Arkansas Department of Workforce Services

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.

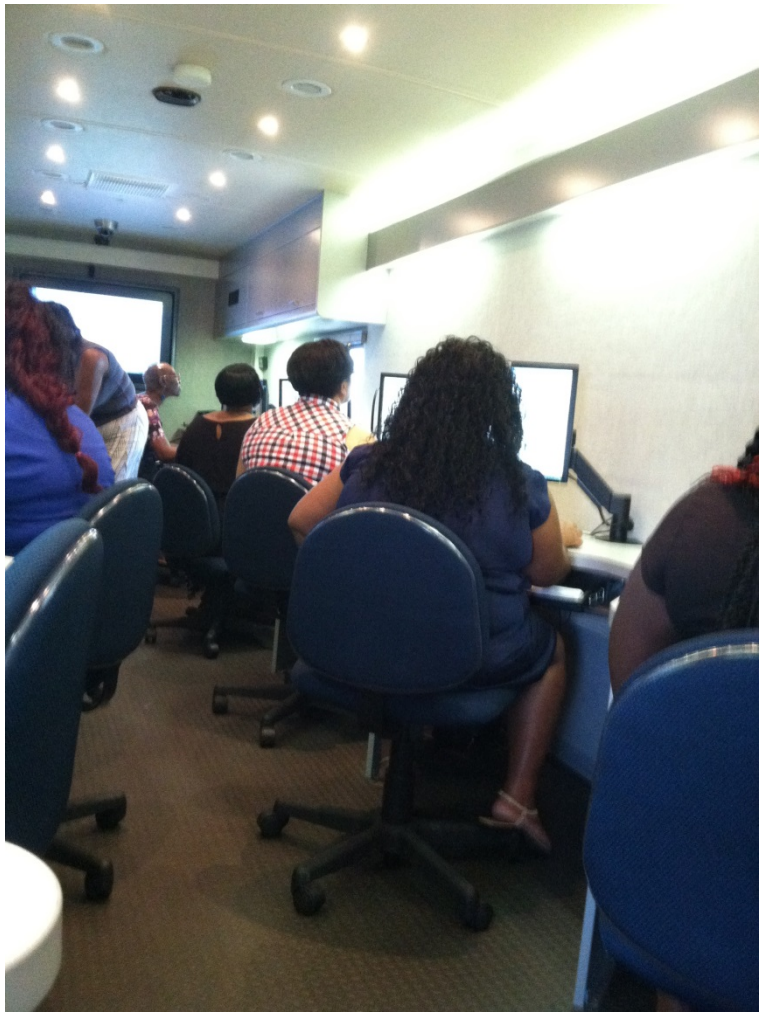
In calendar year 2016, 67 companies reported actual or anticipated layoffs or closures to the Governor's Dislocated Worker Task Force. The layoffs and closures affected 4,810 workers.

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

CARLOS WRIGHT	DONNA HARRIS	REGINA MOSS
Email: carlos.wright@arkansas.gov	Email: donna.harris@arkansas.gov	Email: regina.moss@arkansas.gov
Office Phone: 501-682-3550	Office Phone: 501-320-5621	Office Phone501-683-1412
Cell Phone: 501-258-8368	Cell Phone: 501-442-6596	Cell Phone: 501-352-0423
Fax: 501-682-4263	Fax: 501-682-4263	Fax: 501-682-4263
Address: 1501 S. Main St.	Address: 1501 S. Main St.	Address: 1501 S. Main St.
P.O. Box 2981	P.O. Box 2981	P.O. Box 2981
Little Rock, AR 72203-2981	Little Rock, AR 72203-2981	Little Rock, AR 72203-2981
Office Hours: 7:30AM-4:00PM	Office Hours: 8:30AM-5:00PM	Office Hours: 7:30AM-4:00PM
AREA ASSIGNMENTS	**AREA ASSIGNMENTS**	**AREA ASSIGNMENTS**
Forrest City	Conway	Texarkana
Helena	Russellville	Magnolia
West Memphis	Ft. Smith	El Dorado
Batesville	Mena	Arkadelphia
Newport	Benton	Hope
Blytheville	Hot Springs	Camden
Searcy	Rogers	Monticello
Little Rock	Fayetteville	Pine Bluff
Jacksonville	Harrison	Malvern
Paragould	Mountain Home	
Jonesboro	Siloam Springs	

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 design 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)

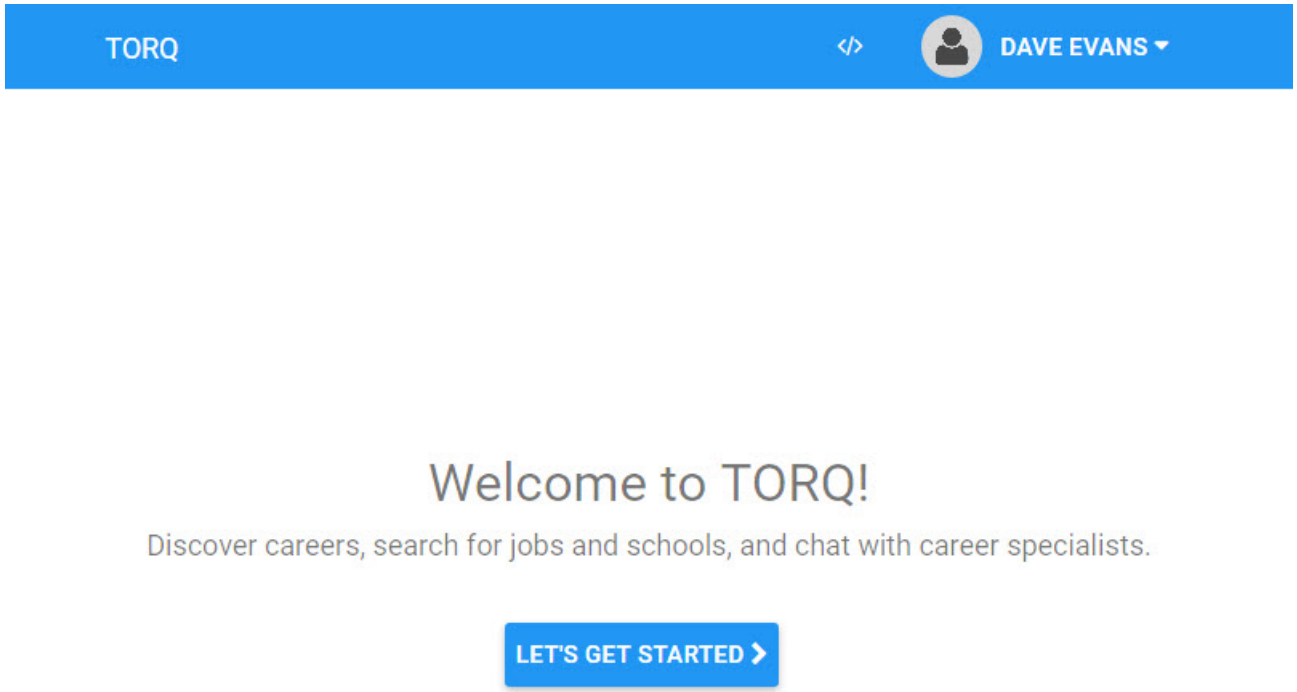
- Online Occupational Skills Assessment that identifies an individual's knowledge, skills and abilities based on previous work experience and current level of education.
- The results of the assessment are used to identify:
  - Alternate Occupations
  - Potential Skills Gaps
  - Educational Institutions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

