



# WIOA Partner Updates

Arkansas Workforce  
Development Board Meeting

September 18, 2024

# Employment & Training



## PROGRAMS



Office of Employment & Training

### **Workforce Innovation & Opportunity Act (WIOA)**

**Employment Services**

**Jobs for Veterans State Grant (JVSG)**

**Migrant Seasonal Farmwork Program (MSFW)**

**Foreign Labor Certification**

**Arkansas Workforce Development Board Support**

### **Employer Engagement**

Rapid Response

Trade Adjustment Assistance for Workers (TAA)

Work Opportunity Tax Credit (WOTC)

Federal Bonding

Career Readiness Certificate (CRC)

### **Discretionary Grants**

Relmagine Workforce Grant

Workforce Data Quality Initiative (WDQI)

Emergency Disaster Grants



# Employment & Training



## WIOA Title I- Youth, Adult & Dislocated Worker Program



### **Allison D.**

After being accepted into the registered nursing program at Black River Technical College in Pocahontas, Allison went to the Jonesboro Workforce Center seeking college assistance. She was scheduled to start the program in January 2023. At the time of application, Allison was a single mother, low income, receiving SNAP and SSI. Allison enrolled in Occupational Skills Training and WIOA was able to assist her with transportation, fees, and books. Allison completed the RN program on May 6, 2024, with a 4.0 GPA. Allison started working as an RN at the Children's Clinic in Jonesboro in July 2024. She earns \$28/hour, 40 hours per week. She loves her job and the freedom it gives her to spend quality time with her children.

# Employment & Training



## WIOA Title I- Youth, Adult & Dislocated Worker Program

### **Brittani C. – Little Rock**

*WIOA Out-of-School Youth Program*

Brittani was referred to WIOA through a partnership between the Little Rock Workforce Development Board and Immerse Arkansas where she served as a life coach. At the time of her enrollment, she was a low-income individual, who was unemployed, and a single-parenting youth. In addition, during her enrollment, she became homeless but has since gained stable shelter. She successfully completed the Youth work experience program and occupational skills training as a Patient Care Technician, including Phlebotomy. She holds a Certified Patient Care Technician/Assistant license and is eager to apply her skills and knowledge in a new professional environment. Rhonda Hall is her case manager. Rhonda (L) and Brittani (R) are pictured here.



### **Denaro C. – Little Rock**

*WIOA Adult Program*

Denaro is an ex-offender who was a low-income individual at the time of enrollment. His previous occupation was in construction as a laborer making \$11 hourly. He successfully completed training to get his Commercial Driver's License (CDL) and has been gainfully employed with the City of Little Rock as a CDL truck driver. His annual earnings are a little over \$60,000. Ms. Debra McGee was his case manager. Debra and Denaro are pictured here.



# Employment & Training



## WIOA Title III- Wagner-Peyser- Employment Services Program




**VIRTUAL | FREE**

### **JOB SEARCH WORKSHOPS**

**FRIDAY, SEPTEMBER 13**  
**9-10 A.M. & 1-2 P.M.**

What we'll cover:

- Modern job search tactics & networking tips
- Resume & interview pointers
- Career exploration & labor market information

