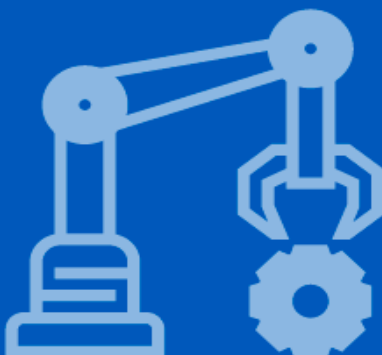




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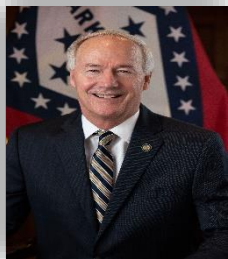


Arkansas Division of
Workforce Services



Workforce Innovation & Opportunity Act (WIOA)
Title I & Title III
Annual Statewide Performance Report Narrative
Program Year 2021

Executive Summary



Arkansas continues to support the Governor's belief that our State's workforce development system must be built on three core principles:

- That education and skills attainment are the foundation to a strong and resilient workforce;
- That an employer-led workforce development system is key to the growth of a highly skilled and job ready workforce; and
- That innovation is critical to a dynamic and effective workforce system.

To support these principles, in January 2021, Arkansas Governor Asa Hutchinson unveiled a new cornerstone to achieving the goal of assisting Arkansans in acquiring and retaining good-paying jobs to support themselves and their families.

To further advance these beliefs and principles, the Arkansas Division of Workforce Services reestablished a set of overarching goals that guide the agency and workforce development system as a whole:

- Align the State's Workforce System of Employers and JobSeekers
- Enhance WIOA Program Partnerships
- Grow and Enhance the Available Workforce
- Provide Effective and Responsive Services
- Improve Efficiencies
- Improve Training and Communications (*internal and external*)



To achieve these goals, the following strategies were implemented and will be monitored regularly to measure progress:

Strategies to Reach Goals for 2022

1. Evaluate all program policies and provide training and revision as needed
2. Evaluate organizational structure and positions within each division while constantly assessing ways to streamline operations and utilize existing resources
3. Initiate engagement in formal leadership training for growth in career path
4. Ensure programs are meeting state and federal performance benchmarks
5. Continue to push system and program processes to gain efficiencies, i.e. UI modernization, Grant management, Cost allocation, Financial management/reporting, Case management
6. Facilitate successful achievement of the goals of supplementary federal grants and initiatives to ADWS programs

Structured as a division under the umbrella of the Arkansas Department of Commerce, ADWS understands that workforce must align with economic development and education to achieve its goals.



MIKE PRESTON
Secretary of Commerce
AEDC Executive Director

“The past two years have brought unprecedented challenges for Arkansas’ businesses and workers, but our economy remains healthy and vibrant. Because of our resiliency, we kept our economy open and were recognized as second in the country for “states with the most pandemic-proof small businesses” by WalletHub. Arkansas is also one of the first ten states in the nation to recover all jobs that were lost because of the pandemic.

In 2021, the Arkansas Economic Development Commission (AEDC), along with various workforce partners, worked with companies to bring new jobs to communities in every corner of the state—communities like Rogers, Hope, Blytheville, and El Dorado. In the past year alone, AEDC worked with 29 companies to create a projected 4,286 announced jobs with an average hourly wage of \$23.04 and a total projected investment of \$1,612,506,661. In addition, our Manufacturing Solutions team did significant training and consulting with clients that led to 2,202 created and retained jobs, \$596 million in retained sales, \$66 million in new investment, \$13 million in cost savings, and \$53 million in new sales.

Arkansans has a history of a diverse and thriving economy and 2021 was no different. With strong partnerships and a will to improve our quality of life, Arkansas continues its momentum of growth.”

The Division of Workforce Services works closely with its partners, adapting initiatives to meet new challenges. The biggest barrier to increasing employment in Arkansas remains its shortage of skilled workers. Other challenges include job and wage growth acceleration in urban areas, often leaving poorer and less-educated rural communities behind. Additionally, the following list has been identified as challenges for the state:

- Arkansas has an aging workforce, and the younger generation is not skilled to replace retiring workers
- Regional disparities in workforce and industries make it difficult to recruit new industries in some areas
- Misalignment of services and programs could threaten enhanced service delivery and integrity of the talent development system
- Duplication of efforts and programs reduces the efficiency of already stagnant or declining budgets
- Systemic education issues exist in secondary and higher education
- Budgets for workforce development programs are stagnant or declining due to a lack of funding from federal sources
- Coordination at the state level for implementation of WIOA is strong; however, this level of collaboration and coordination is labor intensive and often takes team members away from oversight and leadership responsibilities. Maintaining the current level of collaboration is critical to success

However, Arkansas has renewed our commitment to meet these challenges head-on, putting a heightened focus on job training and skill development to improve outcomes for all workers and meet the needs of employers statewide. Even in the midst of an incredibly turbulent past three years, we believe that our efforts are yielding positive results.

The Division of Workforce Services remains confident that with its emphasis on making data-driven decisions and helping workers find training opportunities to skill up, we are one step closer to improving the careers, opportunities, and lives of all Arkansans.

Table of Contents

I. INTRODUCTION	4
A. Overview of Arkansas' Workforce Development System	4
B. The Arkansas Department of Commerce	6
C. Division of Workforce Services	6
D. State Board	7
E. Arkansas Workforce Centers	7
II. ARKANSAS LABOR MARKET	8
III. WAIVERS	9
IV. EVALUATIONS & RESEARCH PROJECTS	10
A. Workforce Data Quality Initiative.....	10
B. USDOL COVID Recovery & Reemployment Readiness Consultation.....	15
V. CUSTOMER SATISFACTION	15
VI. STATE'S PERFORMANCE ACCOUNTABILITY SYSTEM	16
A. PY '21 Performance Outcomes	16
B. Common Exit	17
C. Data Validation	17
D. Effectiveness in Serving Employers	18
VII. ACTIVITIES PROVIDED BY STATEWIDE FUNDS	18
A. Sector Strategies and Regional Planning Activities	18
B. Rapid Response Activities	18
C. High Concentration of Eligible Youth Activities	19
D. Arkansas Job Link (AJL)	19
VIII. WAGNER PEYSER EMPLOYMENT SERVICES.....	20
IX. NATIONAL DISLOCATED WORKER GRANTS	22

X. SUCCESS STORIES	22
APPENDIX.....	26

Arkansas Division of Workforce Services Organizational Chart

WIOA Titles I – IV PY '21 Performance Outcomes

Arkansas Performance Negotiated Levels- WIOA Title I & III- PY '22 and PY'23

I. Introduction

A. Overview of Arkansas' Workforce Development System

The workforce system in Arkansas is a network of state, regional, and local agencies and organizations that provide many employment, education, training, and related services and supports. The workforce system includes services for the public and people with barriers to employment, including veterans, individuals with disabilities, dislocated workers, adults, and youth.

At the heart of the public workforce system, these Arkansas Workforce Centers are made up of one-stop career centers, affiliate, and connection sites. Arkansas Workforce Centers are the primary access point to qualified workers, as well as to a multitude of resources for businesses and job seekers. These Centers serve thousands of individuals who are seeking employment, changing jobs, reentering the workforce, or learning new skills. This makes them the ideal venue for workforce solutions for job seekers and businesses alike.

At our Workforce Centers throughout the state, individuals can open a claim for unemployment insurance, find job openings, receive other job search assistance, and attend workshops that can improve employability. Qualified individuals can find assistance with specific training in high demand occupations. Businesses can get help with workforce needs including recruitment, screening, employee training, layoff aversion, and employee retention.

Vision

Arkansas will have a world-class workforce that is well educated, skilled, and working in order to keep Arkansas's economy competitive in the global marketplace.

Mission

To promote and support a talent development system in Arkansas that offers employers, individuals, and communities the opportunity to achieve and sustain economic prosperity. **Arkansas's Talent Development System Philosophy**

- We believe that there must be a pipeline of skilled workers for employers and a job for every Arkansan that wants one.

- We believe that the talent development system of Arkansas must be relevant to the labor market in order to meet the needs of employers and jobseekers, and for Arkansas to compete globally.
- We believe that every Arkansan should have opportunity and access to training and education that leads to a career with gainful employment.
- We believe innovation and partnerships centered on local economic priorities maximizes effectiveness and puts the State in the best position to address local and regional workforce needs.
- We believe Arkansas's workforce system should be a viable resource for business and industry.
- We believe that in order for the talent development system to be the preferred system, the system must be accountable, flexible, and align education and training with business and industry needs.
- We believe that in order for the talent development system to be effective, we must eliminate overlap and duplication of resources and services and streamline investment of funds.