TORQ Facts

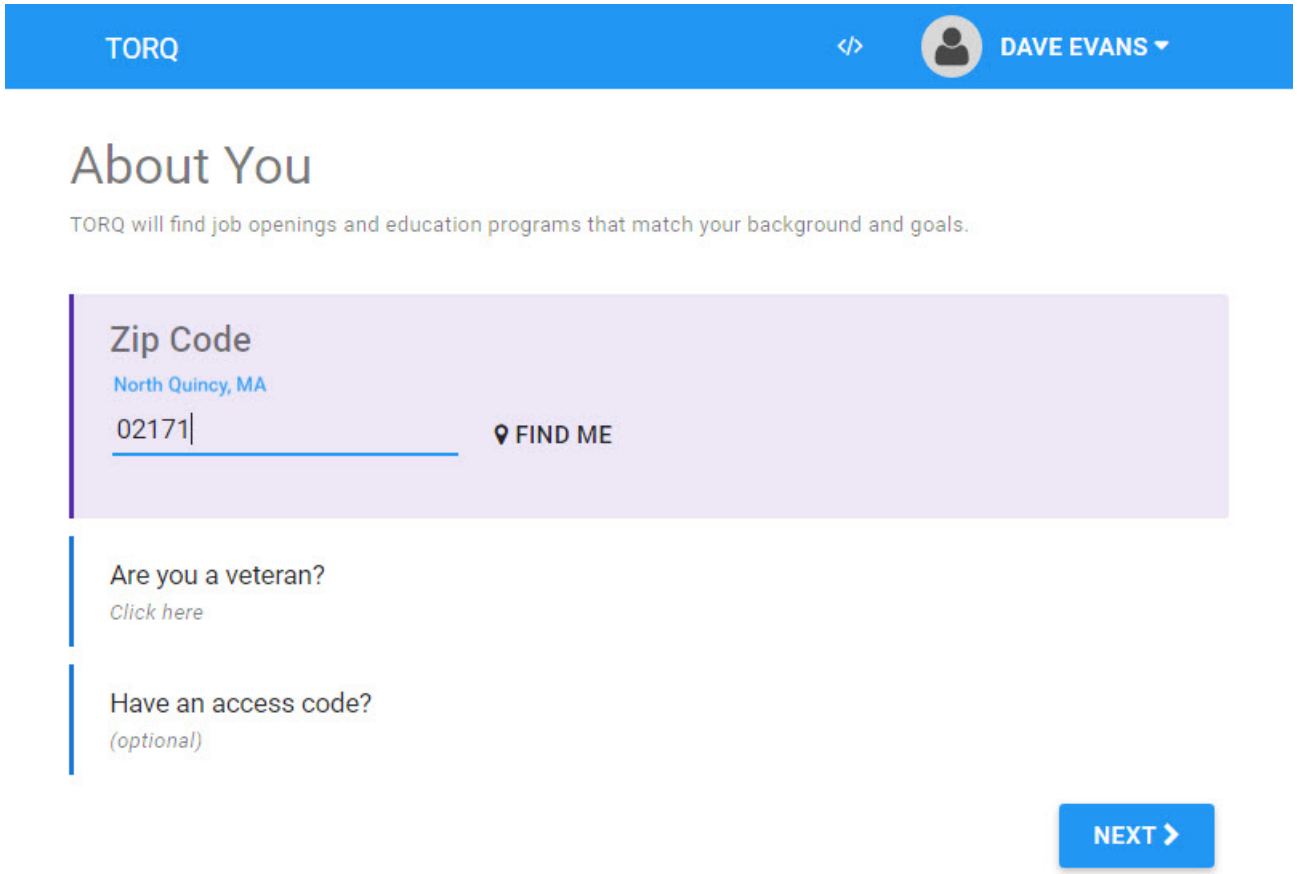
TORQ has evolved from an Emergency Unemployment Compensation (EUC) requirement to a Universal Customer Employment & Training Tool

- ADWS began utilizing TORQ
  - March of 2012
- Total number of occupational skills assessments created statewide:
  - Over 175,000