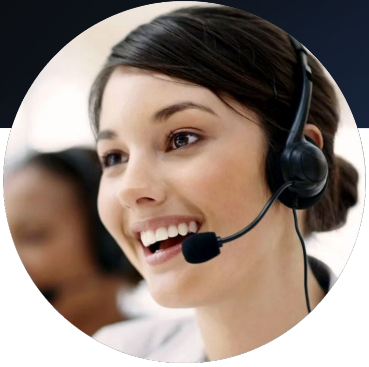


Arkansas  
Workforce  
Connections





# Employment & Training



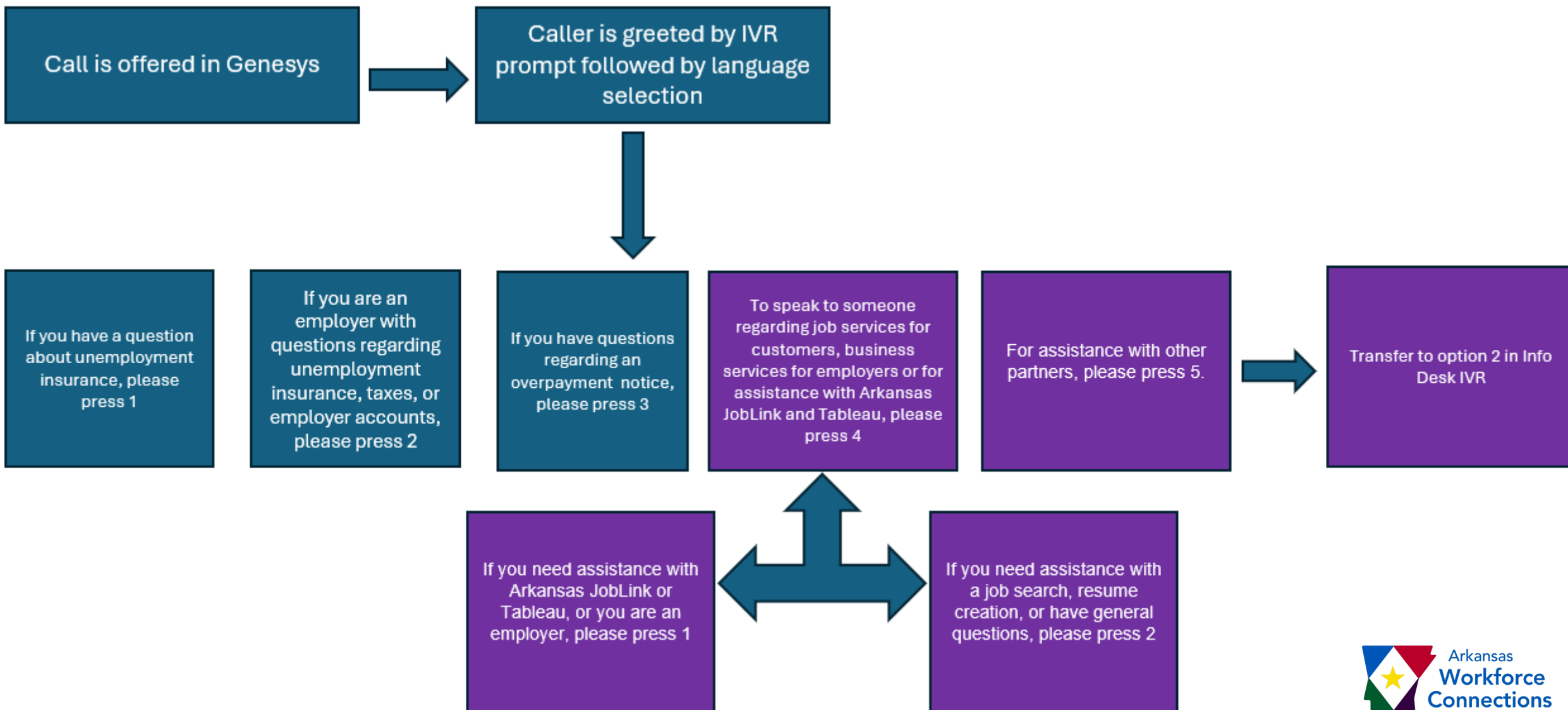
## Employment Services-Virtual Service Center

- The ES Service Center is a part of a hybrid service delivery model. Customers who prefer face-to-face services will be able to meet with ES WFS at local workforce centers.
- UI call center customers will be routed to the ES Service Center through a seamless transfer mechanism; this will be a standard component of the transaction.
- ES staff will assist customers in registering in **CiviForm**, which will create an automated registration in AJL. CiviForm will allow for multiple referrals to be made to partner programs.
- All local office calls will be routed through the ES Service Center, eliminating the need for a traditional receptionist role.





# Employment & Training



# Employment & Training



## Looking for a job? or a better job?

We're here to help!

Can't make it to an office? Take advantage of our **Employment Services Service Center** and receive services by telephone with a live person!

