Dislocated Worker Services

Jay Bassett
Division Chief
Dislocated Worker Services
Governor’s Dislocated Worker Task Force- Rapid Response

• Regina Moss, Program Operations Manager
• Donna Harris, Business Solutions Analyst
• Carlos Wright, Business Solutions Analyst
• Dawn Bolton, Mobile Workforce Center Coordinator
• Gregory Nichols, Mobile Workforce Center Coordinator
History

• The Governor’s Dislocated Worker Task Force was established in 1983 under the Federal Job Training Partnership Act. It is currently funded under Title I of the Federal Workforce Innovation and Opportunity Act to help Arkansas meet changing workforce needs and compete more effectively in a global economy. The Task Force is charged with addressing the needs and concerns of communities and individuals affected by worker dislocation.
Objectives of the Task Force

• By monitoring of State Labor Market information, the Task Force identifies most permanent closings and layoffs in advance. Other sources include:
  • Employer Notification (WARN Notices – Worker Adjustment and Retraining Notification);
  • Information from Workers;
  • Spikes in UI Benefit Payments;
  • Information from Community-based organizations;
  • Union Notifications;
  • Local Office Personnel;
  • News Media.
Objectives of the Task Force

• Whenever possible, the Task Force, through its Rapid Response, Business Retention and Workforce Transition initiatives, begins immediately to work with the company, the community, and the affected individuals to lessen the impact of dislocation.
Objectives of the Task Force

The current economic climate is challenging, but even in the best of times local economies and businesses may be in transition:

Businesses are routinely:

- Expanding
- Down-sizing
- Merging
- Relocating
- Reorganizing
- Closing
Function

- To provide information and services for companies and employees impacted by business transitions. This may include referring workers to training opportunities and researching potential job options.

- To offer Layoff Aversion Strategies

- To connect other services/agencies that can assist in these transitions

- To provide direct services for both businesses and employees

- To act as a gateway to the One-Stop System
Goals

• Respond to layoffs and closings throughout the State

• Coordinate with Company Officials, Union Representatives, Community Leaders and State Agencies to plan transition strategies

• Coordinate and provide quality, on-site pre-layoff services (tailored to company & employee needs)
Coordination of Local and State

- Whenever possible, the Task Force conducts Worker Assistance Workshops, attended by representatives of local and state agencies and affected workers to review the programs and resources available to them.

- Services and topics discussed at the workshops include retraining and educational opportunities, unemployment insurance, social service programs, stress management, credit counseling and job search tips.
Affected Worker Services
What Services Are Available to Help Dislocated Workers?
Task Force Linkages

Notice of Layoff or Closure

Employer Meeting
(On-site meeting of Task Force personnel and company officials to exchange information)

Planning Meeting
(Meeting of community leaders, employee representatives, company officials and Task Force representatives to develop a service strategy)

Worker Assistance Workshops
(Seminars designed to bring services to workers)

Opportunity Fairs
(Combination of post-secondary schools and employers conveying information to interested workers)
Business Retention/Layoff Aversion Strategies

A proactive approach to planning for and managing economic transitions.

- Ongoing efforts:
  - Building relationships with employers and other community stakeholders;
  - Sharing information on possible alternatives;
  - Increasing knowledge of labor market trends and economic forecasts;
  - Strategic planning, data gathering and analysis designed to anticipate, prepare for, and manage economic transition;
  - Understanding workforce assets and needs;
  - Convening, facilitating, and brokering connections, networks, and partners;
  - Planning for and responding to layoffs, minimizing their impacts wherever possible.
Governor’s Dislocated Worker Task Force

In calendar year 2014, 82 companies reported actual or anticipated layoffs or closures to the Governor’s Dislocated Worker Task Force. The layoffs and closures affected 3,458 workers.

In calendar year 2015, 60 companies reported layoffs or closures to the Governor’s Dislocated Worker Task Force. The layoffs and closures affected 6,743 workers.