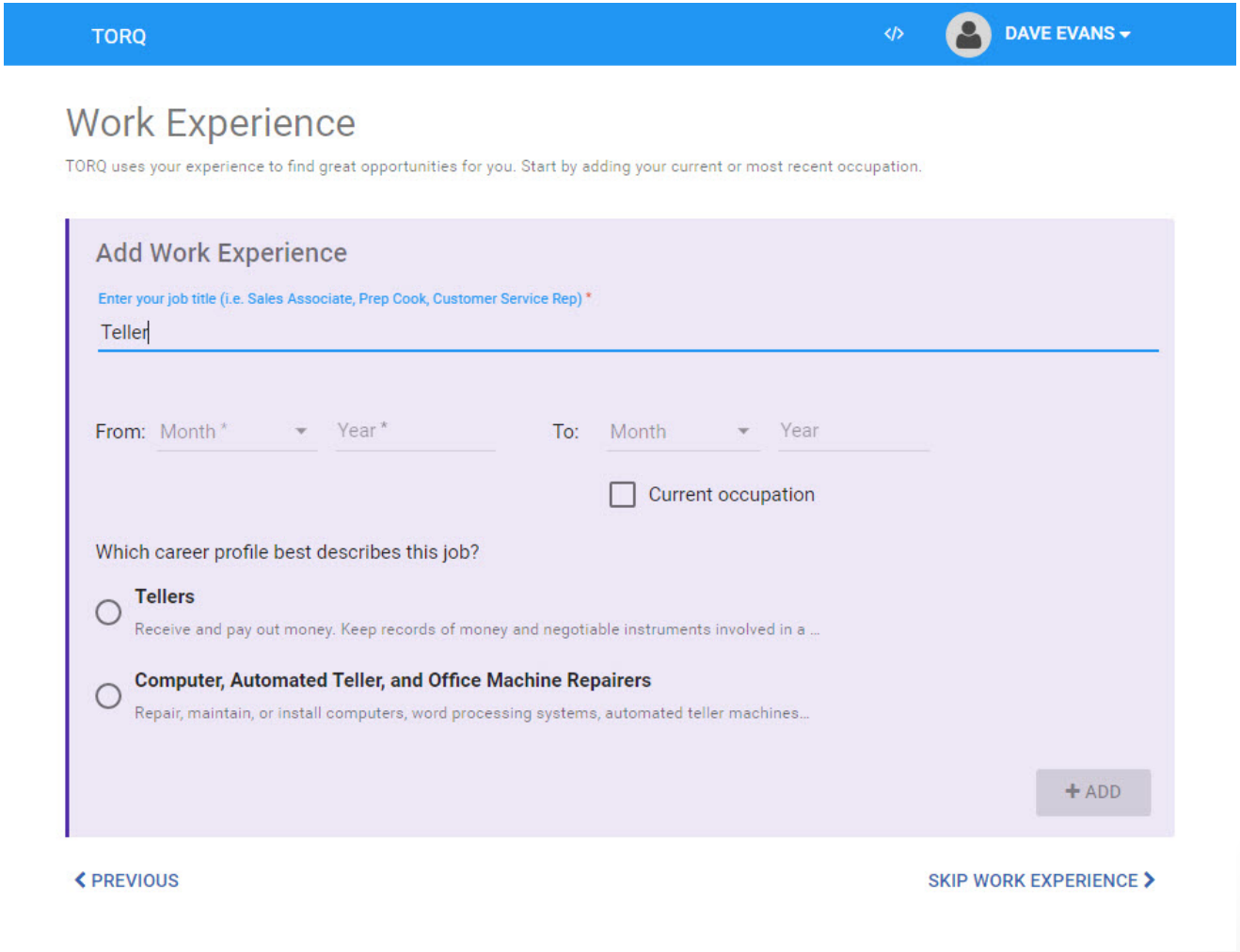
TORQ


TORQ
DAVE EVANS
Welcome to TORQ!
Discover careers, search for jobs and schools, and chat with career specialists.
LET'S GET STARTED