**Call today!**

MONDAY-FRIDAY  
8 A.M.-3:30 P.M.

**1-844-908-2178**

(SELECT OPTION 4)



### Why Choose Us?

- Expert Guidance: Our career advisors provide personalized support tailored to your skills and aspirations.
- Extensive Job Listings: Access a wide range of job opportunities across various industries.
- Resume Assistance: Get help crafting a resume that stands out to potential employers.
- Interview Preparation: Receive tips and practice sessions to ace your interviews.

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice 1-800-285-1121 TDD 1-800-285-1131 Arkansas's Wagner-Peyser program is 100 percent funded by the U.S. Department of Labor through awards totaling \$4,999,917.





# Employment & Training



## Employers Are you hiring?

We're here to help!

Can't make it to an office? Take advantage of our **Employment Services Service Center** and receive services by telephone with a live person!

**Call today**

MONDAY-FRIDAY  
8 A.M.-3:30 P.M.

**1-844-908-2178**

(SELECT OPTION 4 & THEN OPTION 1)



### Why Choose Us?

- **Expert Support:** We're knowledgeable about the local labor market and skilled at matching the right candidates to your specific needs.
- **Broad Talent Pool:** We give you access to a diverse database of job seekers from various backgrounds, skill levels, and industries.
- **Cost-Effective Services:** All services are free, including job postings, candidate referrals, recruitment events, and labor market information.
- **Workforce Programs:** Improve overall performance with employee training resources, apprenticeships, and workforce development grants.

Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities. Voice 1-800-285-1121 TDD 1-800-285-1131  
Arkansas's Wagner-Peyser program is 100 percent funded by the U.S. Department of Labor through awards totaling \$4,999,917.







**Eddie L. Thomas, Director  
Employment & Training**

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# Adult Education



**Adult Education** programs provide basic skills classes to adults with less than a high school education.

- *All adults have the right to an education that enhances their ability to affect positive changes in their lives.*
- *All adults have the right to obtain the life skills needed to become self-sufficient, actively participating members of society.*
- *All adults have the right to complete their education through the high school level.*
- *Adult basic education provides basic skills instruction in reading, writing, and math to adult learners functioning below the ninth-grade level.*



# WIOA Title II Program: ADULT EDUCATION

## Eligibility Requirements:

- 16 years of age or older;
- Not enrolled or required to be enrolled in secondary school under state law; and
  - Is basic skills deficient\*\*;
  - Does not have a secondary school diploma or its equivalent; or
  - Is an English language learner

\*\*Able to serve students with a high school diploma or college degree if they are basic skills deficient.





# WIOA Title II Program: ADULT EDUCATION

## Services:

- Adult Basic Education (Pre-GED®)
- GED® Test Preparation\*
- English Language Acquisition
- Citizenship Classes
- College Preparation
- Employability Skills
- Financial & Digital Literacy Skills
- Family Literacy
- Job Training
- Workplace Classes

\*Students who pass the GED® examination receive an Arkansas High School Diploma.



