



# WORKFORCE RESULTS

**January 1st – March 31st, 2012  
Third Quarter, Program Year 2011**

# WORKFORCE RESULTS

The Department of Workforce Services provides this overview of performance for the period ending March 31st, 2012. The programs highlighted herein reinforce the Arkansas Workforce Investment Board's and DWS' commitment to helping people find jobs and to connect employers to workers. The goal of the workforce investment system is to improve the quality of the workforce and to strengthen the state's competitiveness in the 21<sup>st</sup> century global economy.

In general, this overview presents program outcomes and results for the most recent quarter compared to the prior year(s) results. A glossary of performance measures is included in this overview.

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# WORKFORCE INVESTMENT ACT (WIA) - ADULT PROGRAM

## PROGRAM DESCRIPTION

Adult services encompass workforce investment programs and initiatives that help thousands of adult workers receive workforce preparation assistance. These programs also help employers find the workers they need. They promote and facilitate an integrated public workforce system, offering a full array of workforce education, training and information services. Adult programs serve the broadest range of individuals, including Unemployment Insurance claimants, veterans, people with disabilities, dislocated workers, migrant and seasonal farm workers, Indian and Native Americans, workers 55 or older and incumbent workers.

## PERFORMANCE

The actual rate is listed in the blue bar and the goal is listed in the white bar.

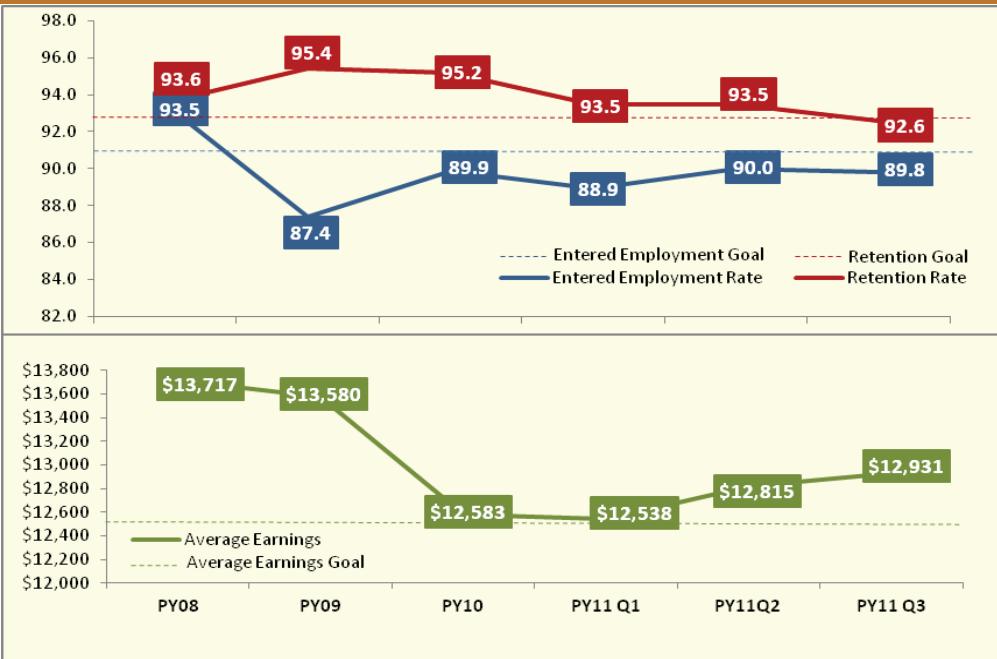
PERFORMANCE MEASURE	PY08	PY09	PY10	PY11 Q1	PY11 Q2	PY11 Q3
Entered Employment Rate	93.5	87.4	89.9	88.9	90.0	89.8
Entered Employment Goal	91.0	91.0	91.0	91.0	91.0	91.0
Retention Rate	93.6	95.4	95.2	93.5	93.5	92.6
Retention Goal	92.0	92.0	92.0	92.0	92.0	92.0
Average Earnings	\$13,717	\$13,580	\$12,583	\$12,538	\$12,815	\$12,931
Average Earnings Goal	\$12,530	\$12,530	\$12,530	\$12,530	\$12,530	\$12,530

\* DOL considers the state as having met the goal if 80% of the negotiated level is met, these are indicated in green.