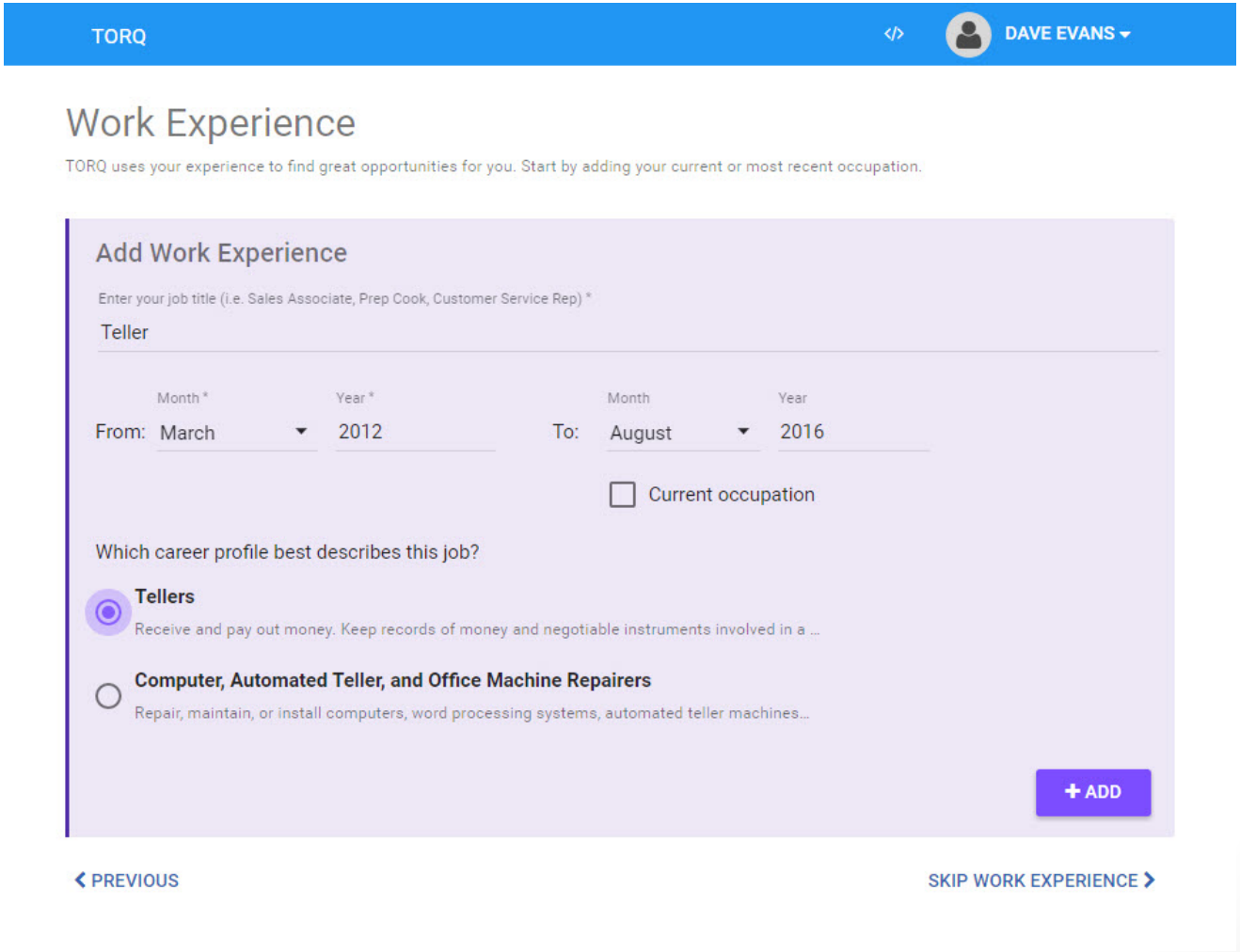
TORQ


TORQ
DAVE EVANS
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

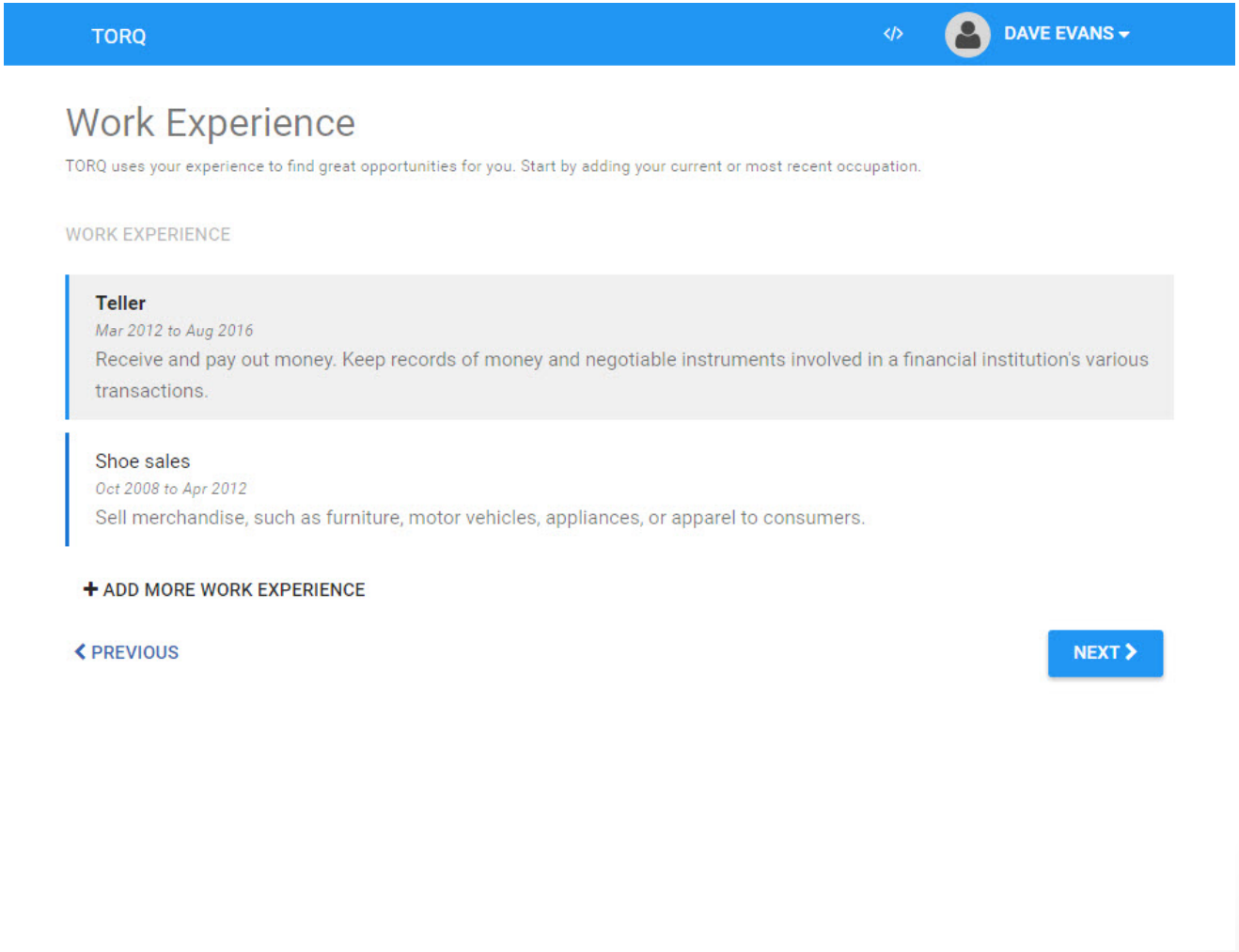
TORQ


TORQ
DAVE EVANS
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
PREVIOUS
SKIP WORK EXPERIENCE