In calendar year 2016, 67 companies reported actual or anticipated layoffs or closures to the Governor’s Dislocated Worker Task Force. The layoffs and closures affected 4,810 workers.
Mobile Workforce Centers

• The Task Force operates 5 Mobile Workforce Centers which are transported, as needed, to areas of worker dislocation.

• Workers are provided assistance in resume writing, job search, application preparation and interviewing techniques.

• Career Readiness Assessments, Occupational Skills Assessment (TORQ) and Real Life Arkansas.

• The Mobile Centers are equipped with 10 to 13 PCs with Wi-Fi and/or full satellite internet connectivity.
Mobile Workforce Centers
Mobile Workforce Centers
Layoff Transition Centers

• “On-Site” resources implemented prior to dislocation.
• Include Resume Writing and Job Search Workshops.
• Counseling on Individual Employment Plan development.
• Arkansas JobLink Registration and Occupational Skills Assessment (TORQ).
# Area Assignments

<table>
<thead>
<tr>
<th>CARLOS WRIGHT</th>
<th>DONNA HARRIS</th>
<th>REGINA MOSS</th>
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<tbody>
<tr>
<td><strong>Email:</strong> <a href="mailto:carlos.wright@arkansas.gov">carlos.wright@arkansas.gov</a></td>
<td><strong>Email:</strong> <a href="mailto:donna.harris@arkansas.gov">donna.harris@arkansas.gov</a></td>
<td><strong>Email:</strong> <a href="mailto:regina.moss@arkansas.gov">regina.moss@arkansas.gov</a></td>
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<tr>
<td><strong>Office Phone:</strong> 501-682-3550</td>
<td><strong>Office Phone:</strong> 501-320-5621</td>
<td><strong>Office Phone:</strong> 501-683-1412</td>
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<tr>
<td><strong>Office Hours:</strong> 7:30AM-4:00PM</td>
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</table>

## AREA ASSIGNMENTS

### CARLOS WRIGHT
- Forrest City
- Helena
- West Memphis
- Batesville
- Newport
- Blytheville
- Searcy
- Little Rock
- Jacksonville
- Paragould
- Jonesboro

### DONNA HARRIS
- Conway
- Russellville
- Ft. Smith
- Mena
- Benton
- Hot Springs
- Rogers
- Fayetteville
- Harrison
- Mountain Home
- Siloam Springs

### REGINA MOSS
- Texarkana
- Magnolia
- El Dorado
- Arkadelphia
- Hope
- Camden
- Monticello
- Pine Bluff
- Malvern
Reemployment Services (RES) Program

• Utilizes claimant demographic data to identify Unemployment Insurance (UI) recipients that are at risk of exhausting benefits before returning to gainful employment.

• Assistance is provided to these participants, and requires completion of a job search workshop to maintain their UI benefits.
RES Program

- **Job Search workshop**
  - Orientation to WFC system
  - RES Program Overview
  - Labor Market Information
  - Career Readiness Certification Information
  - Job Search Tips
  - Resume Tips
  - Application Tips
  - Interview Tips
  - Partner Program Information
RES Program

**Tammy Dragon**, Program Operations Manager

**RES Program Staff**

- **Greg Bodiford**
  - Conway, Dumas, Forrest City, Helena, Jacksonville, Monticello, Pine Bluff

- **Lanita Wadley**
  - Batesville, Blytheville, Jonesboro, Newport, Paragould, West Memphis

- **Mary Agee-Harris**
  - Fayetteville, Fort Smith, Harrison, Mountain Home, Mena, Rogers

- **Monica Macon**
  - Arkadelphia, Camden, El Dorado, Hot Springs, Magnolia, Malvern, Texarkana
Reemployment Services & Eligibility Assessment (RESEA) Program

• The RESEA Program enhances the current RES Program process by providing one on one intensive service counseling sessions for selected claimants to maintain benefits.