\*\* Of those adult participants who are employed in the first, second, and third quarters after the exit quarter: average 6 month earnings, for 2nd and 3rd quarters after exit.

NOTE: Detailed information on formula for performance measures is in the glossary of this report.

## PERFORMANCE PROGRESS



## ANALYSIS

The program continues to perform, above the negotiated goal in the Retention Rate and Average Earnings measures.

The current quarter earnings outcome of \$12,931 surpassed the goal and increased over the previous quarter outcome of \$12,815, following a three year decline .

The PY11 third quarter Entered Employment Rate (EER) 89.8% is below the goal of 91.0%. However, the EER is still within the 80% Department of Labor requirement to be considered as having met the goal.

## HIGHLIGHTS/INNOVATIONS

The U.S. Department of Labor facilitated Financial and Administrative Training for the Local Workforce Investment Areas and the ADWS Staff. The training was held on February 8-10 at the Pulaski Tech Training Center in Little Rock. The training focused on safeguarding federal funds and financial management. Topics covered included Financial and Administrative Controls, Grant Management, Procurement, Monitoring, Audit Resolutions, Cost Classification, Cash Management, and Financial Reporting. This training provided an opportunity for local and state staff to receive guidance from our Region IV Technical Assistance representatives.

## TOP OCCUPATIONS AFTER EXIT

### Healthcare Practitioners and Technical Occupations

- Licensed Practical and Licensed Vocational Nurses
- Registered Nurses
- Nursing Aides, Orderlies and Attendants

### Transportation and Material Moving Occupations

- Truck Drivers, Heavy Tractor Trailer

### Education

- Teacher Assistants
- Pre-school Teachers, Except Special Education
- Middle School Teachers, Except Special and Career/Technical Education

# WORKFORCE INVESTMENT ACT (WIA) - DISLOCATED WORKER

## PROGRAM DESCRIPTION

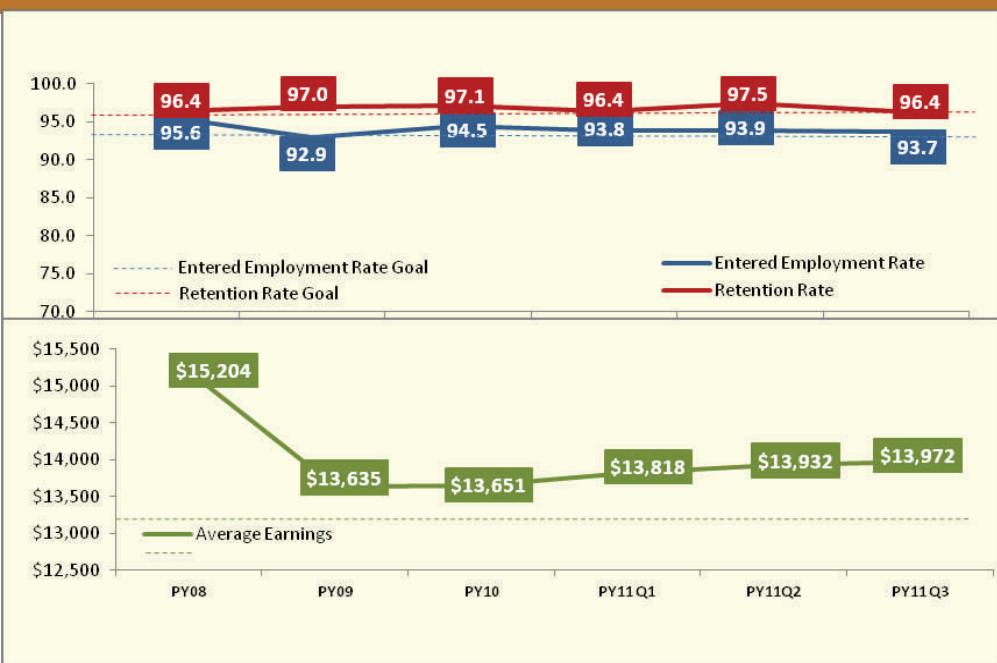
The Workforce Investment Act (WIA) Dislocated Worker Program aims to quickly reemploy laid-off workers and to enhance their employability and earnings by increasing occupational skills. Arkansas' Dislocated Worker Program emphasizes informed customer choice, system performance, and continuous improvement. Arkansas Workforce Centers provide access to core, intensive, and training services to individuals and groups of dislocated workers so that they may obtain and retain employment at a self-sufficient level.