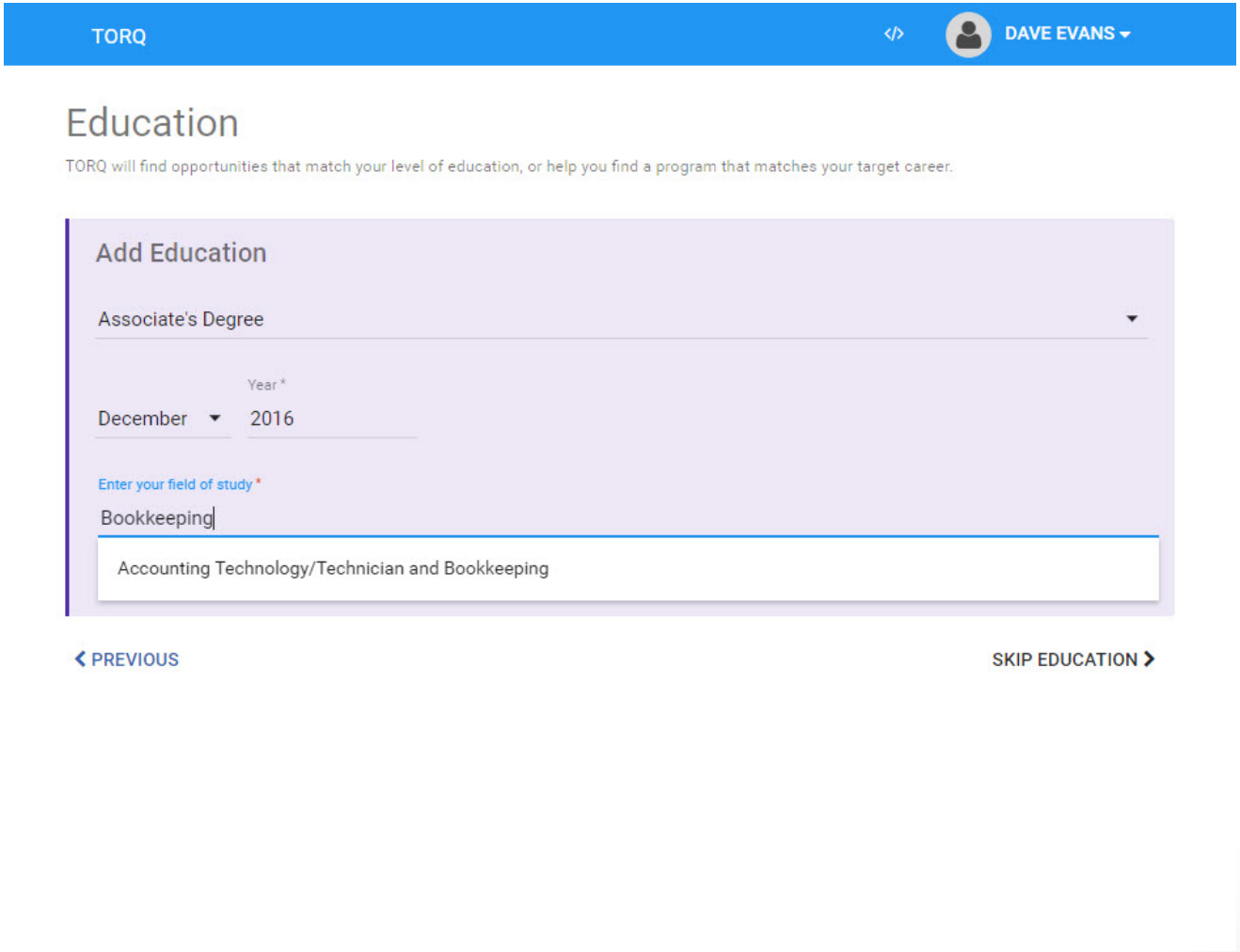
TORQ


TORQ
DAVE EVANS
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
Month *
Year *
From: March
2012
Month
Year
To: August
2016
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
PREVIOUS
SKIP WORK EXPERIENCE