• The goal of the RESEA program is not only to keep claimants from exhausting their benefits before moving on to employment, but also to reduce the number of weeks claimed and to reduce the total benefits paid to result in a new savings for the Unemployment Insurance Trust Fund.
RESEA Program

Tammy Dragon, Program Operations Manager

RESEA Program Staff

• Charley Hilton, Jr.
  • Benton
• Carol McDearmon
  • Little Rock
• Amber Mullis
  • Russellville
• Darius Richmond
  • Hope
• Andrew Barnes
  • Searcy
RES/RESEA Programs

RES/RESEA Administrative Staff

• Mark Gillis
  • Program Monitor

• John Mahoney
  • Program Monitor
Reentry Outreach

• Beginning in 2012, the Governor’s Dislocated Worker Task and the Reemployment Services Unit have been working in partnership with various correctional facilities throughout the state.

• Staff provides job search information, career readiness assessment and reentry guidance to the inmate population. Agency Mobile Workforce Centers have regularly been utilized to support these activities.
Reentry Outreach

• In response to Act 1190 of 2013, and in furtherance of Governor Hutchinson’s commitment to develop employment opportunities for those reentering the workforce post-incarceration, a formal re-entry program for the ex-felon populations was designed for those discharged from the Arkansas Department (ADC) of Corrections and Arkansas Community Corrections (ACC) facilities.

• This program was developed in collaboration with ACC and ADC, with both organizations expressing significant support, citing that recidivism rates drop from 60% to about 20% if the participant successfully finds a job within the first 30 days after release back into society.
Reentry Outreach

• This program involves the establishment of job search and soft skills workshops in the 13 regional ACC probation and parole offices, as well as 13 ADC facilities and Tucker Maximum Security. Workshops are held on a monthly basis in the ACC offices to serve the relatively short window of time that the targeted population can participate in program activities. The workshops occur quarterly at the 13 ADC facilities, and convene once a year at Tucker Maximum.

• Individuals who participate in the program are also referred to Local Workforce Development Boards, as well as the 28 training programs that are currently administered by the Discretionary Grants Team in collaboration with Arkansas Community Colleges and Arkansas Apprenticeship Coalition.
Reentry Week Activities

The Justice Department has designated the week of April 24-30, 2017, as National Reentry Week. During this week, the Bureau of Prisons was asked to coordinate reentry events at their facilities across the country – from job fairs, to practice interviews, to mentorship programs, to events for children of incarcerated parents – designed to help prepare inmates for release.

Following is our schedule so far:

- Arkansas Community Correction Sponsored Reentry Week. 4/25/17. 8:00am-4:30pm. Arkansas Community Correction 1001 W. Walnut St. Rogers, AR 72756. Arkansas Community Correction Reentry Team will be assisting returning citizens obtain job readiness, update resumes, search for jobs, and utilize all that workforce has to offer. Mobile Workforce Center requested.
Reentry Week Activities

• Workforce Reentry Job Fair. 4/25/17. 10:00am-2:00pm. Probation Parole-Reentry and Workforce. 300 Eldridge Road. Forrest City, AR 72336. Mobile Workforce Center requested.

• ACC Reentry Job Fair. 4/26/17. Hope. Approximately 10-15 employers and community providers hoped to participate for benefit of the population of people ready to reenter the workforce upon release. Mobile Workforce Center requested.

• Working For a Living- Reentry Event hosted by the Southwest Arkansas Community Correction Center. 4/27/17. 9:00am-2:00pm. Southwest Arkansas Community Correction Center. 506 Walnut Street. Texarkana, AR 71854. Mobile Workforce Center requested.
Transferable Occupation Relationship Quotient (TORQ)

• Online Occupational Skills Assessment that identifies an individual’s knowledge, skills and abilities based on previous work experience and current level of education.
• The results of the assessment are used to identify:
  • Alternate Occupations
  • Potential Skills Gaps
  • Educational Institutions to Close those Skills Gaps
• The assessment offers real time job postings:
  • Simply Hired
  • Indeed
  • US.Jobs
TORQ Facts

TORQ has evolved from an Emergency Unemployment Compensation (EUC) requirement to a Universal Customer Employment & Training Tool

• ADWS began utilizing TORQ
  • March of 2012
• Total number of occupational skills assessments created statewide:
  • Over 175,000
Welcome to TORQ!
Discover careers, search for jobs and schools, and chat with career specialists.