Vision for the Arkansas Workforce Development Delivery System

The publicly funded workforce system envisioned by the Workforce Innovation and Opportunity Act (WIOA) is quality focused, employer-driven, customer-centered, and tailored to meet the needs of regional economies. It is designed to increase access to, and opportunities for, the employment, education, training, and support services that individuals need to succeed in the labor market, particularly those with barriers to employment. It aligns workforce development, education, and economic development programs with regional economic development strategies to meet the needs of local and regional employers, and provides a comprehensive, accessible and high-quality workforce development system. This is accomplished by providing all customers access to high-quality workforce development centers that connect them with the full range of services available in their communities, whether they are looking to find jobs; build basic educational or occupational skills; earn a postsecondary certificate or degree; obtain guidance on how to make career choices; or are businesses and employers seeking skilled workers.

The Arkansas Workforce Development Board adopted a vision for the Arkansas Workforce Development Delivery System at their regular quarterly meeting in October 2015. This vision provides standards for a high-quality workforce center including customer service, innovation and service design, and systems integration and high-quality staffing.

Under WIOA, partner programs and entities that are jointly responsible for workforce and economic development, educational, and other human resource programs collaborate to create a seamless customer-focused workforce delivery system that integrates service delivery across all programs and enhances access to the programs' services. The workforce delivery system includes six core programs (Title I adult, dislocated worker, and youth programs; Title II adult education and literacy programs; Title III Wagner-Peyser program; and Title IV vocational rehabilitation program), as well as other required and optional partners identified in WIOA. In Arkansas, these programs are administered by the Arkansas Division of Workforce Services (Titles I, II, III) and the Rehabilitation Services portion of Title IV. The Division of Services for the Blind administers the remaining portion of Title IV. Through the Arkansas Workforce Center network, these partner programs and their service providers ensure that businesses and job seekers—a shared client base across the multiple programs identified above— have access to information and services that lead to positive employment outcomes. Under WIOA, workforce centers and their partners:

- Provide job seekers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages.
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as individuals with disabilities, to prepare for, obtain, retain, and advance in high-quality jobs and high-demand careers.
- Enable businesses and employers to easily identify and hire skilled workers and access other supports, including education and training for their current workforce.
- Participate in rigorous evaluations that support continuous improvement of workforce centers by identifying which strategies work better for different populations.
- Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

The management of the Arkansas workforce delivery system is the shared responsibility of States, local boards, elected officials, the core WIOA partners, other required partners, and workforce center operators. The Divisions encourage all of these entities to integrate the characteristics below into their work, including developing state, regional, and local strategic plans; establishing workforce center certification criteria; examining the state, regional, and local footprint of workforce centers; conducting competitions for selecting workforce center operators; developing local Memoranda of Understanding (MOUs); updating other workforce center policies and procedures; and operating and delivering services through the Arkansas Workforce Centers.

B. The Arkansas Department of Commerce

The Arkansas Department of Commerce is the umbrella department for workforce and economic development drivers. Its divisions and regulatory boards include Division of Aeronautics, Waterways Commission, Wine Producers Council, Division of Workforce Services, Office of Skills Development, State Bank Department, Insurance Department, Securities Department, Economic Development Commission and Development Finance Authority. It was established July 2019 as part of Governor Asa Hutchinson's wide-sweeping efficiency and transformation efforts to reduce 42 cabinet agencies to 15 while maintaining services for all Arkansans.

C. Division of Workforce Services

Under the Arkansas Department of Commerce's umbrella, the Workforce Innovation and Opportunity Act (WIOA) core programs are found. The consolidation of the WIOA Titles I – IV programs, under the Division of Workforce Services ensures coordination among all the WIOA core partner programs.

The major evidence of our enhanced coordination is the activities of the WIOA Roundtable. The WIOA Roundtable is the leadership group of the State's workforce system and includes members from the Division of Workforce Services, Division of Services for the Blind, Rehabilitation Services, and Adult Education Section.

The WIOA Roundtable meets regularly and hosts bi-annual statewide WIOA Partners Meetings. The attendees of these statewide meetings include representatives of core, noncore, and ancillary workforce system partners. The agendas are developed jointly and provide an opportunity to share specific program information via plenary sessions as well as break-out sessions that provided opportunities to share ideas, best practices, and service delivery strategies.

The WIOA Roundtable Partners are committed to:

- Meeting regularly to discuss and develop ideas and strategies designed to improve the state's workforce development system
- Developing common messaging across programs
- Sharing and integrating learning across programs via bi-annual conferences and meetings as well as promoting quarterly partner meetings in all regions of the state
- Identifying opportunities to share and leverage resources to maximize efficiency and effectiveness (co-location, shared case management information, coordinated business outreach)
- Working through partnerships to balance the needs and the assets of job seekers and employers in the public and private sectors
- Creating a data-driven environment resulting in integrated strategies that are higher quality and strengthen life-long education, training, and work-based learning experiences

Despite the onset of the COVID pandemic, the WIOA Roundtable continued the tradition of hosting a Spring and Fall WIOA Partners Meeting. These meetings were conducted virtually and attended by approximately 300 state and local workforce development system stakeholders.

These WIOA Partners Meetings included individual program information as well as strategic partnership development sessions. The intent of these virtual meetings was for staff to learn ways to enhance their ability to provide seamless and integrated services.

D. State Board

The Arkansas Workforce Development Board (State Board) has worked with the Division of Workforce Services and other state agency initiatives to engage employers, education providers, economic development officials, and other stakeholders to help Arkansas' public workforce system achieves the purpose of WIOA and the State's strategic and operational vision and goals.

During the program year, the State Board re-emphasized efforts to engage with Local Workforce Development Boards (LWDBs) through Local Board, Local Chief Elected Official and Local Board Director training. This training included a focus upon governance and provided opportunities for strategy development and forward-thinking initiatives. These efforts supported the State Board's renewed attention on aligning a more effective job-driven workforce development system that emphasizes worker skill development and getting more Arkansans in the workforce.

E. Arkansas Workforce Centers

The Arkansas Workforce Centers are at the forefront of the workforce activities and represent Arkansas's version of the American Jobs Center. There are 27 workforce centers spread across the state providing access to many Arkansans. In addition to these locations, Arkansas has six mobile workforce center units that travel the state and provide service locations in rural parts of the State.

They are designed to provide universal access to an integrated array of services so that workers, job seekers, and businesses can find the services they need in one stop, and frequently under one roof. All Arkansas Workforce Centers offer a consistent line of resources for employers and job seekers. However, the full menu of services may vary from center to center, as each site can tailor the additional services it offers to meet the specific needs of employers and job seekers in their community.

At the Arkansas Workforce Centers, customers receive services on three levels:

- Self-service in the resource rooms
- Staff-assisted Intensive services and career counseling
- Training, skill-building, and supportive services for those who qualify

Customers can search and apply for jobs online in the AWC resource rooms. These rooms are equipped with computer stations, Internet, printers, copiers, fax machines, phones, and staff to assist as needed. With an Arkansas JobLink account, job seekers can search for employment opportunities, apply for jobs, and post their resume, skills, and other credentials to a profile viewable by employers.

The Arkansas Workforce Centers are overseen at the state level by the ADWS, and partnerships are coordinated locally led by each of the local workforce development boards. Local boards are comprised of local businesses, labor, partner agencies, and other key stakeholders to create a diverse and functional group. The boards, in alignment with the States' vision, provide front line strategic implementation for state-wide initiatives in addition to their locally determined priorities. State initiatives include sector strategies, career pathway development, and delivery of standardized business services. Local priorities include layoff aversion, specific career pathway development, youth programs, targeted sector partnerships, work-based learning, and others.

Local boards are tasked with procuring a one-stop operator for the daily operation of their perspective center(s) in accordance with WIOA 121(d). These boards carry out workforce activities by partnering locally through Memorandums of Understanding (MOU) to implement core, non-core, and other partner programs. Arkansas Workforce Centers are fully integrated with WIOA, Wagner-Peyser, Jobs for Veterans State Grant (JVSG), Trade Adjustment Assistance (TAA), Temporary Assistance for Needy Families (TANF), Unemployment Insurance (UI), Adult Education and Family Literacy, Vocational Rehabilitation. Local partnerships and integration also exist in many areas with Supplemental Nutrition Assistance Program (SNAP) Employment and Training Programs and others.