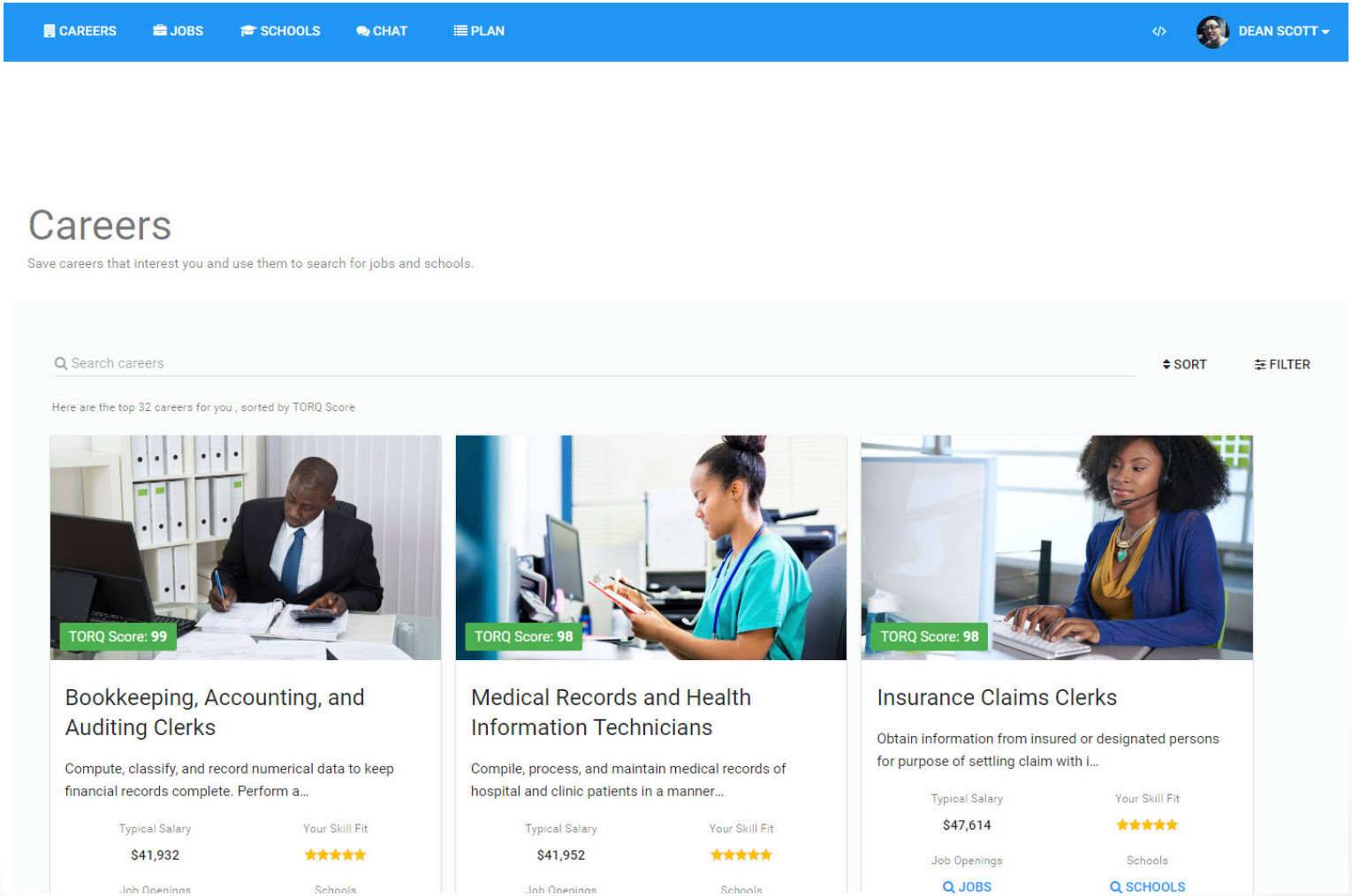
TORQ


TORQ
DAVE EVANS
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.
+ ADD MORE WORK EXPERIENCE
PREVIOUS
NEXT

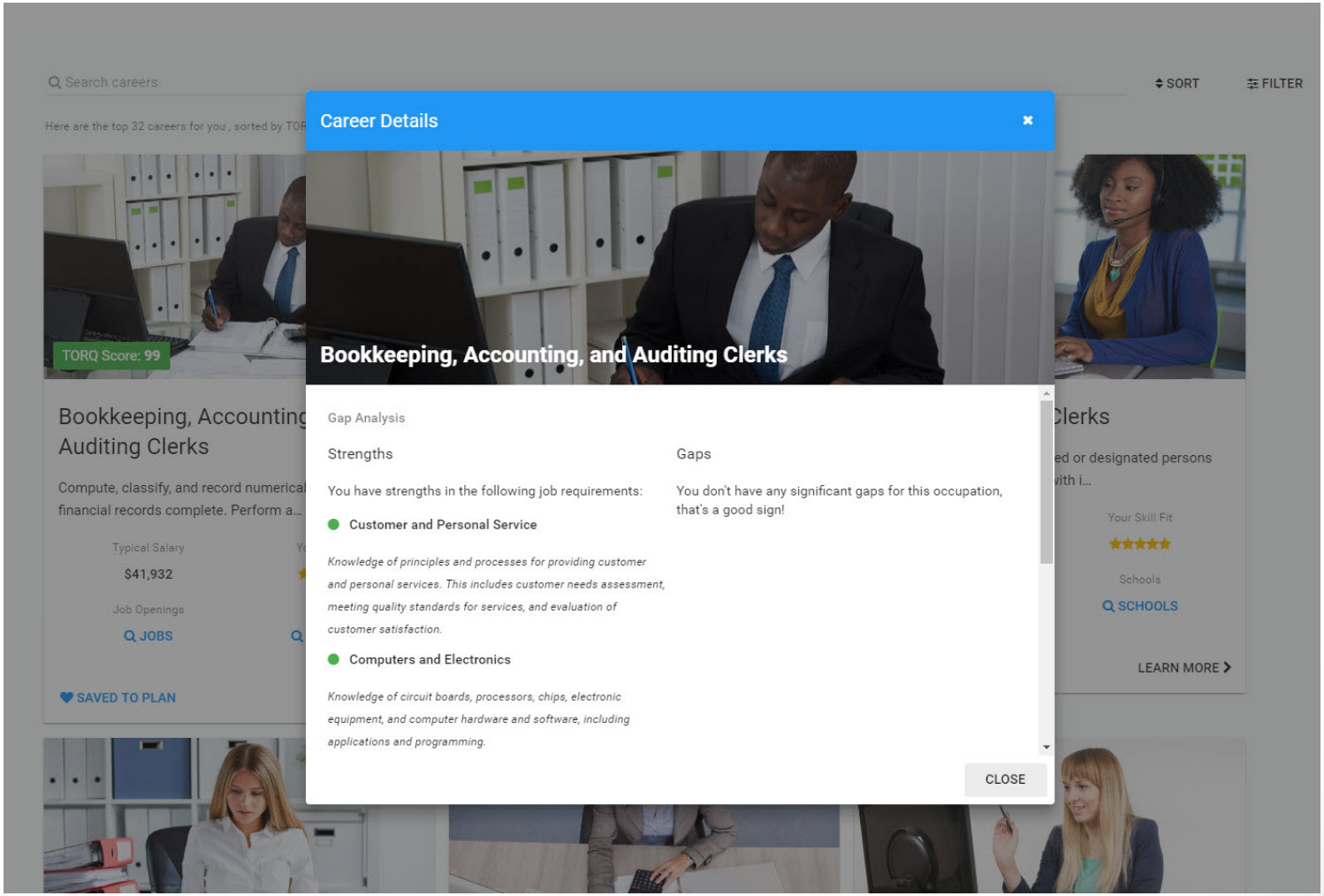
TORQ


TORQ
DAVE EVANS
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

TORQ


CAREERS
JOBS
SCHOOLS
CHAT
PLAN
DEAN SCOTT
Careers
Save careers that interest you and use them to search for jobs and schools.
Search careers
SORT
FILTER
Here are the top 32 careers for you , sorted by TORQ Score
TORQ Score: 99
Bookkeeping, Accounting, and Auditing Clerks
Compute, classify, and record numerical data to keep financial records complete. Perform a...
Typical Salary
$41,932
Your Skill Fit
Job Openings
Schools
TORQ Score: 98
Medical Records and Health Information Technicians
Compile, process, and maintain medical records of hospital and clinic patients in a manner...
Typical Salary
$41,952
Your Skill Fit
Job Openings
Schools
TORQ Score: 98
Insurance Claims Clerks
Obtain information from insured or designated persons for purpose of settling claim with i...
Typical Salary
$47,614
Your Skill Fit
Job Openings
JOBS
Schools
SCHOOLS

TORQ


Search careers
SORT
FILTER
Here are the top 32 careers for you , sorted by TOR
Career Details
Bookkeeping, Accounting, and Auditing Clerks
TORQ Score: 99
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!
CLOSE
Bookkeeping, Accounting
Auditing Clerks
Compute, classify, and record numerical
financial records complete. Perform a...
Typical Salary
$41,932
Job Openings
JOBS
SAVED TO PLAN
Clerks
ed or designated persons
with i...
Your Skill Fit
Schools
SCHOOLS
LEARN MORE