## 2024-2025 Focus Areas:

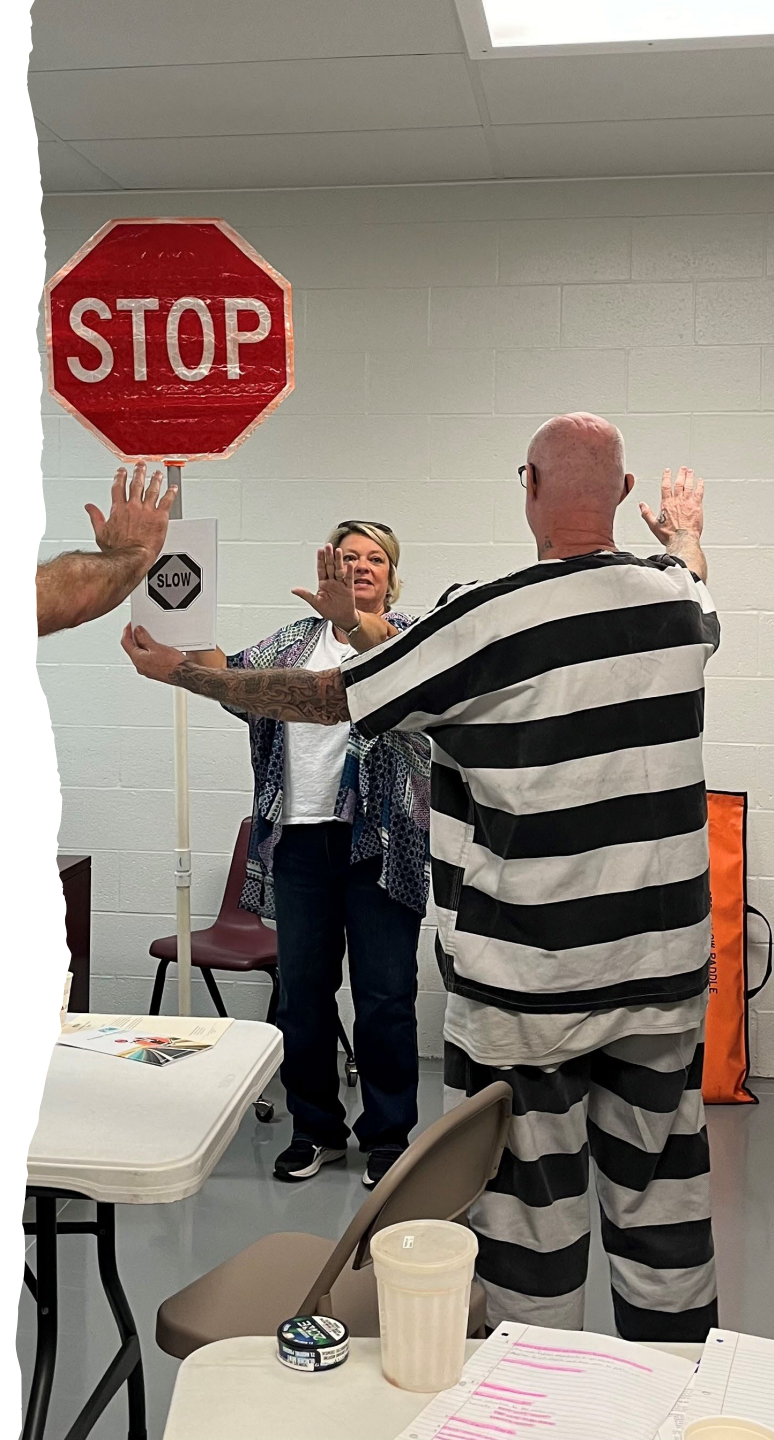
- **Technology:** Digital Literacy of teachers and adult learners.
- **Certifications:** Increase industry-recognized certifications and credentials.
- **GED® Passers:** Increase the number of GED® passers by 5%.





# The Crawford County Adult Education Center (CCAEC)

- Has partnered with the Crawford County Justice Center (CCJC) to launch a comprehensive Flagger Certification Class focusing on the American Traffic Safety Services Association (ATSSA).
- Designed to equip participants with essential skills and knowledge to ensure safety and efficiency in traffic control.
- 12 participants will receive an ATSSA certification upon completion.



# Adult Education Employer Partnership







# Pre-Employment Operator Program-Jan. 2024

## Albemarle

- Screened and referred applicants as part of their hiring process.
- Collaborated with Adult Education on the materials for a basic Chemistry course.
- Provided Mechanical Assessment stations.

## SAU-Tech Adult Education

- Gave TABE Reading assessment
- Taught Science/Chemistry Lab lessons/Quiz
- Albemarle Mechanical Assessment Stations-2 stations
- OSHA 10 certification-minimum of 10 hours
- Mock Interviews



# Mechanical Aptitude Demonstration





## Outcomes:

- Significant improvement in the quality of applicants progressing to the interview stage.
- 100 referrals.
- 44 Operators hired in 2024.
- 43 or 93% remain employed.
- Needs met.