With this foundation for service integration, Arkansas Workforce Centers operate under the “no wrong door” philosophy, while local areas have developed their own customer flow strategies that are unique to their areas. Typical customers entering the center are engaged by an intake process that is designed to identify the needs of the individual by gathering information and then utilizing the appropriate resources for those needs. In some cases, the resources are initiated by a referral to a partner program. Customers are given solutions and next steps to their questions, barriers, and issues by connecting directly with the appropriate workforce system partner as part of this philosophy.

II. ARKANSAS LABOR MARKET

The [2022 Arkansas Labor Market and Economic Report](#) is produced by the Occupational/Career Information unit of the Labor Market Information section to provide relevant information about the economy and workforce in Arkansas and the 10 Workforce Development Areas. The primary focus of this report includes the years 2017 to 2021, with some information covering shorter periods due to accessibility of data. Projection information for industry and occupational trends covers the years 2021 to 2023.

Arkansas grew in population in 2021 by 14,349 from 2020 and added a total of 22,894 new residents from 2017 to 2021. Of Arkansas's 10 Local Workforce Development Areas (LWDAs), Northwest Arkansas saw the largest increase in population, adding 15,316 in 2021. The Little Rock, Eastern, Southeast, and Southwest Arkansas LWDAs saw decreasing populations in 2021. Between 2020 and 2021 the state's labor force decreased by 21,676, but employment increased by 6,640. Labor force and employment varied across the LWDAs. The state's unemployment rate dropped to 4.0 percent in 2021, an

increase of three tenths of a percentage point since 2017. The unemployment remained relatively steady in 2022, ending the month of July at 3.3 percent. The unemployment rate fluctuated across all LWDAs in 2022 and through July 2022. Short-term employment projections for 2021 to 2023 showed an increase in the Arkansas job market with a gain of 29,811 jobs, equivalent to a 2.13 percent growth in employment. Goods-Producing industries are estimated to see a net gain of 5,180 jobs, while the Services-Providing industries are forecast to increase employment by 24,721. Arkansas' self-employed ranks are estimated to experience a net loss of 90, a decrease of 0.09 percent.

Jobs requiring a high school diploma or equivalent are estimated to add more jobs than any other education level with 11,099 jobs between 2021 and 2023. Occupations requiring a bachelor's degree are expected to grow by 7,511. Arkansas' per capita personal income increased over the 2017-2021 period to \$51,148; however, the state's per capita personal income in 2021 remained below the United States' per capita personal income of \$63,444. More than a million Arkansas workers earned at least \$12 or more an hour in 2021, with the mean annual wage for all employer sizes estimated at \$46,488. Of the six states surrounding Arkansas, only Mississippi had a lower overall average hourly and average annual wage for all occupations. Of the surrounding states, Texas had the highest average annual wage.

III. WAIVERS

Arkansas operated under two waivers during PY'21, both of which ended on June 30, 2022.

Waiver: The State is requesting a waiver of WIOA Section 134(c) (3)(H)(i) and 20 CFR 680.720(b) in order to increase on-the-job training (OJT) employer reimbursement up to 90 percent for businesses with 50 or fewer employees.

ETA Response: The Department approves the State's waiver request through June 30, 2022, for the WIOA Title I Adult, Dislocated Worker, and Youth formula funds. ETA reviewed the State's waiver request and plan and has determined that the requirements requested to be waived impede the ability of Arkansas to implement its plan to improve the workforce development system. Existing statutory authority permits the State and its local workforce areas to increase the reimbursement rate for OJT contracts up to 75 percent. The State may also reimburse up to 90 percent for OJT for businesses with 50 or fewer employees. ETA expects the utilization of OJT to increase in the State as a result of this waiver.

Waiver: Waiver to allow flexibility in the use of funds reserved by the Governor to provide statewide rapid response activities under WIOA Section 134(a)(2)(A) to also provide statewide employment and training activities under WIOA Section 134(a)(2)(B) and WIOA Section 134(a)(3), including disaster-relief employment to affected areas.

ETA Response: ETA approves, through June 30, 2022, the State's request to use statewide funds for disaster-relief employment, as described in WIOA 170(d) and 20 CFR 687.100(b). ETA reviewed the State's waiver request and plan and has determined that the requirements requested to be waived impede the ability of Arkansas to implement its plan to improve the workforce development system. Therefore, ETA approves this waiver under the following conditions:

- The Governor, or any federal agency, declares an emergency in the local area (or areas) where the state wishes to use statewide funds for the purpose of public service employment;
- WIOA-funded public service employment opportunities are short-term in nature;
- WIOA-funded public service employment opportunities increase the likelihood of participants entering unsubsidized employment; and
- The state collects and tracks use of funds under this waiver and complies with all WIOA-required performance and fiscal reporting.

In PY'21 the waivers were not utilized by the state or local areas. Technical assistance was provided by the Department of Labor to the State and by the State to Local Areas. Arkansas did not submit waiver requests as a part of its PY' 22-23 WIOA state plan modification.

IV. EVALUATIONS & RESEARCH PROJECTS

A. Workforce Data Quality Initiative

On June 23, 2021, the U.S. Department of Labor awarded Arkansas a [Workforce Data Quality Initiative](#) (WDQI) round 8 grant in the amount of \$2,510,575. This grant is designed to improve the delivery of training and employment services and to measure their effectiveness by supporting the development and expansion of workforce longitudinal databases and enhance their ability to share performance data with stakeholders.

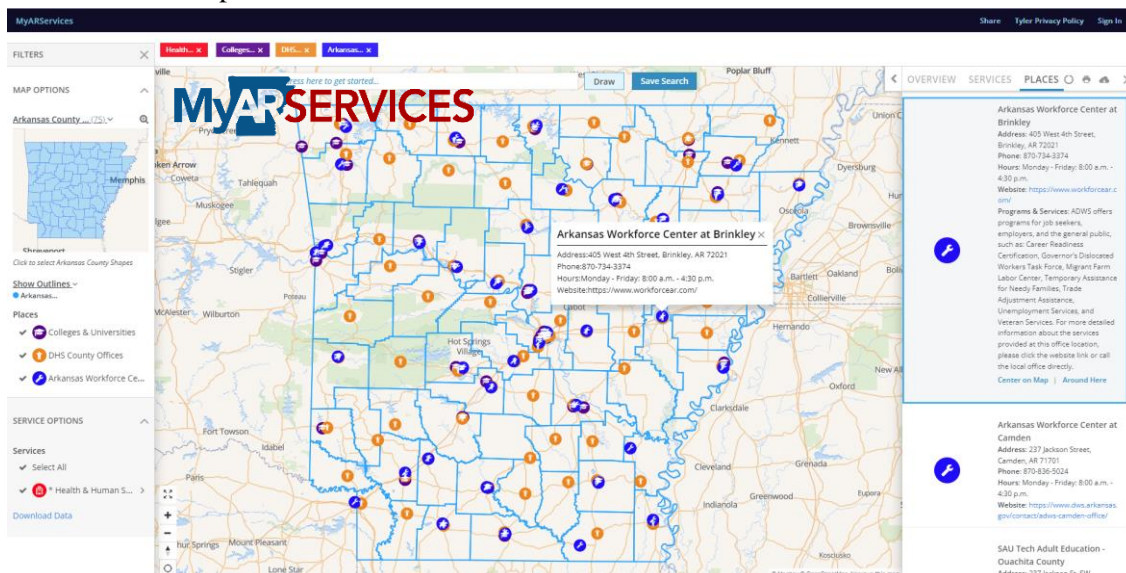
Arkansas' objective is to expand and enhance the longitudinal data systems around the needs of two complementary strategies for promoting continuous learning and improvement in workforce and education. The first strategy is to help state leaders and service providers continuously improve programs and services and align resources to the evolving needs of citizens to deliver better workforce and education outcomes.

The second strategy is to facilitate continuous learning and collaboration through shared standards and governance, analytic capacity building, coordinated research and data products, and interagency, interstate, and cross-sector collaboration to support improved policy outcomes and an engaged community of practice.

Asset Mapping

The Arkansas WDQI team surveyed and studied asset mapping approaches from Oklahoma, Florida, Pennsylvania, and Northern California as well as asset mapping resources from DOL ETA, DePaul University, WorkforceGPS, the U.S. Department of Education, AmeriCorps, and others.

Based on best practices and alignment with Arkansas needs, a scalable asset map framework was developed to support stewardship of services provided by organization and service location. In alignment with WDQI programs of interest, it is currently populated with information related to all Arkansas Workforce Centers (American Job Centers), postsecondary institutions, and Department of Human Services offices in Arkansas, which covers all WIOA, SNAP, and TANF service delivery and will continue to expand.



