



ARKANSAS DIVISION OF  
WORKFORCE  
SERVICES

2023

UNEMPLOYMENT INSURANCE

# EMPLOYER NEWSLETTER



## WHAT'S INSIDE

- REPORT ONLINE - TAX21
- NEW-HIRE REGISTRY
- LEGISLATIVE UPDATES
- 2024 TAX RATES
- BUSINESS SERVICES
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- CONTACT

# TAX21

**SAVE TIME. REPORT ONLINE.**

<https://www.workforce.arkansas.gov/Tax21>



**Tax21 is an online portal where employers can easily manage requests, reports, and responses related to unemployment insurance. Save time - report online!**

## REQUEST

- A login ID for online services
- A new ADWS employer account number
- To receive & respond to ADWS employer forms online
- UI documents be sent to a different address than tax documents

## REPORT

- Unemployment insurance fraud
- A refusal of an offer of work
- A failure to submit to or pass a pre-employment drug screen
- A failure to appear for a scheduled job interview
- File & pay Employer's Quarterly Contribution & Wage Report
- Report newly hired staff to the New-Hire Registry - **NEW!**

## RESPOND

- To UI 901A Overpayment Wage Response System
- To UI Benefit Notice Response System & Shared Work Program

## NEW-HIRE REGISTRY MOVED TO TAX21!

### The New-Hire Registry has moved to Tax21!

- First step towards creating a single employer portal and comprehensive application
- Reduces redundancy and ultimately lead to a more streamlined reporting process
- Allows ADWS to more quickly locate potential claimants who may no longer be eligible for benefits to protect the integrity of the UI trust fund



**SCAN TO OPEN TAX21**

***In 2022, employers reported 943,075 new hires in Arkansas.***

**Reporting newly hired staff is required. Learn more on the next page!**

# NEW-HIRE REGISTRY

## WHO TO REPORT

Employers and labor organizations doing business in Arkansas must report the following employees who reside or work in Arkansas and to whom the employer anticipates paying earnings:

### NEW EMPLOYEES:

Employees should be reported even if they work only one day and are terminated prior to the employer reporting the new hire.

### REHIRED OR RECALLED EMPLOYEES:

Employees who return to work after any type of separation sixty (60) consecutive days after the initial separation. This includes any employee who remains on the payroll during a break in service or gap in pay and then returns to work.

### TEMPORARY EMPLOYEES:

Employees who report for any assignment. Once reported, they do not need to be reported each time they get a new client or assignment. They do need to be reported as a re-hire if there was a break in service or gap in pay.

## WHEN & HOW TO REPORT

**All employers must submit their New-Hire reports:**

- Within twenty (20) days after the employee is hired or rehired or returns to work.
- Employers who submit reports electronically can submit the reports in two (2) monthly transmissions.

**Electronic reporting:**

We strongly suggest reporting electronically. You can report using our website or transmit a data file created by your company's human resources or payroll software. Call if you need assistance with electronic reporting. **It's quick and easy!**

- Eliminates paperwork and allows faster processing
- Increases the accuracy of the reports
- Saves you time and money!

## WHY REPORTING IS IMPORTANT

Employers are a key partner in ensuring financial stability for many children and families and should take pride in their role.

**New-Hire reporting:**

- Speeds up the child support income withholding order process
- Expedites collection of child support from parents who change jobs frequently
- Quickly locates alleged fathers/non-custodial parents to help in establishing paternity and child support orders
- Helps children receive the support they deserve

**Act 106 (HB 1197)*****Failure To Appear for Job Interviews***

- **§11-10-515**
  - Creates a benefit disqualification for failing without good cause and without notice to attend two scheduled job interviews with the same employer. To satisfy the disqualification, a claimant will be required to have thirty (30) days of covered employment. Effective date January 1, 2024.

**Act 196 (HB 1430)*****Taxable Wage Base, Max UI Benefit Duration, New Employer Tax, Administrative Assessments, Deficit Rated Employer Tax***

- **§11-10-215**
  - Sets the taxable wage base at \$7,000 when the UI Trust Fund is in excess of \$600,000,000 as of June 30 of the most recently completed state fiscal year and limits increases to the taxable wage base to \$2,000 each year. Effective January 1, 2024.
- **§11-10-504**
  - Reduces the maximum weekly UI benefit duration from sixteen to twelve weeks. Effective for initial claims filed on or after January 1, 2024.
- **§11-10-704**
  - Reduces the new employer tax rate from 2.9% of the taxable wage base to 1.9%. Effective January 1, 2024.
- **§11-10-705**
  - Recharacterizes the stabilization tax as an administrative assessment set at 0.125% of the taxable wage base for the period of July 1, 2023 through June 30, 2024 and at 0.1% of the taxable wage base thereafter. Provides that for each fiscal year, 60% of the administrative assessment collections (limited to \$6,000,000) shall be deposited into the DWS Unemployment Insurance Administration Fund for personal services and operating expenses.
  - Requires portions of the administrative assessment collected through June 30, 2024 to be set aside for modernizing UI information technology systems and hardware.
  - Allows up to \$2,500,000 per fiscal year to be deposited into the DWS Training Trust fund should collections be sufficient (after funding administration and modernization) and for any other remaining administrative assessment collections for the fiscal year to be deposited into the Unemployment Compensation Fund.
  - Eliminates the 12% and 14% tax rates for deficit rated employers. Effective January 1, 2024.