*“Albemarle’s collaboration with the Adult Education Center has been very successful. We have gotten a better operator candidate pool because of the vetting process provided by the Adult Education Center. They provide a reading comprehension course & also facilitate a Basic Chemistry course along with two mechanical assessments that were furnished by Albemarle.*

*The Adult Education Center has done an outstanding job meeting the demands of the number of applicants, getting them through the courses & communicating the results to Albemarle in a timely manner. We look forward to our continued collaboration with the Adult Education Center to meet our future operator candidate demands.”*

**Reggie Curry – Site Instructor Specialist**





*“Over the past few years, I have been able to take part in multiple interview panels where we were seeking new operators from outside of Albemarle. This past year, I noticed a notable change in the quality of candidates. The candidates came in more qualified and were a better fit for what we envisioned our operators to be. We are also noticing that these new hires are more successful once they complete their required training than in the past also.”*

***Robby Curry - Area Coordinator***



*“I can tell that the current operators in the last year are a lot more in tuned and knowledgeable. They are engaged more and show what is expected in a chemical plant as an operator prior to previous new hires. The last several ones that have come through the west plant from the past year are all pretty much still working here today. The changes I have seen is care, drive, and engagement. Most good operators will ask questions, show their troubleshooting skills, and retain learned things throughout their training. “*

***Hadrian Robichaux – Team Leader***





**Dr. Trenia Miles, Director  
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# Arkansas Rehabilitation Services (ARS)



**Arkansas Rehabilitation Services' (ARS) mission is to prepare Arkansans with disabilities to work and lead productive and independent lives.**

**Arkansas Rehabilitation Services** is the state agency responsible for assisting people with disabilities in the workforce.

Arkansas Rehabilitation Services provides these services through three major sections:

**Field Services**

**Access and Accommodations**

**Business Services**



# Arkansas Rehabilitation Services (ARS)





# Arkansas Rehabilitation Services (ARS)



# Arkansas Rehabilitation Services (ARS)



## VR NOW!

**“Providing Rapid Services, Improving Our Workforce Participation Rate, and Promoting a Positive Culture Amongst Staff and Those We Serve.”**



## WHO CAN APPLY?

- ✓ Any individual age 14 through 99.....or higher!
- ✓ Any individual who has a disability that interferes with the ability to perform their current job duties or obtaining employment.
- ✓ Any individual who has a disability that interferes with the ability to learn or train for a skill.
- ✓ Any individual that needs assistance to help to maintain their independence within the home.



# Arkansas Rehabilitation Services (ARS)



## WHAT CAN WE PROVIDE?

- ✓ Pre-Employment Transition services for students beginning at age 14.
- ✓ Assistance with Post-Secondary Training expenses (i.e., tuition/housing).
- ✓ Services for those with special communications needs such as the deaf and hard of hearing.
- ✓ Assisting with finding employment opportunities.
- ✓ Specialized services through private vendors and providers.

# Arkansas Rehabilitation Services (ARS)



**Tools &  
Equipment**



**Diagnosis and  
evaluation of  
capacities/limitations**



**Counseling and  
Guidance  
services**



**Assistive  
Technology**



**Vehicle  
Modifications**



**On the job  
training**



## Program Updates and Current Initiatives

- Case Management System Migration
- Statewide Needs Assessment – University of Arkansas
- Rates of Payment Study – Policy Revisions



# Arkansas Rehabilitation Services (ARS)



## ARS SUCCESS STORIES

In 2015, Christena Joy came to ARS looking for help furthering her non-traditional education. As a resident of Ozark, the small community helped foster her commitment to others. Because of Joy's love for helping others with disabilities, she developed a goal of becoming a special education teacher. Her previous work at the Franklin County Learning Center helped her establish some experience in this field. Christena enrolled at Arkansas Tech University Ozark. After completing the program there, she transferred to Arkansas Tech University Russellville and majored in Special Education. After receiving her bachelor's degree, Joy continued her education and enrolled at Henderson University for a master's program. In 2022, she graduated with a Master of Arts and Teaching in Early Childhood Education/Special Ed with a focus on Birth through Kindergarten. After completing her educational training, Joy became employed at the Guy-Fenter Educational Service Cooperative as a Special Education Teacher.