Expansion of the Workforce Longitudinal Data System

Workforce Innovation and Opportunity Act (WIOA)

The workforce longitudinal database has been expanded with quarterly data on WIOA participation, performance, and outcomes. A relational database model was designed to facilitate the combined storage and analysis of longitudinal data from across all WIOA programs and periods. This model consists of a single denormalized table in the Participant Individual Record Layout (PIRL) 2021 format for multistate interoperability and a normalized data warehouse model for performant analysis and expansion with additional longitudinal attributes. This longitudinal match is bringing efficiency to the process of generating and validating eligible training provider performance outcomes data and enhancing workforce data quality.

Temporary Assistance for Needy Families (TANF)

A memorandum of understanding was executed for incorporation of TANF data into the longitudinal database and for a joint evaluation and research study conducted by staff from the Arkansas Division of Workforce Services (DWS), the Arkansas Division of Information Systems (ARData), and the Kentucky Center for Statistics (KYStats).

To accomplish this, a relational database model using the [Chapin Hall TANF data model](#) from [TANF Data Collaborative](#) for multistate interoperability was designed to facilitate the incorporation of TANF program data into the longitudinal data system.

Supplemental Nutrition Assistance Program (SNAP)

A data sharing agreement was signed for incorporation of SNAP data into the longitudinal database, and the first cohort of SNAP participants was integrated into the SLDS. Using a model based on the [USDA Gold Standard](#) record layout used in the SNAP Longitudinal Data Project for multistate interoperability, a relational database model was designed to facilitate the incorporation of SNAP program data into the longitudinal data system.

Registered Apprenticeships Programs (RAPs) / Work-Based Learning (WBL)

The longitudinal database was expanded with data on Registered Apprenticeship programs. Based on the RAPIDS layout for multistate interoperability, a relational database model was designed to facilitate the storage and analysis of registered apprenticeship data.

Data Integration, Data Analysis, and Research & Evaluation

Use of SWIS for Multistate Eligible Training Provider and Perkins V Outcomes

To expand outcomes reporting coverage beyond Arkansas for allowable purposes under the SWIS agreement, members of the WDQI team were added to the State Wage Interchange System (SWIS). We have also begun the process of getting the ARData Team in the Division of Information Systems named as an Access PACIA for record linkage, performance accountability, and consumer information purposes. Since evaluation and research are not currently allowable uses under SWIS, multistate evaluation and research activities are currently facilitated via the [Administrative Data Research Facility](#).

Eligible Training Provider Reporting

Of particular focus in PY21-22 was leveraging the longitudinal database to support outcomes reporting for non-WIOA program participants as part of the “All Individuals” measures on the ETA-9171 report. TEGL 3-18 encourages states to develop methods to reduce the burden on eligible training providers

(ETPs) to meet this requirement, such as exploring the possibility of conducting wage matches on behalf of the ETP.

Arkansas is taking a two-pronged approach to the use of longitudinal administrative data to support ETPs in ETA-9171 reporting for non-WIOA program participants. For higher education programs on the eligible training provider list (ETPL), postsecondary enrollment longitudinal data is used to identify all individuals, exits, and completions. Longitudinal outcomes data on employment, earnings, and credential attainment are then used to calculate the required measures on the ETA 9171. For non-higher education programs, a standard template and secure transmission process have been developed for submitting cohorts of program participants. The longitudinal database is then used for calculating the ETA 9171 measures for the cohorts submitted.

Data quality analysis and improvement was performed on the Eligible Training Provider List (ETPL) to facilitate linkage to postsecondary enrollment and completion data for longitudinal outcomes reporting on all participants from ETPL programs.

Work-Based Learning (WBL) Applied Data Analytics Training Program

An [applied data analytics training program](#) focused on work-based learning was hosted by Arkansas starting in May 2022. In this program, five multistate and interagency teams comprised of 25 participants from Arkansas, Kentucky, Wisconsin, Missouri, and California learned and applied skills in longitudinal analysis on administrative data to conduct research and data product development in support of evidence-based policy and practice.

The learning agenda for this program was established through a design thinking workshop with the diverse Arkansas team from the [National Governor's Association Policy Academy on Scaling Work-Based Learning](#) to identify key questions and products of value for scaling work-based learning.

The five class teams conducted research and published papers and products on topics including:

- Work-Based Learning: What is the Current Reality in Arkansas?
 - [Presentation](#)
 - [Report](#)
 - [Dashboard](#)
- From Trained to Retained: An Analysis of Retention Outcomes for RAP Completers
 - [Presentation](#)
 - [Report](#)
- Apprenticeship Experience of Justice-Involved Individuals in Arkansas: Barriers to Success
 - [Presentation](#)
 - [Report](#)
- Retention Trends within Arkansas' WBL-to-Workforce Pipeline
 - [Presentation](#)
 - [Report](#)
- Registered Apprenticeship Programs: Does Completion Matter?
 - [Presentation](#)
 - [Report](#)

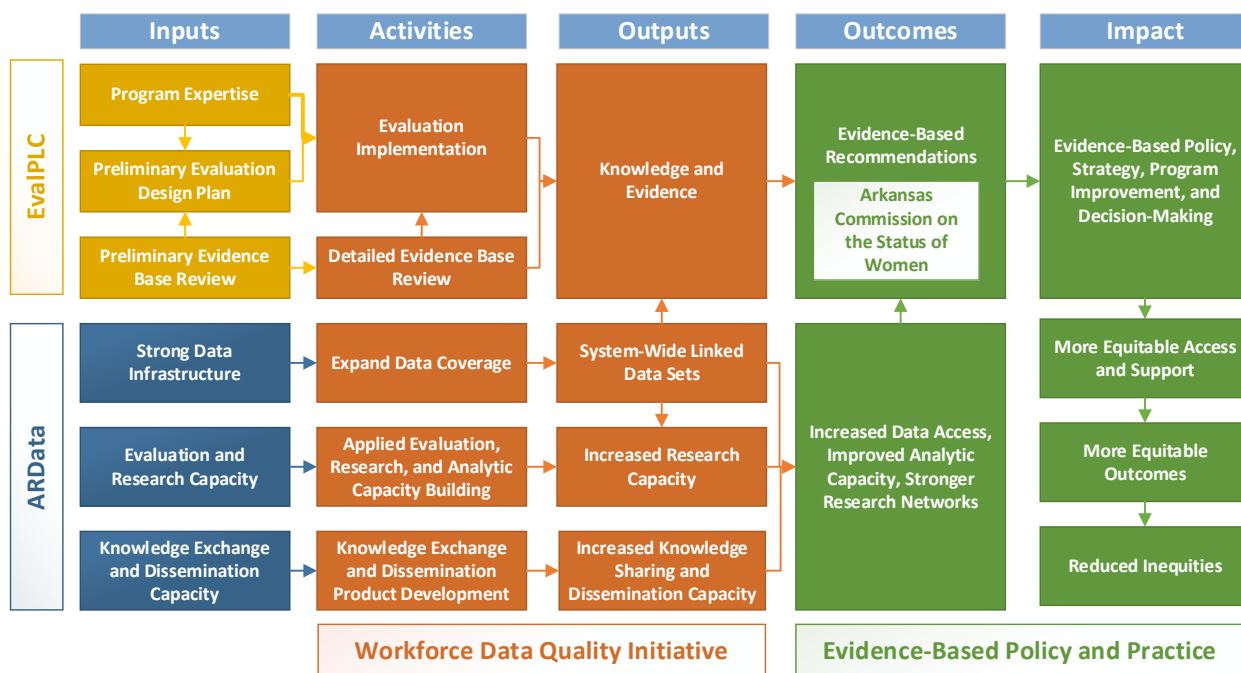
Projects were developed based on standard data sources including the Registered Apprenticeship Partners Information Database System (RAPIDS), the Quarterly Census on Employment and Wages (QCEW),

and quarterly Unemployment Insurance (UI) wage reporting, making the above projects readily scalable to and across additional states.

All code for data model creation, data engineering pipelines, exploratory data analysis, and metric creation have been published on an [open-source repository](#).

Underserved Communities Analysis

The Arkansas [Evaluation Peer Learning Cohort](#) (EvalPLC) team, consisting of directors from WIOA core programs and the Deputy State Chief Data Officer/Chief Analytics Officer, prepared a preliminary evaluation design plan for “Equity in Labor Force Participation, Outcomes, and Program Participation” to inform equity-focused research and information product development under WDQI. This plan aligns evaluation and research capacity with actionable policy priorities for the State of Arkansas as identified in an [executive order](#) to establish the Arkansas Commission on the Status of Women, which is charged with studying and making recommendations regarding labor force participation and barriers of entry into labor force participation for Arkansas women, including in emerging and high-demand career paths. The final report can be found by clicking [here](#).