## PERFORMANCE

The actual rate is listed in the blue bar, and the goal is listed in the white bar.

PERFORMANCE MEASURE	PY08	PY09	PY10	PY11 Q1	PY11 Q2	PY11 Q3
Entered Employment Rate	95.6	92.9	94.5	93.8	93.9	93.7
Entered Employment Goal	93.5	93.5	93.5	93.5	93.5	93.5
Retention Rate	96.4	97.0	97.1	96.4	97.5	96.4
Retention Goal	95.5	95.5	95.5	95.5	95.5	95.5
Average Earnings	\$15,204	\$13,635	\$13,651	\$13,818	\$13,932	\$13,972
Average Earnings Goal	\$13,200	\$13,200	\$13,200	\$13,200	\$13,200	\$13,200

## PERFORMANCE PROGRESS



\* DOL considers the state as having met the goal if 80% of the negotiated level is met, these are indicated in green.

\*\* Of those participants who are employed in the first, second, and third quarters after the exit quarter: average 6 month earnings, for 2nd and 3rd quarters after exit.

NOTE: Detailed information on formula for performance measures is in the glossary of this report.

## ANALYSIS

The Workforce Investment Act Dislocated Worker program assisted 246 participants with training in the second quarter of PY 11.

The program continues to Perform above negotiated goal performance in all three measures.

The Retention Rate of 96.4% and the Entered Employment Rate of 93.7% are slightly lower when compared to the previous quarter. The Entered Employment Rate of \$13,972 is a slight increase from the previous quarter of \$13,932.

## HIGHLIGHTS/INNOVATIONS

A planning meeting was conducted on behalf of workers for a insurance claims processing center in North Little Rock, which is scheduled to close later this year. The Central WIA area provided information for the effected workers on how the program can possibly provide educational opportunities. The resource fair used the opportunity to introduce the workers to the TORQ system, which utilizes employment history to identify alternate occupations that may be a good fit for the worker. The additional information that the TORQ system provided helped some workers isolate educational opportunities they may be interested in and identifies skill gaps that may need to be addressed.

## TOP OCCUPATIONS AFTER EXIT

### Transportation and Material Moving Occupations

- Truck Drivers, Heavy and Tractor Trailer

### Healthcare Practitioners and Technical Occupations

- Licensed Practical and Licensed Vocational Nurses
- Nursing Assistants
- Registered Nurses

### Office and Administrative Support Occupations

- Office Clerks, General
- Billing, Cost and Rate Clerks
- Bookkeeping, Accounting and Auditing Clerks

# WORKFORCE INVESTMENT ACT (WIA) - YOUTH 14-21 PROGRAM

## PROGRAM DESCRIPTION

The WIA Youth program provides employment and education services to eligible low-income youth, ages 14-21, who face barriers to employment. The program serves youth with disabilities and low literacy rates as well as others who may require additional assistance to complete an educational program or obtain a job.