# Arkansas Rehabilitation Services (ARS)



Arkansas Division of  
Workforce Services  
Arkansas Rehabilitation Services

## ARS SUCCESS STORIES

### Lulu Mckissick

Lulu Mckissick retired after 30-plus years of hard work and perseverance. Lulu eventually found herself experiencing some conditions due to her disability, which led to permanent physical limitations. She began to question her ability to engage in daily living activities that she had once been able to perform independently. Lulu heard about Arkansas Rehabilitation Services (ARS) and reached out to her local field office in West Memphis, AR. Lulu needed some home/bathroom modifications, but living on a fixed income made this challenging and worrisome. Lulu's Vocational Rehabilitation Counselor (VR), Ms. C Wright, informed her that this was a service ARS could assist her with so she could maintain the level of independence she was accustomed to. With assistance from Access and Accommodations and her VR Counselor, Lulu received the modifications to the bathroom she needed. Lulu stated she is so grateful for the services that ARS provided. She is happy, confident, and safe from accidents with her newly accessible bathroom.







**Joseph Baxter, Commissioner  
Arkansas Rehabilitation Services (ARS)**

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# Division of Services for the Blind (DSB)



## **DSB Mission**

To enhance the personal and economic independence of blind and severely visually impaired persons of all ages in Arkansas.

## **DSB Vision**

Consumers are knowledgeable of their rights and resources and empowered to live independently throughout their lives.

# Division of Services for the Blind (DSB)



## Philosophy and Goals

The Division of Services for the Blind is dedicated to the independence of Arkansans who are blind or visually impaired and is committed to the principle that these individuals have the right to make informed choices regarding where they live, where they work, how they participate in the community, and how they interact with others.

Our mission is to work in partnership with these Arkansans by assisting them in obtaining the information they need to make informed choices and by providing them with access to services that increase their opportunities to live as they choose.

Within the constraints of state and federal laws and based on available funds, the Division of Services for the Blind fulfills its mission through the following goals:

1. Employment – To assist Arkansans who are blind or visually impaired to secure or maintain employment that is consistent with their skills, abilities, and interests.
2. Rehabilitation Teaching – To assist Arkansans who are blind or visually impaired to live as independently as possible through the development of skills, accommodations, or adaptations that are necessary to perform all activities of daily living.
3. Prevention of Blindness – To assist in preventing blindness by stabilizing vision and, where possible, restoring vision.

# Division of Services for the Blind (DSB)



	<b>Title IV: Vocational Rehabilitation Program (Services for the Blind)</b>	
	<b>Program Year 23</b>	
	<b>Negotiated Target</b>	<b>Actual Performance</b>
<b>Employment (Second Quarter after Exit)</b>	<b>61.5%</b>	<b>52.0%</b>
<b>Employment (Fourth Quarter after Exit)</b>	<b>57.9%</b>	<b>46.2%</b>
<b>Median Earnings (Second Quarter after Exit)</b>	<b>\$5,787</b>	<b>\$8, 551.45</b>
<b>Credential Attainment Rate</b>	<b>30.9%</b>	<b>30%</b>
<b>Measurable Skill Gains</b>	<b>55.6%</b>	<b>22.5%</b>



# Division of Services for the Blind (DSB)



## Accomplishments This Year

- During Program Year 2023 (July 1, 2023 – June 30, 2024)  
Arkansas DSB served **1272** individuals who are blind or visually impaired. Of that, **115** successfully achieved competitive employment.  
DSB provided Pre-Employment Transition Services to **132** students aged 16-21.  
DSB provided **160** Clients with ongoing training to increase their career earning potential.
- The Older Individuals who are Blind program helped **235** Individuals aged 55 and older gain their independence during Federal Fiscal Year 2024 (October 1, 2023-September 30, 2024).
- Retention with the same Employer 2<sup>nd</sup> and 4<sup>th</sup> Quarter After Exit 60.6%
- **Vending Facility Program Update-Gustavo Manzanales**



**Dr. Cassandra Williams-Stokes, Director  
Division of Services for the Blind (DSB)**

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