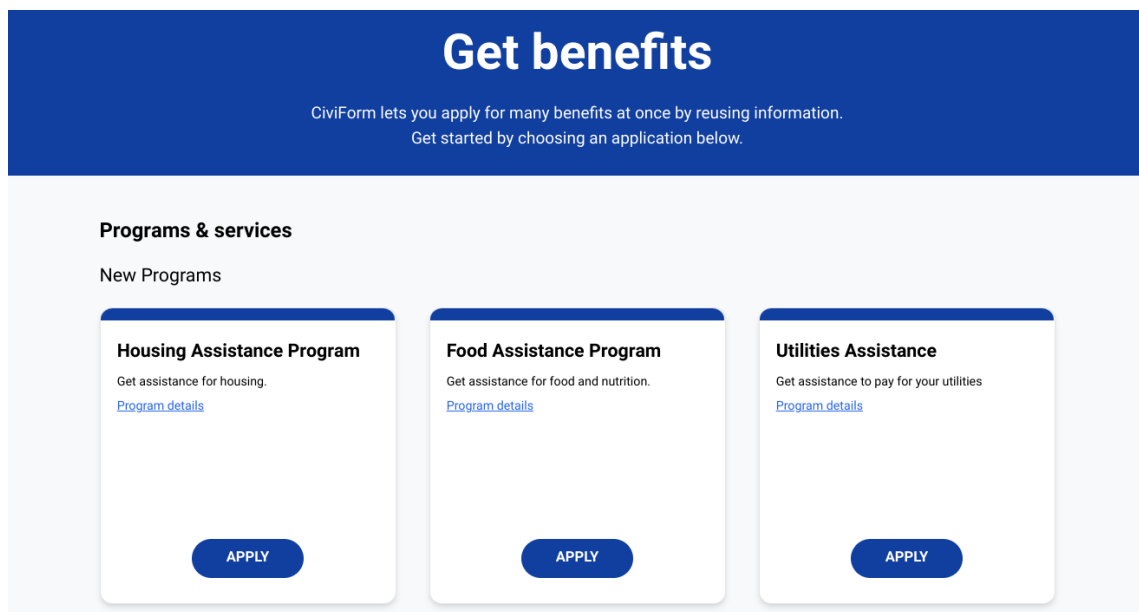
Common Intake

One of the strategic goals in the [WIOA State Plan for Arkansas PYs 2020-2023](#) is to enhance service delivery to employers and jobseekers, including the following objectives:

- Develop a [common intake process](#) for jobseekers and businesses that will efficiently connect them with services available from all workforce development partner programs and identify any barriers to employment that need to be addressed.
- Develop an [integrated data system](#) that will enable the sharing of information between partner agencies to more efficiently service both employers and jobseekers.
- Explore data sharing opportunities with non-governmental organizations that are committed partners to the state’s workforce center system that will lead to improved

intake, referral, and case management for customers served by multiple agencies (both public and private).

In support of this strategy, Arkansas has partnered with the [Google.org](https://www.google.org/fellows/) philanthropy to implement a common intake portal using [CiviForm](#), an open-source solution that makes it easier to discover and access public assistance by consolidating applications and saving residents time. With the support of Google.Org Fellows, Arkansas will be the first state government to use this tool, which was initially developed by a team of Google.org Fellows and has since been adopted by multiple cities. The updated code base, which includes enhancements necessary for statewide and WIOA common intake use, will be freely available to additional states under an open-source license. All public entities using CiviForm participation in collaborative governance, development, and sharing of additional features of value. The anticipated launch will be in early 2023 as MyARCiviForm.



B. USDOL COVID Recovery and Reemployment Readiness Consultations

The Employment and Training Administration (ETA) conducted COVID Recovery and Reemployment Readiness Consultations with key leaders and staff from the Arkansas Division of Workforce Services (ADWS) on August 18, 2021. DOL also conducted consultations with leaders and staff from the following local workforce development areas (LWDA) between August 27, 2021, and September 16, 2021:

Little Rock LWDA; Central Arkansas LWDA; West Central Arkansas LWDA; Southeast Arkansas LWDA; and Eastern LWDA.

The purposes of the readiness consultations were to:

- Help state and local areas be ready to serve large numbers of jobseekers who need help finding jobs and employers who need help finding skilled workers;
- Receive feedback on implementation areas that ETA could support through technical assistance;

- Collect and share promising practices regionally and nationally; and
- Validate the national capacity to meet a higher demand for American Job Center services and provide technical assistance in expanding capacity where needed.

Overall, it was determined that ADWS was ready in all the 24 areas assessed. DOL also determined that the LWDAAs were also ready yet required technical assistance in key areas.

V. CUSTOMER SATISFACTION

The State assesses its core programs through on-going continuous improvement strategies including:

- State and local level fiscal and programmatic monitoring (on-site and/or desk reviews) of all programs within our combined WIOA state plan
- Customer Satisfaction Surveys (for both the jobseekers and employers) are conducted annually
- State and local level data validation of all programs within our combined plan
- The Program and Performance Evaluation Committee, a subcommittee of Arkansas Workforce Development Board, has the functions of making recommendations on performance standards for the forthcoming year and to review actual outcomes across programs, make recommendation for improvement and/or corrective action to ensure attainment of performance standards for all partners
- As a state agency, there are annual audits of programs conducted and specific, as needed, audits of local workforce areas are also conducted by third party vendors

The state also ensures that local workforce development areas meet performance accountability measures and will provide technical assistance when needed.

The Arkansas Workforce Development Board commissioned the University of Arkansas' Center for Business and Economic Research to complete a comprehensive WIOA Systems Evaluation, Skills Gap Analysis, and Customer Service Surveys. This evaluation was completed and presented to the Board in July 2021.

This evaluation identified a number of areas for improvement as well as recommendations designed to improve the effectiveness of the WIOA Programs' service delivery.

It is expected that the Board's Program and Performance Evaluation Committee will take the lead in developing a framework that provides a consistent snapshot of individual program results, despite the distinct variations in services, activities, and populations served.

The entire evaluation report can be found by clicking [here](#).

The results of this evaluation, along with the review of the WIOA Titles I - IV program performance, annual monitoring, and ADWS' risk management protocol for our WIOA formula and discretionary grants under the purview of ADWS will continue to serve as the foundation for our ability to determine the effectiveness of our core programs.

VI. Performance Accountability

A. PY 21 Results

The Arkansas Workforce Development Board (AWDB) and state agency partners continuously assess the performance outcomes of the workforce system in annual performance and benchmark reports. The state agency responsible for each of the core programs outlined in program-specific areas regularly assesses performance accountability measures at the state, regional and local levels as required by each core program. At the completion of each program year, each core WIOA partner presents its annual performance to the State Workforce Board.

To support the effort of ensuring that one-stop program partners are well-positioned to meet the performance accountability requirements of WIOA, the WIOA Roundtable's Program Performance Committee focuses on coordinating core partners to ensure systems have the capacity to collect and report required new and updated data elements under WIOA, as well as capacity to track aggregate data for performance indicators applicable to all four core partners was established.

The state and local areas are assessed based on a comparison of the actual performance level with the adjusted level of performance each quarter and annually. Universal definitions will be utilized to determine if a core program exceeded, met, or failed to meet the negotiated levels of performance.

Performance outcomes for all WIOA Core programs are included in the Appendix.

Title I

1,829 participants were served in PY 21: 905-Adults, 215-Dislocated Workers, 709-Youth.

Arkansas did not meet the pass rate for 4 measures in PY '21: dislocated workers employment rate- 2nd quarter; dislocated workers employment rate- 4th quarter; credential rate- adult; credential rate-youth. It is believed that the low number of dislocated workers served in the state are a factor in the employment rate measure deficiencies. Fortunately, Arkansas did not experience a higher number of company closures and layoffs thus reducing the number of potential customers to be served in this area. Technical assistance and training will be provided to local boards and partners focused on eligibility for dislocated workers in categories outside of the traditional definition. The credential attainment rate continues to be a challenge each year for the state. The number of individuals who enroll into WIOA programs without a credential and identify as reportable individuals far outweighs those who enter training programs and complete. Arkansas is working to expand its' work-based learning activities in the state in efforts to address this deficiency.

Title III

49,529 participants were served in PY '21.

Arkansas did not meet the pass rate for 2 measures in PY '21: employment rate- 2nd quarter; employment rate- 4th quarter. It is believed that this rate will trend up in the upcoming year due to the demands of employers to fill job vacancies. Employment services staff are begin trained to engage with businesses and jobseekers more actively to better connect and bring people and jobs together. A strengthened focus on follow-up services and wage/data tracking is also a strategy that the state has implemented to address this deficiency.