LET'S GET STARTED
About You
TORQ will find job openings and education programs that match your background and goals.

Zip Code
North Quincy, MA
02171
FIND ME

Are you a veteran?
Click here

Have an access code?
(optional)

NEXT
Work Experience

TORQ uses your experience to find great opportunities for you. Start by adding your current or most recent occupation.

Add Work Experience

Enter your job title (i.e. Sales Associate, Prep Cook, Customer Service Rep) *

Teller

From: Month * Year * To: Month Year

- Current occupation

Which career profile best describes this job?

- Tellers
  - Receive and pay out money. Keep records of money and negotiable instruments involved in a ...

- Computer, Automated Teller, and Office Machine Repairers
  - Repair, maintain, or install computers, word processing systems, automated teller machines...

+ ADD
Work Experience

TORQ uses your experience to find great opportunities for you. Start by adding your current or most recent occupation.

Add Work Experience

Enter your job title (i.e. Sales Associate, Prep Cook, Customer Service Rep) *

Teller

<table>
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<th>Month</th>
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<td>From:</td>
<td>March 2012</td>
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<td>To:</td>
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Which career profile best describes this job?

- **Tellers**
  - Receive and pay out money. Keep records of money and negotiable instruments involved in a...

- **Computer, Automated Teller, and Office Machine Repairers**
  - Repair, maintain, or install computers, word processing systems, automated teller machines...

Current occupation

+ ADD
Work Experience

TORQ uses your experience to find great opportunities for you. Start by adding your current or most recent occupation.

WORK EXPERIENCE

**Teller**
Mar 2012 to Aug 2016
Receive and pay out money. Keep records of money and negotiable instruments involved in a financial institution's various transactions.

**Shoe sales**
Oct 2008 to Apr 2012
Sell merchandise, such as furniture, motor vehicles, appliances, or apparel to consumers.
TORQ

Education
TORQ will find opportunities that match your level of education, or help you find a program that matches your target career.

Add Education
Associate’s Degree

Year *
December 2016

Enter your field of study *
Bookkeeping

Accounting Technology/Technician and Bookkeeping

< PREVIOUS

SKIP EDUCATION >
Careers
Save careers that interest you and use them to search for jobs and schools.

Here are the top 32 careers for you, sorted by TORQ Score.

- **Bookkeeping, Accounting, and Auditing Clerks**
  - Compute, classify, and record numerical data to keep financial records complete. Perform a...
  - **TORQ Score: 99**
  - Typical Salary: $41,932
  - Your Skill Fit: ★★★★★

- **Medical Records and Health Information Technicians**
  - Compile, process, and maintain medical records of hospital and clinic patients in a manner...
  - **TORQ Score: 99**
  - Typical Salary: $41,952
  - Your Skill Fit: ★★★★★

- **Insurance Claims Clerks**
  - Obtain information from insured or designated persons for purpose of settling claim with I...
  - **TORQ Score: 98**
  - Typical Salary: $47,614
  - Your Skill Fit: ★★★★★

Job Openings | Schools
---|---
[Q JOBS] | [Q SCHOOLS]
Bookkeeping, Accounting, and Auditing Clerks

Gap Analysis

**Strengths**

You have strengths in the following job requirements:

- **Customer and Personal Service**
  
  Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- **Computers and Electronics**
  
  Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Gaps**

You don't have any significant gaps for this occupation, that's a good sign!
Medical Records and Health Information Technicians

Currently showing 14 schools with programs for Medical Records and Health Information Technicians near North Quincy, MA, sorted by Cost
Due to school functions and holidays there are no Adult Education Classes on October 10 and 20, November 15, 23, and 24, 2016.