**Act 197 (HB 1433)*****Emergency Rules, Protection of Fraud Investigations, Appeals of Board of Review Decisions, Waiver of non-fraud Overpayments***

- Authorizes the Director of DWS to establish emergency rules subject to the approval of the Executive Subcommittee of the Legislative Council.
- Protects the methods used by DWS to detect and investigate fraud by designating the methods as confidential.
- Limits an appeal of a decision made by the Board of Review to a party that suffered a pecuniary loss as a result of the decision.
- Clarifies the appeal period of a decision made by the Board of Review when the last day of the appeal period falls on a Saturday, Sunday, or legal holiday by extending the period to the next business day.
- Eliminates the requirement that a non-fraud overpayment be the direct result of an error by DWS in order to waive the overpayment and reestablishes that non-fraud overpayments may be waived if the overpayment was not the fault of the claimant and that it would violate equity and good conscience to recover it.
- All sections effective date March 6, 2023.

**Act 587 (HB 1575)*****Work Search Requirements***

- **§11-10-507** Provides that, unless excused from work search, a claimant shall be ineligible for UI benefits for any week during which five (5) work search contacts are not made. Effective date January 1, 2024.
- Requires DWS to audit at least one hundred (100) work search reports each week. Effective date January 1, 2024.

**Act 854 (HB 1840)*****Fraud Penalty***

- **§11-10-519** Provides that UI fraud overpayments of \$1,000 or more require a disqualification period of ten (10) years. Effective date October 1, 2023.

**2024 TAX RATES****TAXABLE WAGE BASE**

\$7,000 per employee

**EXPERIENCED EMPLOYER RATE RANGE**

0.225% - 10.125%

**ADMINISTRATIVE ASSESSMENT**

Reduced to 0.125% for fiscal year  
2024 and 0.1% for fiscal year 2025

**NEW EMPLOYER RATE**

1.9% plus administrative assessment  
of 0.125% for total rate of 2.025%

# BUSINESS SERVICES

- LOCAL BUSINESS SERVICES COORDINATORS
- FREE ONLINE JOB POSTING
- CANDIDATE SCREENING & REFERRALS
- CAREER READINESS CERTIFICATES
- PRE-EMPLOYMENT ASSESSMENTS
- JOB FAIRS & CUSTOMIZED HIRING EVENTS
- LAYOFF AVERSION & RAPID RESPONSE
- MOBILE ARKANSAS WORKFORCE CENTERS
- WORK OPPORTUNITY TAX CREDIT
- LABOR MARKET INFORMATION