B. Common Exit

Arkansas has a Common Exit policy mandating common date of exit for participants across the WIOA Title I, WIOA Title III, and Trade Adjustment Assistance programs. Consistent with ETA guidance, participants enrolled or co-enrolled in one or more of the foregoing ETA programs remain as participants in all programs in which there is a common period of participation until the participant has not received a service in any Common Exit program for ninety days. After ninety days elapse without receipt of a service in any of the Common Exit programs, the participant will exit all programs, retroactive to the date of the last service received in any enrolled or co-enrolled program.

C. Data Validation Policy

Per ADWS [WIOA Title I-B Policy 4.6](#), at a minimum, state staff will conduct data validation training for both state and local staff on an annual basis. Local Workforce Development Boards are also required to conduct training annually. The training will cover all related topics, common trends, and other issues detected during the data validation review process. During annual monitoring, data validation requirements will be reviewed to ensure that the data validation policy has been implemented by local staff.

D. Effectiveness in Serving Employers

WIOA implemented a pilot performance measure to determine the effectiveness in serving employers. States were requested to select two of the three DOL pilot measures and could include additional state-defined employer measures. The state of Arkansas has chosen for the pilot period to report on the following for the *Effectiveness in Serving Employer* performance indicator:

- Retention with the Same Employer
- Employer Penetration.

The chart below details the specific services provided to employers, by service type, during the program year.

Effectiveness in Serving Employers	
Employer Services	Establishment Count Cohort Period: 7/1/2021-6/30/2022
Employer Information and Support Services	1,035
Workforce Recruitment Assistance	4,316
Engaged in Strategic Planning/Economic Development	21
Accessing Untapped Labor Pools	74
Training Services	3
Incumbent Work Training Services	0
Rapid Response/Business Downsizing Assistance	1
Planning Layoff Response	0

The second chart details the actual achieved performance for the two pilot measures, Retention with the Same Employer and Employer Penetration, during the program year.

Pilot Measures	Numerator/Denominator	Rate Cohort Period: 7/1/2021-6/30/2022
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate	45,187/65,596	68.89%
Employer Penetration Rate	4,781/97,039	4.93%
Repeat Business Customers Rate	N/A	N/A
State Established Measure	N/A	N/A

In comparison to PY '20, the rates for both pilot measures increased in PY '21.

VII. Governor's State Set-Aside Activities

Arkansas carried out all required statewide employment and training activities as described of § 682.200.

A. Sector Strategies & Regional Planning Activities

The Arkansas Division of Workforce Services allotted an additional \$250K for awards to LWDBs to assist with Regional Planning and services delivery efforts and to provide support for the effective development, convening, and implementation of industry and sector partnerships.

B. Rapid Response

Rapid Response is a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Our Rapid Response team works with employers and any employees to quickly maximize public and private resources to minimize disruptions associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss.

Rapid Response is conducted in partnership with the Arkansas Workforce Centers (AWCs). Rapid Response for Laid-Off Workers provides access to a comprehensive range of direct services, benefits, training opportunities, and income support. Assistance may include drafting résumés and letters of application, interview skills workshops, career counseling, job search assistance, skills upgrading, and job training. Rapid Response also provides multiple benefits to Employers including information about a variety of layoff aversion options which may be available. Rapid Response may also facilitate access to incumbent worker training programs and to skilled job seekers.

Our Dislocated Worker program manages a fleet of Mobile Workforce Centers. Each Mobile Workforce Center has full internet connectivity and is equipped with computers, printers, copiers, and fax machines. All of the Mobile Workforce Centers include a computer with access to Jobs Application with Speech (JAWS) software, and are handicapped accessible. Mobile Workforce Centers may be transported to supplement local resources, as needed.

In PY '21 the team provided Rapid Response Services to 19 companies experiencing layoff or closures. Approximately 1,322 workers were affected by these events.

- The Mobile Workforce Centers served at over 125 events throughout the state ranging from job fairs, hiring events, reentry activities, career days, transition assistance and community workforce activities
- Coordination of job fairs for Family Dollar/Dollar Tree Distribution Center closure in West Memphis affecting 320 workers
- Partnership with Arkansas Rehabilitation Services to utilize Mobile Workforce Centers at various Spring Into Service events across the state and at multiple job fairs held at the Arkansas School for the Deaf
- Facilitation of 14 worker assistance workshops for over 200 workers who were affected by layoffs at goTRG in Rogers and Evergreen Packaging in Pine Bluff

C. High Concentration of Eligible Youth Awards

The Arkansas Division of Workforce Services provided an additional \$200K of funding to seven of the ten Local Workforce Development Boards (LWDB) who are serving a high concentration of WIOA eligible youth, in accordance with the definition of “Eligible Youth” found in the WIOA law, Title 1, section 129. Eligible Youth are defined as individuals 16-24 years of age, who are considered low-income persons, and who have one or more risk factors.

D. Arkansas JobLink (AJL)

AJL is the state’s integrated web-based workforce development management information system (MIS) used by the state and local areas to share and manage participant data between the Wagner-Peyser program, the Trade Adjustment Assistance program and the Workforce Innovation and Opportunity Act program. AJL provides jobseekers, employers, and workforce development professionals with tremendous flexibility and capacity for accessing, tracking, and reporting services: self-directed, staff-facilitated, staff-assisted, and case management.

All staff has access to and can view all services provided to clients regardless of individual program funding. This approach allows funding streams (regardless of specific target group) to consider the “complete package” of services provided or made available to the client reducing duplication of effort and maximizing outcomes. It also facilitates a single process to extract required data for the generation and submission of performance or demographic client details as required by current mandates. In short AJL provides all workforce partners with a “whole person view” of the services available, or provided to, each client or group.

Arkansas has taken a lead in the development of a direct electronic interface between our AJL and Unemployment Insurance (UI) systems. Through this interface we ensure that all UI claimants are registered for work and eliminates repetitive information gathering from UI claimants. We have also implemented a proactive approach to Reemployment Services (RES) and Reemployment and Eligibility Assessments (REA) to claimants with the goal of reducing the average length of time a client is out of work. This effort would have been exponentially more difficult if we were not dealing with an integrated service delivery system. Through the use of electronic wage matching, records are regularly updated with information received from the State and other sources to identify those who have obtained employment and calculate average earnings.

Each quarter, quarterly wage record information is loaded into AJL to measure the progress on State and local common performance measures. The quarterly wage information includes wages paid to an individual, the social security account number, the name of the individual, and the Federal employer identification number of the employer paying the wages to the individual. State wage records are available to other member states through the Wage Record Interchange System (WRIS) on a quarterly basis. Likewise, Arkansas is able to track participants that work or move outside of Arkansas for performance measurement purposes through WRIS wage records from member states.

All local WIOA Title I service providers have access to the state wage record information for the purpose of measuring local common performance measures. AJL can be found at <https://www.arjoblink.arkansas.gov>.

VIII. Wagner-Peyser Employment Services

Employment Services

The Chart below reflects the numbers of individuals served through Wagner-Peyser employment services in PY '21:

Staff Assisted Registrations	Staff Assisted Veteran Registrations	Staff Assisted Individuals Receiving Services	Staff Assisted Veterans Receiving Services	Individuals Receiving Staff Assisted Services	Veterans Receiving Staff Assisted Services	Self Registrations	Self Registered Receiving Self Services	Veterans Self Registered Receiving Self Services	Self Registered Receiving Staff Assisted Services
58,378	1,877	56,165	2,324	59,877	2,717	79,759	34,185	1,022	0

Employer Services

One of the overarching goals of the Arkansas Workforce Development System is to have unification in our business services- service delivery strategies offered at our Workforce Centers. The local business services team must include and have representation from all WIOA Core Partners, Title I-B, Title III, Adult Education, Vocational Rehabilitation, and other co-located partners. Coordination with partners must be evident through-out the Workforce Centers. WIOA places a strong emphasis on planning across multiple partner programs to ensure alignment in service delivery. Another key goal is to develop effective partnerships across programs and community-based providers to provide individuals the employment, education, and training services they need. Effective partnering is pivotal to maximize resources and to align services with career pathways and sector strategies. We will focus on effectively serving employers by measuring the appropriateness of the services that we offer to the employers to help with our retention efforts with the same employer, continue to build and maintain a rapport with our existing employers and steadily increase the number of employers using our services.