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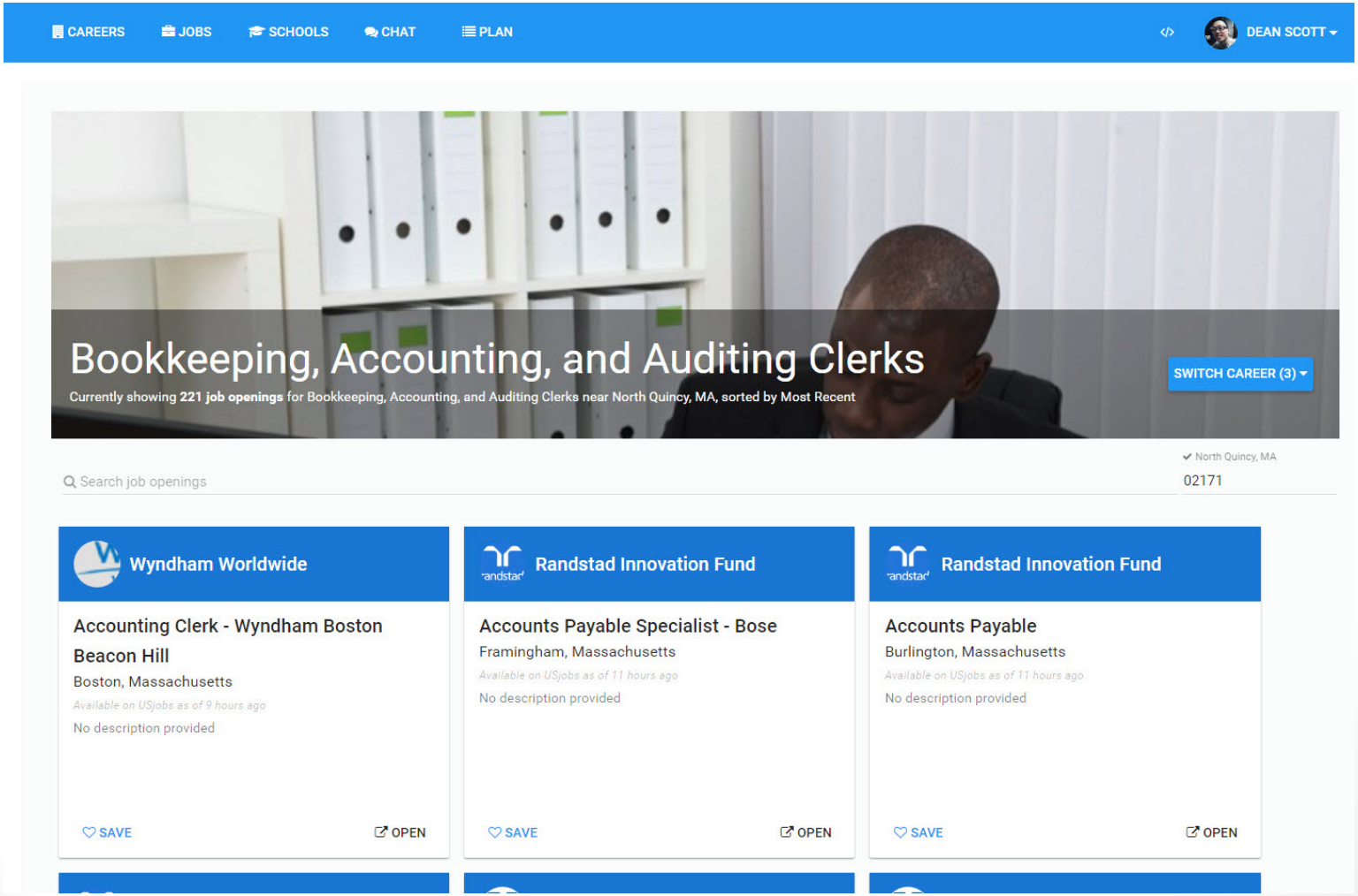
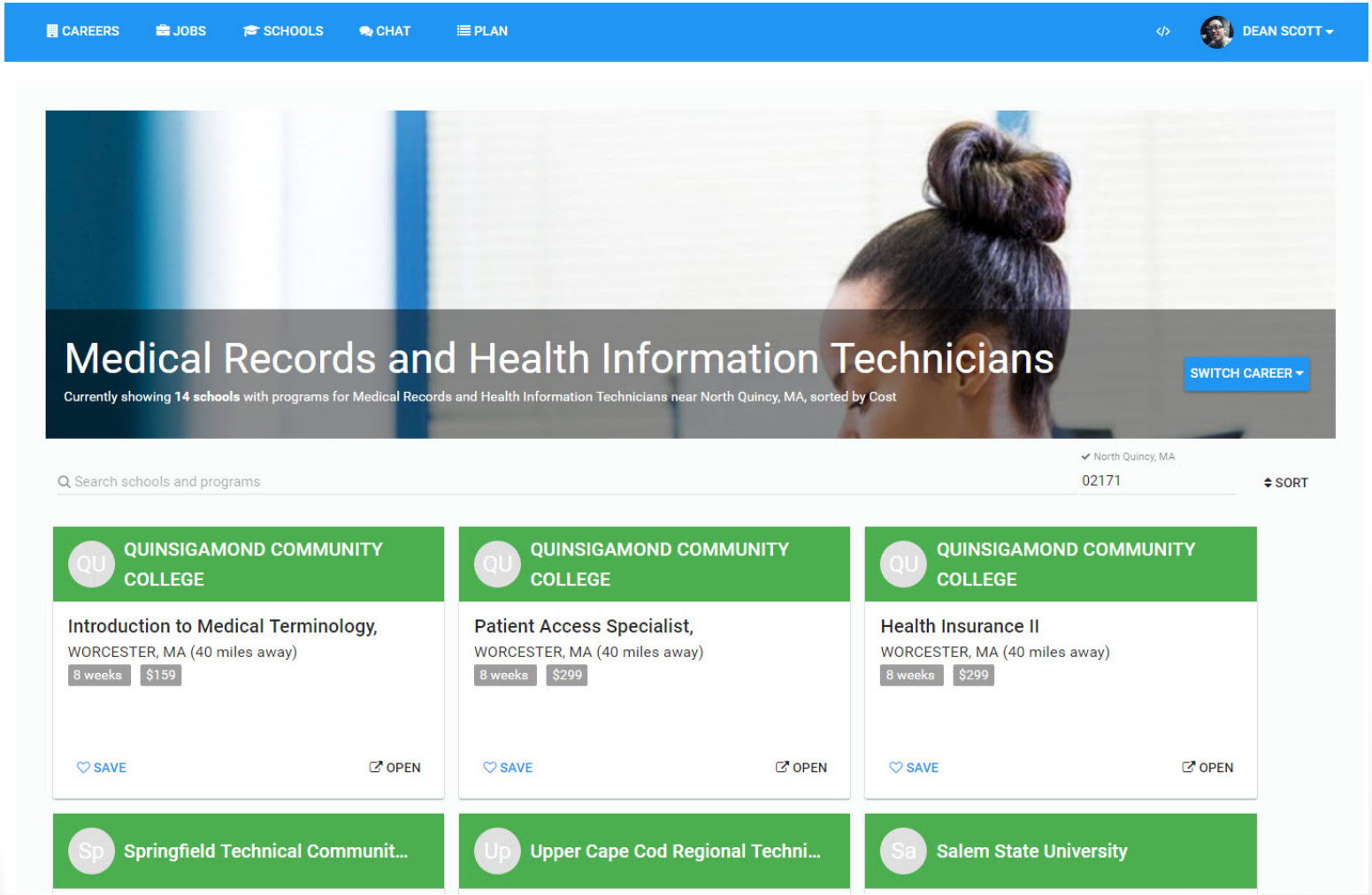

CAREERS
JOBS
SCHOOLS
CHAT
PLAN
DEAN SCOTT
Bookkeeping, Accounting, and Auditing Clerks
Currently showing 221 job openings for Bookkeeping, Accounting, and Auditing Clerks near North Quincy, MA, sorted by Most Recent
SWITCH CAREER (3)
Search job openings
North Quincy, MA
02171
Wyndham Worldwide
Accounting Clerk - Wyndham Boston Beacon Hill
Boston, Massachusetts
Available on USjobs as of 9 hours ago
No description provided
SAVE
OPEN
Randstad Innovation Fund
Accounts Payable Specialist - Bose
Framingham, Massachusetts
Available on USjobs as of 11 hours ago
No description provided
SAVE
OPEN
Randstad Innovation Fund
Accounts Payable
Burlington, Massachusetts
Available on USjobs as of 11 hours ago
No description provided
SAVE
OPEN