Upper Cape Tech Adult & Continuing Education
Call Us 1-508-759-7711 ext 211
Upper Cape Cod Regional Technical School

Health Care and Medical Certificates
Patient Care Technicians (PCT) provide direct patient care in a variety of health care environments, especially hospitals and other acute care settings.

Welcome to Upper Cape Tech
Upper Cape Tech is conveniently located next to the Bourne Bridge on the Cape Cod side of the canal. Our adult education program serves the Cape Cod and southeastern Massachusetts area, including the communities of Bourne, Wareham, Plymouth, Falmouth, Mashpee, Sandwich, Barnstable, and beyond. You don’t need to travel far for our night school classes.

Welcome to Upper Cape Tech Adult & Continuing Education
Welcome to Upper Cape Tech Adult & Continuing Education. Our mission is to develop employable skills and to enrich the lives of adults throughout Southeastern Massachusetts. Here at UCT you will find 520 exciting career and enrichment courses ranging from health careers, computers, technical trade, business, legal, culinary, wellness and fun courses.

Please keep checking our website for new course offerings. Also, at your request we deliver and
Your Plan
Manage your saved careers, jobs, schools, and résumé in one place.

Résumé

BASIC INFO

Dear Scott
Edit the name on your résumé

dean.scott@torquorka.com
Edit the email address on your résumé

Add a phone number
Add the phone number on your résumé

EDIT IT (North Quincy, MA)
Tag your City and State

About Me
Write a short description of yourself or your job search goals

WORK EXPERIENCE

Teile
Mar 2012 to Aug 2015
Receive and pay out money. Keep records of money and negotiable instruments involved in a financial institution's various transactions.

Shoe sales
Dec 2010 to Mar 2012
Sell merchandise, such as furniture, motor vehicles, appliances, or apparel to consumers.

EDUCATION

Associate's Degree
Apr 2010
Accounting Technology/Technician and Bookkeeping
Trade Adjustment Assistance
Program Operations Staff

- **James Nash**, Program Operations Manager
- **Amanda Gentry**, TAA Trade Technician – Fayetteville, Harrison, Mountain Home and Rogers
  - Katherine Williams & Glenda Stockton, TAA Specialists
- **Sharon Shields**, TAA Trade Technician – Blytheville, Paragould, Jonesboro, Newport, Searcy and Conway
  - Sherry Faulkner, Courtney Moore, Elaine Cossey, Billie Williams & Betty Mendoza, TAA Specialists
- **Christie Satterwhite**, TAA Trade Technician – Magnolia, Texarkana, Arkadelphia, Hot Springs, Malvern, El Dorado, Pine Bluff and Camden
  - Amber Gilchrist & Melanie Boyte, TAA Specialists
- **Kathy Sass**, TAA Trade Technician – Russellville, Fort Smith and Mena
  - Tammy Roper, Clara Duckworth & Rose Davis, TAA Specialists
- **Falonda Brazle**, TAA Trade Technician – Little Rock, Jacksonville, Forrest City, Blytheville and West Memphis
  - Stephanie Lee, Juanita Lee & Chisa Middleton, TAA Specialists
Trade Adjustment Assistance (TAA)

The TAA Program helps workers who have lost their jobs as a result of foreign trade policy.

TAA offers a variety of benefits and services to eligible workers:

- Employment Services
- Income Support (TRA)
- Relocation Allowance
- HCTC
- Job Training
  - Occupational Training
  - On-The-Job Training
  - Customized Training
  - Registered Apprenticeship
- Job Search Allowance
- ARTAA & RTAA Wage Subsidy
Trade Adjustment Assistance
Fiscal Unit Staff

• Marcia Chandler, Program Operations Manager, TAA Fiscal Unit
• Kevin Shadwick, Field Audit Specialist
• Teresa White, Program Monitor
• Cheryl Esaw, Fiscal Support Supervisor
• Sandra Davis, Fiscal Support Analyst
• Janet King, Workforce Specialist
• Cheryl Rivers, Workforce Specialist