The Arkansas Workforce Center Certification Criteria requires the center to have a business liaison team as the single point of contact for business services. It is expected that staff involved with initiating employer contacts will participate on the team in a coordinated outreach program under the Arkansas Workforce Center name and marketing approach. The team will consist of business contact staff from all partner programs and will, at a minimum, provide the following structure and coordination in approaching the business community:

- *A team leader to coordinate the activities of the team*

- *A coordinated “script” to market the system to employers*
- *Use of the Arkansas Workforce Center name as the primary marketing approach, with agency specialty areas (i.e. Arkansas Rehabilitation Services, Services for the Blind, DVOP/LVER Veterans Services) presented as a part of the overall system as needed*
- *An information sharing strategy that makes contact results available to all team members*
- *A clear menu of services across all partners*
- *A division of duties with employer sector specializations as deemed appropriate for quality customer service*
- *Multiple agency participation with clear cost and information sharing commitments*
- *At a minimum, job search, employer contacts, job orders, or job development leads performed by any center staff as a result of outreach will be entered into the Wagner-Peyser database (Arkansas Job Link) (**Arkansas WIOA State Plan – PY2020-2023**)*

It is the responsibility of the Local Area Business Services Staff to perform ongoing outreach activities such as:

- Conducting on-site or virtual meetings with employers or maintaining a regional presence
 - Encouraging employer access to resources provide through grants and tax funding
 - Consulting employers on how to reduce high employee turnover rates
- Providing information concerning employee training programs as it relates to labor market trends.

In PY’ 21, a total of 3,602 employer contacts were made and a total of 5,042 staff assisted job orders were recorded.

Unemployment Insurance

In February of 2022, the UI Service Center was created to provide a more streamlined experience for claimants filing for unemployment insurance benefits. The UI Service Center combines all UI claims intake staff located around the state in Arkansas Workforce Centers into a direct line of supervision under the UI Assistant Director in order to maximize staff time in assisting claimants and employers. In addition, UI Service Center staff work with partners in the local Arkansas Workforce Centers to maximize the claimant’s access to all programs provided by the Division of Workforce Services. From July 1, 2021 – June 30, 2022 the agency has paid out over \$66 million dollars in unemployment benefits to eligible claimants.

National Career Readiness Certificate (NCRC)

Provided support for the CRC program and [ACT Work Ready Communities](#) Initiative.

34 of 75 counties participating and 20 counties designated as certified Work Ready Communities and in the maintaining phase.

6,539 AR NCRCs to date for through the end of PY’ 21.

IX. National Dislocated Worker Grants

During program year 2021, no DWGs were administered by the state of Arkansas.

X. Success Stories

WIOA Youth Program



TJ was raised by a single mom who passed away in 2017. After her death, he tried to manage on his own but had fallen on hard times. Life had become so difficult that he was homeless living under a bridge and fishing from a creek for food. A good Samaritan found him and took him to the Mississippi County Union Mission. The Mission provided him with a warm place to stay and nourishing meals. While staying at the Mission, he obtained his GED and began looking for employment.

TJ may have had a hard life, but he was determined to overcome his obstacles to become self-sufficient. Since he had never worked before, he was having a hard time finding a job. He would apply for jobs but was unable to find an employer who was willing to give him an opportunity. The Mission referred him to WIOA for assistance. WIOA staff went to meet with TJ and determined him eligible for the Youth program as an Out of School Youth.

After an assessment and discussion with TJ, it was determined that he would benefit from work experience. He was placed at the worksite, Arkansas Northeastern College, as a Grounds/Maintenance Assistant. TJ quickly excelled at the worksite by performing any of the tasks requested and what he lacked in skills, he made up for in enthusiasm. He continuously went above and beyond what was asked of him and learned many job skills. Throughout the experience, he kept setting goals for himself. One goal was obtaining a driver's license. TJ always maintained a smile on his face with a can-do attitude and his co-workers noticed. They helped him study for the written portion of the driver's license exam. After the 4th try, he passed the written test and driving portion and obtained his driver's license.

TJ made such an impression on the worksite that when a job came open in the department, they notified him of the open position. TJ quickly applied for the position, was hired, and entered unsubsidized employment on 12-01-21. TJ is thankful for the opportunity and skills learned through the WIOA Youth program. TJ is proof that with hard work and motivation, it is possible to rise above any obstacles life throws at you.



Javion was introduced to workforce programs, through his previous participation in the Arkansas PROMISE program, a project that provided transformational job training and paid work experiences for 1,000 low-income teenagers with disabilities across the state. While doing so, he enjoyed working with the staff from the Arkansas Workforce Center. When Javion graduated from Osceola High School, he reached out to WIOA Staff for assistance in obtaining full time employment. WIOA staff determined him eligible for the Youth program as an Out of School Youth.

One obstacle facing Javion was his previous problems with law enforcement while in high school. During his interview with WIOA, Javion was quiet and unsure about what path he wanted to take in life. During the assessment, it opened the dialogue on his

goals/desires in a job. He was interested in working outside and being hands on with materials. He was assigned at the worksite, City of Osceola, in the maintenance department.

While working for the city, supervisors noticed his respectful and hardworking attitude. During his two-month review by his supervisor, Javion was already scoring above average marks on his job duties. The employer was pleased with his performance and let him know that a driver's license would be required for full time employment. The worksite and WIOA staff encouraged him to take his driver's license test in November 2021. With persistent encouragement and guidance, he successfully passed his test.

While in the work experience program, the worksite supervisors discussed the different positions available through the city of Osceola (Academic and Occupational Education Component). One of the positions discussed was Code Enforcer and Javion expressed his excitement for a career of that nature. The City of Osceola offered him a full-time position in the Code Enforcement department. Since he knew the details of the position, he jumped at the opportunity and was hired in December 2021. Javion is thankful for the WIOA staff who helped him succeed.

WIOA Dislocated Worker Program



Paycia is a 32-year-old mother of two who had been laid off from United Cerebral Palsy in Jonesboro, AR. Paycia heard about the WIOA program and hoped they would work with her to further her education in becoming an RN. She went to her local Arkansas Workforce Center and was enrolled in the WIOA Dislocated Worker Program. When her case manager met with her, she was receiving UI and SNAP. She had finished her basic classes for nursing and had been accepted into the RN program at Black River Technical College

(BRTC) in Pocahontas, AR.

She needed assistance with her books and transportation. WIOA, along with the Career Pathways Initiative program, provided her with the necessary assistance to complete the RN training program.

Paycia graduated from BRTC in May of 2022. She was hired full time at NEA Baptist Hospital in Jonesboro, AR as an RN. Paycia appreciates everything that WIOA was able to do for her.

WIOA Adult Program



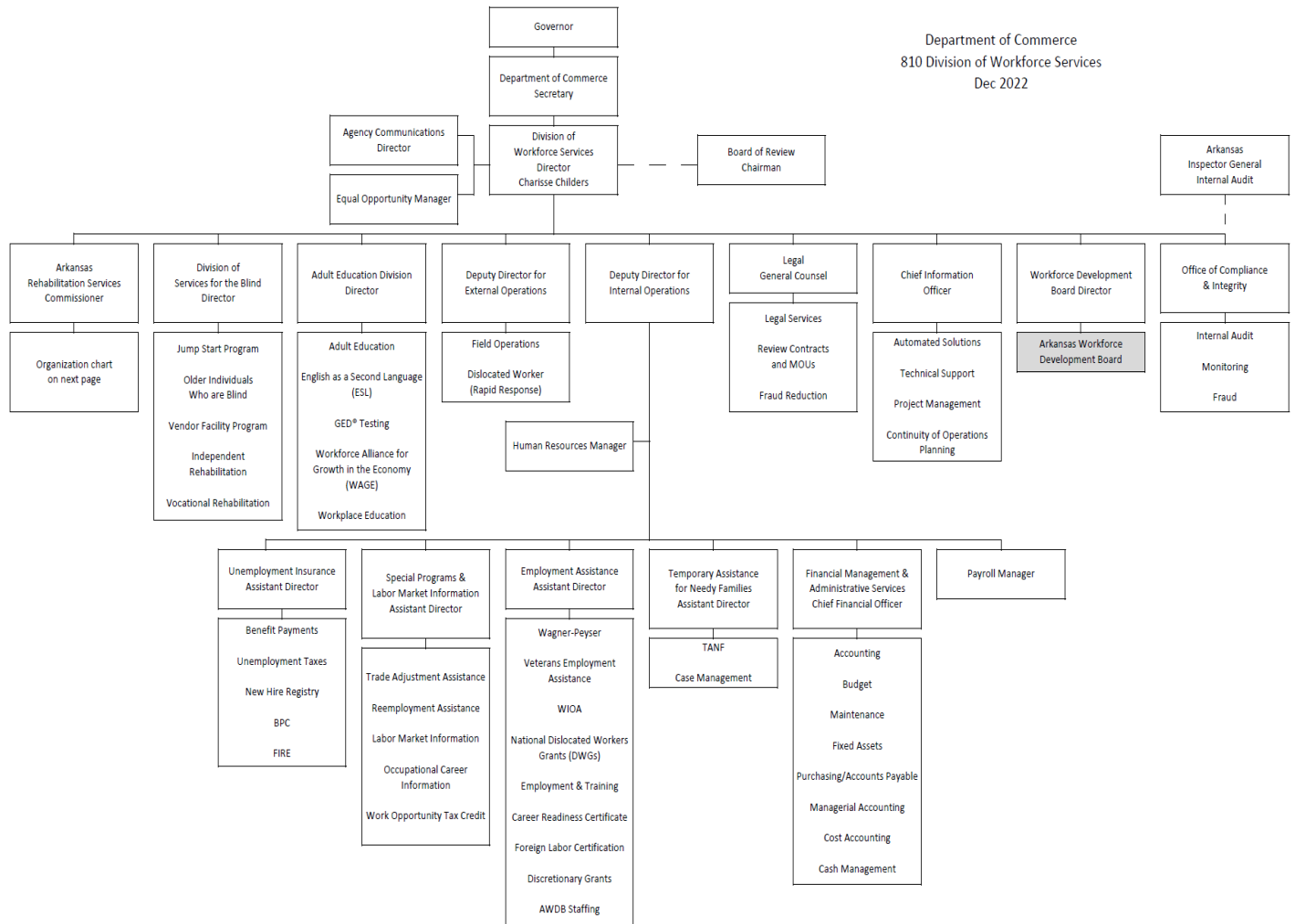
Melody came into the Arkansas Workforce Center at Harrison requesting assistance with enrolling in a training program that would lead to a rewarding career and sustainable wage. She had not worked since 1986 and was a stay-at-home mom while also volunteering at her church. Melody's husband receives benefits for a disability, but the income was not enough to live on. She was approved for the Adult WIOA program after completing the necessary steps for assessment and enrollment. The Career Advisor provided career counseling and it was determined that Melody had an interest in driving big trucks. She was connected with a local eligible training provider with the assistance of the WIOA staff and began training in the Fall of 2021.