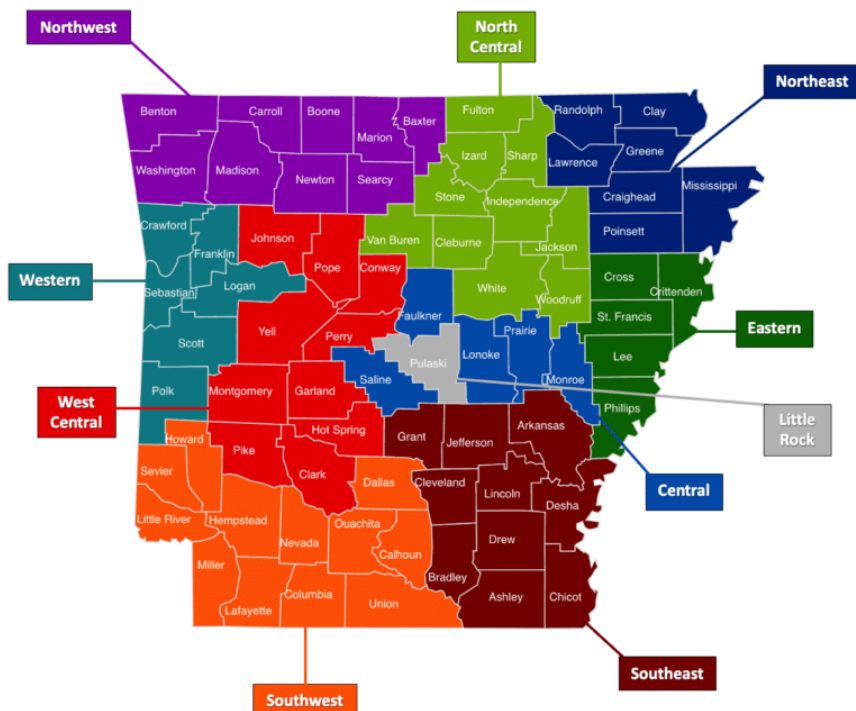


SCAN THE QR CODE TO  
LEARN MORE ABOUT  
FREE SERVICES  
AVAILABLE TO  
ARKANSAS EMPLOYERS!

## LOCAL BUSINESS SERVICES COORDINATORS

### 10 WORKFORCE DEVELOPMENT AREAS

Arkansas has 10 Local Workforce Development Areas and each one has a business services coordinator on hand to assist you.



**Eastern AR- Tracy Hinton**  
870-261-6434  
[tracy.l.hinton@arkansas.gov](mailto:tracy.l.hinton@arkansas.gov)

**Little Rock AR- Rani Cooksey**  
501- 682-8038  
[rani.cooksey@arkansas.gov](mailto:rani.cooksey@arkansas.gov)

**Central AR- Vivian Brittenum**  
501-676-2721  
[vivian.brittenum@capdd.org](mailto:vivian.brittenum@capdd.org)

**North Central AR- Taylor Smith**  
870-793-5233  
[taylor@wrpdd.org](mailto:taylor@wrpdd.org)

**Northeast AR- Mike Willyerd**  
870-239-6533  
[mwillyerd@neaworks.com](mailto:mwillyerd@neaworks.com)

**Northwest AR- Patty Methvin**  
870-741-6873  
[pmethvin@nwaedd.org](mailto:pmethvin@nwaedd.org)

**Southeast AR- Candice Taylor**  
870-536-1971  
[candice.taylor@southeastarkansas.org](mailto:candice.taylor@southeastarkansas.org)

**Southwest AR- Annette Hughey**  
870-234-4030  
[annette.hughey@arkansas.gov](mailto:annette.hughey@arkansas.gov)

**West Central AR- Cora Easterday**  
501-525-7577 ext. 1013  
[ceasterday@wcapdd.org](mailto:ceasterday@wcapdd.org)

**Western AR- Ashlie Ross**  
479-785-2651  
[aross@wapdd.org](mailto:aross@wapdd.org)

# MOBILE WORKFORCE CENTERS



ADWS has nine Mobile Workforce Centers, each equipped with full internet connectivity, computers, printers, copiers, & helpful staff. All the Mobile Workforce Centers include a computer with access to Jobs Application with Speech (JAWS) software, and most mobile units are accessible to individuals with disabilities.

## REQUEST AN ADWS MOBILE WORKFORCE CENTER TO...

- SUPPORT JOB FAIRS AND EVENTS
- PROVIDE A SPACE FOR INTERVIEWS OR ASSESSMENTS
- INCREASE COMMUNITY ACCESS TO SERVICES
- ASSIST DISLOCATED WORKERS IN THE EVENT OF A LAYOFF OR CLOSURE



## MOBILE UNIT SCHEDULE



Scan the QR code to find out when a Mobile Workforce Center will be in your area!

YOU CAN REQUEST A MOBILE WORKFORCE CENTER ONLINE AT [WWW.DWS.ARKANSAS.GOV](http://WWW.DWS.ARKANSAS.GOV).

# CONTACT INFORMATION & MORE

**UI EMPLOYER ACCOUNTS: 501-682-3798**  
(REGISTRATION ASSISTANCE AND ACCOUNT MAINTENANCE)

**TECHNICAL & WAGE SERVICES: 501-682-3100**  
(QUARTERLY WAGE UPDATES, ONLINE REPORTING ASSISTANCE)

**TAX 21**  
[WWW.WORKFORCE.ARKANSAS.GOV/TAX21](http://WWW.WORKFORCE.ARKANSAS.GOV/TAX21)

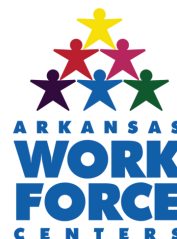
**ARKANSAS JOBLINK**  
[WWW.ARJOBLINK.ARKANSAS.GOV](http://WWW.ARJOBLINK.ARKANSAS.GOV)

**LABOR MARKET INFORMATION**  
[WWW.DISCOVER.ARKANSAS.GOV](http://WWW.DISCOVER.ARKANSAS.GOV)

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## DWS.ARKANSAS.GOV



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