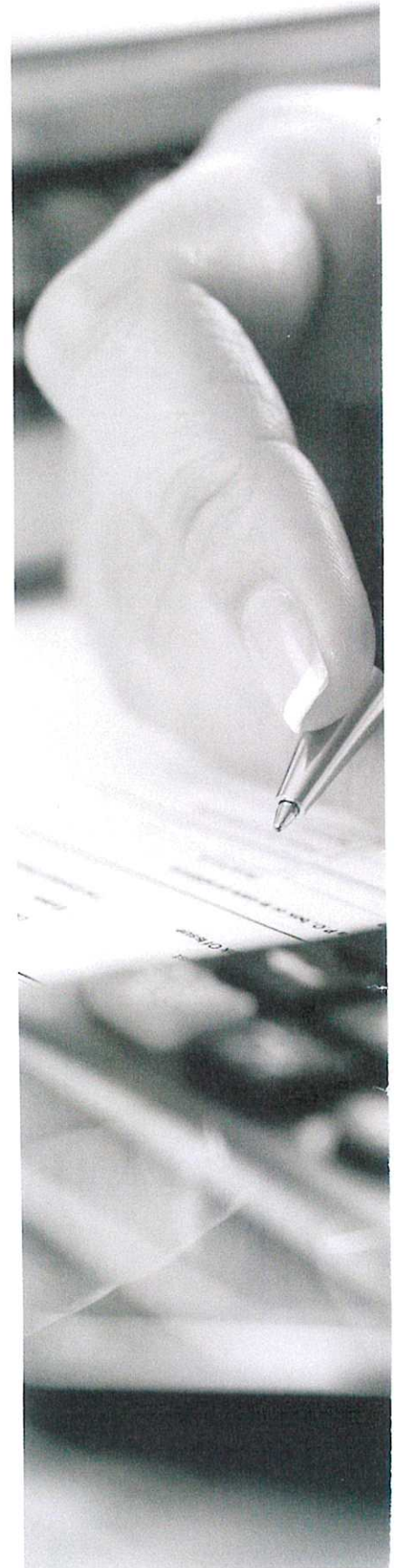
FINANCIAL STATUS

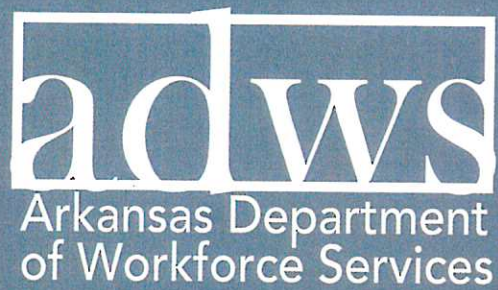
ADWS HAS A RESPONSIBILITY TO
ARKANSANS TO BE ACCOUNTABLE FOR
THE USE OF ITS FINANCIAL RESOURCES.

UI TRUST FUND STATUS

DECEMBER 31, 2015

BALANCE, BEGINNING OF THE YEAR	\$ 237,708,377
REVENUES	
UNEMPLOYMENT INSURANCE CONTRIBUTIONS	352,772,879
REIMBURSEMENT FROM OTHER STATES	14,100,260
ADVANCED INTEREST PROCEEDS	6,748,712
FUTA TAX CREDITS	649,073
INTEREST INCOME	7,242,434
TOTAL REVENUES	\$ 381,513,359
EXPENDITURES	
UNEMPLOYMENT BENEFIT PAYMENTS	229,657,685
INTERSTATE BENEFITS	4,967,645
TOTAL EXPENDITURES	\$ 234,625,329
EXCESS (DEFICIENCY) OF REVENUES COLLECTED OVER EXPENDITURES	146,888,030
BALANCE, END OF YEAR	\$ 384,596,407





2 Capitol Mall | P.O. Box 2981 | Little Rock, AR 72203
www.dws.arkansas.gov | 855-225-4440

Equal Opportunity Employer/Programs
Auxiliary aids and services available upon request to disabled individuals.
Voice 1-800-285-1121 | TDD 1-800-285-1131

ADWS maintains multiple websites to assist job seekers, employers and the general public.
www.dws.arkansas.gov • www.ARJobLink.com • www.discover.arkansas.gov
www.arjoblink.arkansas.gov • www.ArkansasAtWork.org • www.careerwatch.org