Melody completed the CDL training program at North Arkansas College on December 2, 2021. Melody had a few interviews, but the companies did not give her a chance. Melody applied at Roehl, and she said the interview process was easy and went fantastic! Melody was hired on December 5, 2021 and is currently working for Roehl Transport. Roehl flew her to Atlanta for orientation and Melody passed Roehl's driving inspections. Roehl then flew Melody to Chicago to meet up with a woman truck driver trainer. Melody now has her own routes and said it is a challenge, but it is fun!

In the photo above Melody was in east St. Louis at the Pilot across from the speedway. Melody was stuck there for two days due to the weather, and she said that some of the fuel lines were shut off to prevent a gas shortage.

APPENDIX

APPENDICE I: Arkansas Division of Workforce Services- Organizational Chart



**APPENDICE II:
WIOA CORE PARTNER PY '21 PERFORMANCE OUTCOMES**

WIOA- Title I- PY' 2021

Statewide PY 2021 Performance Outcomes		Employment Rate (Q2) Cohort Period: 7/1/2020-6/30/2021		Employment Rate (Q4) Cohort Period: 1/1/2020-12/31/2020		Median Earnings Cohort Period: 7/1/2020-6/30/2021		Credential Rate Cohort Period: 1/1/2020-12/31/2020		Measurable Skills Gains Cohort Period: 7/1/2021-6/30/2022	
Funding Stream		Rate	90% Pass Rate	Rate	90% Pass Rate	Earnings	90% Pass Figure	Rate	90% Pass Rate	Rate	90% Pass Rate
Adult	Target	87.0%		75.0%		\$6,200.00		82.0%		72.1%	
	Actual	<u>78.8%</u>	78.3%	79.5%		\$6,754.00		<u>71.9%</u>	<u>73.8%</u>	<u>67.1%</u>	64.9%
DLW	Target	91.0%		89.0%		\$6,900.00		79.0%		70.2%	
	Actual	<u>80.0%</u>	<u>81.9%</u>	<u>78.0%</u>	<u>80.1%</u>	\$7,986.00		<u>78.7%</u>	71.1%	76.3%	
Youth	Target	80.0%		80.0%		\$3,024.00		73.0%		<u>61.0%</u>	
	Actual	<u>74.5%</u>	72.0%	<u>73.9%</u>	72.0%	\$4,407.00		<u>53.4%</u>	<u>65.7%</u>	63.2%	

Items Underlined did not meet the target performance level, but did meet the 90% of target minimum requirement
Items bolded and underlined fell below the 90% of target minimum requirement



Reportables: 6270 Participants: 8057	Title II: Adult Education and Family Literacy Act Program	
	Program Year 21	
	Negotiated Target	Actual Performance
Employment (Second Quarter after Exit)	42%	46.17%
Employment (Fourth Quarter after Exit)	27.8%	42.28%
Median Earnings (Second Quarter after Exit)	\$4,500	\$4,810.19
Credential Attainment Rate	46%	43.02%
Measurable Skill Gains	50%	59.57%

WIOA TITLE III: WAGNER-PEYSER (Employment Services)

WIOA Annual Report (Wagner-Peyser) Arkansas



Filters

Program Year
2021

LDWB
All

Office
All

Participant & MSG Cohort Date: 07/01/2021 to 06/30/2022

Exiter Cohort Date: 04/01/2021 to 03/31/2022

Employment Rate Q2 & Median Earnings Cohort Date: 07/01/2020 to 06/30/2021

Employment Rate Q4 & Credential Attainment Cohort Date: 01/01/2020 to 12/31/2020

[Measurable Skill Gains](#)

[FAQ](#)

Negotiated Performance		Total Participants Served	Total Participants Exited	Employment Rate (Q2)	Employment Rate (Q4)	Median Earnings	Credential Rate	Measurable Skill Gains
Total	Total Statewide - Numerator			48,157	67,194		0	0
	Total Statewide - Denominator			74,578	97,271		0	0
	Total Statewide	49,529	51,812	64.57%	69.08%	\$5,687.00		
TARGETS				73.4%	74.5%	\$5,200		



Arkansas Division of
Workforce Services

Title IV: Vocational Rehabilitation Performance (Arkansas Rehabilitation Services)

	Title IV: Vocational Rehabilitation Program (AR Rehabilitation Services)	
	Program Year 21	
	Negotiated Target	Actual Performance
Employment (Second Quarter after Exit)	0	55.4%
Employment (Fourth Quarter after Exit)	0	50.5%
Median Earnings (Second Quarter after Exit)	\$0	\$5573.79
Credential Attainment Rate	0	19.2%
Measurable Skill Gains	40%	60.9%

Title IV: Vocational Rehabilitation Performance (Services for the Blind)

	Title IV: Vocational Rehabilitation Program (Services for the Blind)	
	Program Year 21	
	Negotiated Target	Actual Performance
Employment (Second Quarter after Exit)	N/A	57.87%
Employment (Fourth Quarter after Exit)	N/A	28.89%
Median Earnings (Second Quarter after Exit)	N/A	\$7,262.69
Credential Attainment Rate	N/A	0%
Measurable Skill Gains	25%	27.9%

APPENDICE III: WIOA Titles I & III Negotiated Performance Rates- PY '22 & PY '23



NEGOTIATED RATES

WIOA Title I Dislocated Worker	PY 22	PY 23
Employment Rate 2nd quarter after exit	83.00%	83.00%
Employment Rate 4th quarter after exit	85.00%	85.00%
Median Earnings in the 2nd quarter after exit	\$7,227	\$7,227
Credential Attainment Rate	79.00%	79.00%
Measurable Skill Gains	68.50%	68.50%

WIOA Title I Adult	PY 22	PY 23
Employment Rate 2nd quarter after exit	83.00%	83.00%
Employment Rate 4th quarter after exit	82.00%	82.00%
Median Earnings in the 2nd quarter after exit	\$6,649	\$6,649
Credential Attainment Rate	81.00%	81.00%
Measurable Skill Gains	71.00%	71.00%

WIOA Title I Youth	PY 22	PY 23
Education or Training Activities or Employment in the 2nd quarter after exit	73.00%	73.00%
Education or Training Activities or Employment in the 4th quarter after exit	76.00%	76.00%
Median Earnings in the 2nd quarter after exit	\$3,700	\$3,700
Credential Attainment Rate	62.00%	62.00%
Measurable Skill Gains	59.00%	59.00%



ARKANSAS NEGOTIATED RATES

WIOA Title III Wagner-Peyser	PY 22	PY 23
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