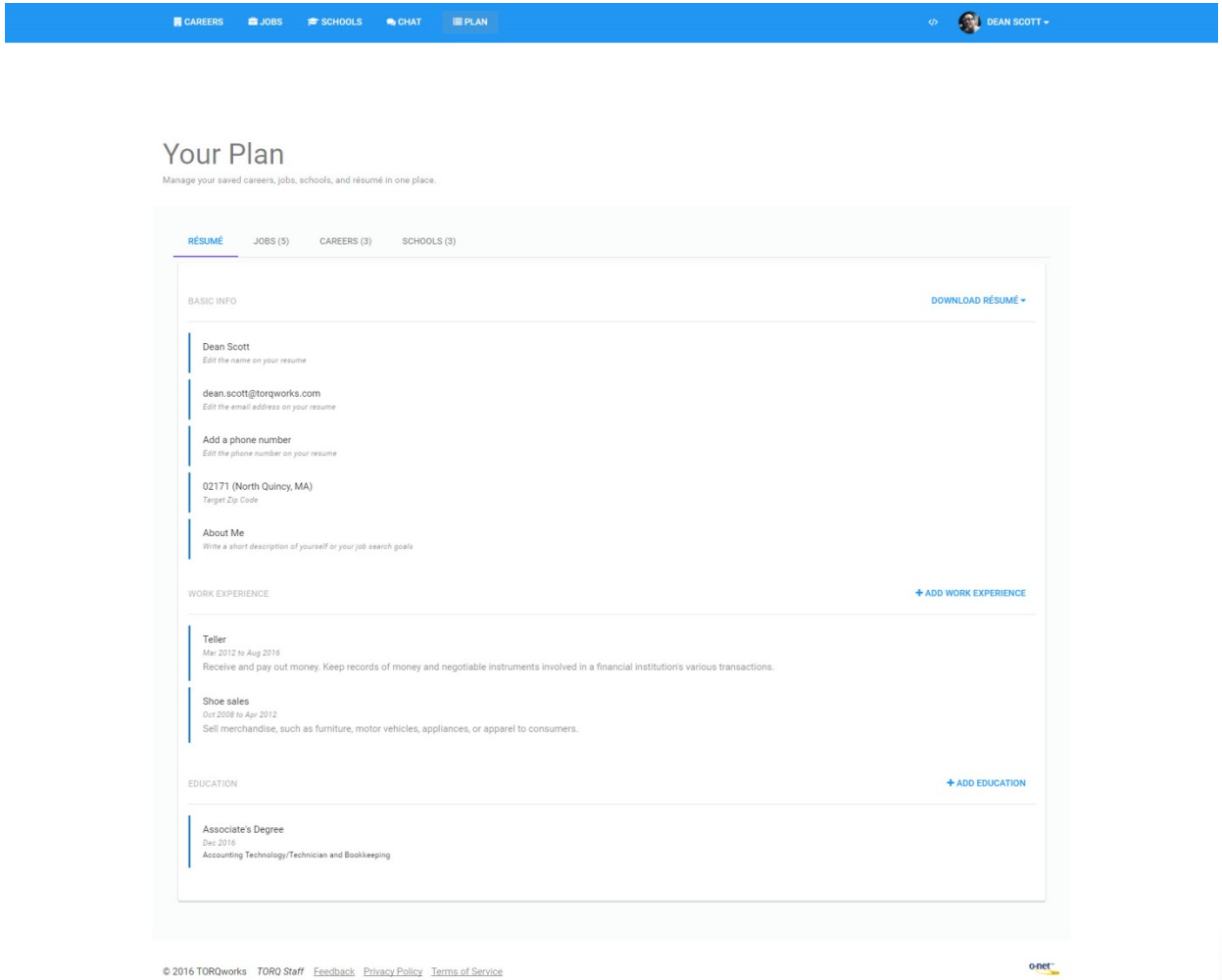
TORQ


CAREERS
JOBS
SCHOOLS
CHAT
PLAN
DEAN SCOTT
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
SWITCH CAREER
North Quincy, MA
Search schools and programs
02171
SORT
QU
QUINSIGAMOND COMMUNITY COLLEGE
Introduction to Medical Terminology,
WORCESTER, MA (40 miles away)
8 weeks
$159
SAVE
OPEN
QU
QUINSIGAMOND COMMUNITY COLLEGE
Patient Access Specialist,
WORCESTER, MA (40 miles away)
8 weeks
$299
SAVE
OPEN
QU
QUINSIGAMOND COMMUNITY COLLEGE
Health Insurance II
WORCESTER, MA (40 miles away)
8 weeks
$299
SAVE
OPEN
Sp
Springfield Technical Communit...
Up
Upper Cape Cod Regional Techni...
Sa
Salem State University

TORQ

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
Login
Order History
Search Courses
go
Home
Course List
Online Courses
Download Catalog
Login
Basket
Checkout
Health Care and Medical Certicates
Patient Care Technicians (PCT) provide direct patient care in a variety of health care environments, especially hospitals and other acute care settings.
More >>>
Search Courses
Course List
Contact Us
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.
Message from the Director of 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
Adult Learning & Continuing Education Programs
Boating & Seamanship
Business / Marketing / Financial
Business Careers
Computers / Technology
Culinary Arts
Drivers Education
Health Careers
Horticulture
Language
Legal
Personal Enrichment
Professional Development
Real Estate
Social Media

TORQ


CAREERS
JOBS
SCHOOLS
CHAT
PLAN
DEAN SCOTT
Your Plan
Manage your saved careers, jobs, schools, and résumé in one place.
RÉSUMÉ
JOBS (5)
CAREERS (3)
SCHOOLS (3)
BASIC INFO
DOWNLOAD RÉSUMÉ
Dean Scott
Edit the name on your resume
dean.scott@torqworks.com
Edit the email address on your resume
Add a phone number
Edit the phone number on your resume
02171 (North Quincy, MA)
Target Zip Code
About Me
Write a short description of yourself or your job search goals
WORK EXPERIENCE
+ ADD 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.
EDUCATION
+ ADD EDUCATION
Associate's Degree
Dec 2016
Accounting Technology/Technician and Bookkeeping
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TORQ Staff
Feedback
Privacy Policy
Terms of Service

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