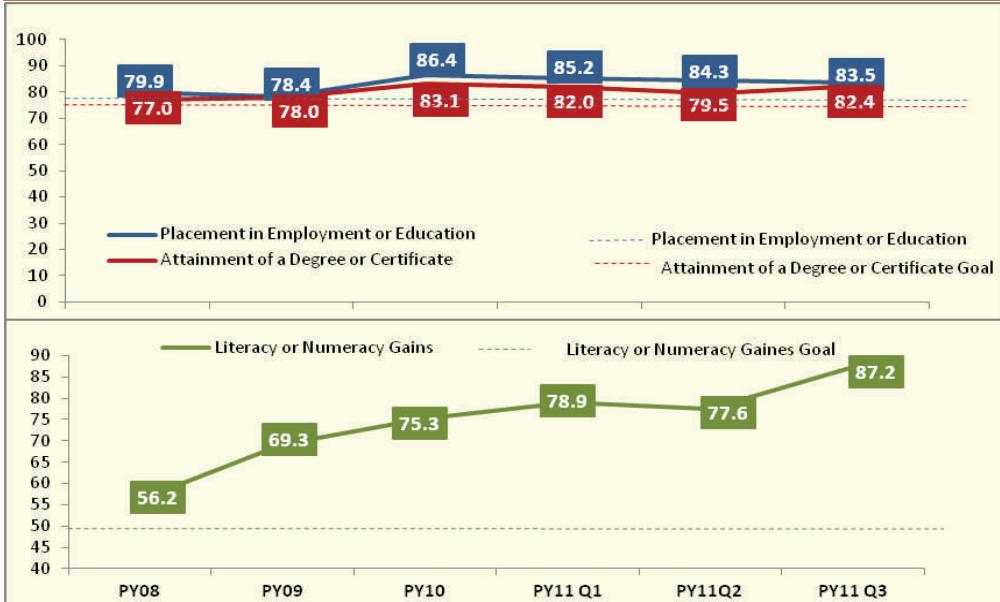
## PERFORMANCE

The actual rate is listed in the blue bar, and the goal is listed in the white bar.

PERFORMANCE MEASURE	PY08	PY09	PY10	PY11 Q1	PY11 Q2	PY11 Q3
Placement - Employment or Education	79.9	78.4	86.4	85.2	84.3	83.5
Placement in Employment or Education Goal	79.7	79.7	79.7	79.7	79.7	79.7
Attainment - Degree or Certificate	77.0	78.0	83.1	82.0	79.5	82.4
Attainment - Degree or Certificate Goal	76.9	76.9	76.9	76.9	76.9	76.9
Literacy/Numeracy Gains	56.2	69.3	75.3	78.9	77.6	87.2
Literacy/Numeracy Gains Goal	48	48	48	48	48	48

\* DOL considers the state as having met the goal if 80% of the negotiated level is met, these are indicated in green.

## PERFORMANCE PROGRESS



## ANALYSIS

The Workforce Investment Act Youth Program served 904 participants in the current quarter.

The youth program continues to exceed negotiated goals in all three measures. However, the Placement in Employment or Education measure has been decreasing since PY 10 from 86.4% to the current 83.5%.

The Attainment of a Degree or Certificate measure has decreased from 83.1% in PY 10 to the current measure of 82.4%, an increase from the last quarter of 79.5%.

## HIGHLIGHTS/INNOVATIONS

One of Northwest Arkansas Economic Development District's partner agencies, Youth Strategies, a faith-based advocate for disadvantaged youth, utilized a grant from the Rockefeller Foundation, as a result of participation with the Arkansas Youth Development Collaboration (AYDC), to establish two social enterprise efforts: **The Community Bike Shop** a bicycle repair shop and **The Green Team**, a lawn care service. The agency employs disadvantaged youth and reports profits over \$100,000.00 annually.

## TOP OCCUPATIONS AFTER EXIT

### Sales and Related Occupations

- Cashiers
- Retail Salespersons

### Food Preparation and Serving Related Occupations

- Combined Food Preparation and Serving Workers
- Cooks, Fast Food
- Waiters and Waitresses

### Healthcare Practitioners and Technical Occupations

- Nursing Assistants

### Office and Administrative Support Occupations

- Stock Clerks, Sales Floor

# WORKFORCE INVESTMENT ACT (WIA) - NATIONAL EMERGENCY GRANT PROGRAM

## PROGRAM DESCRIPTION

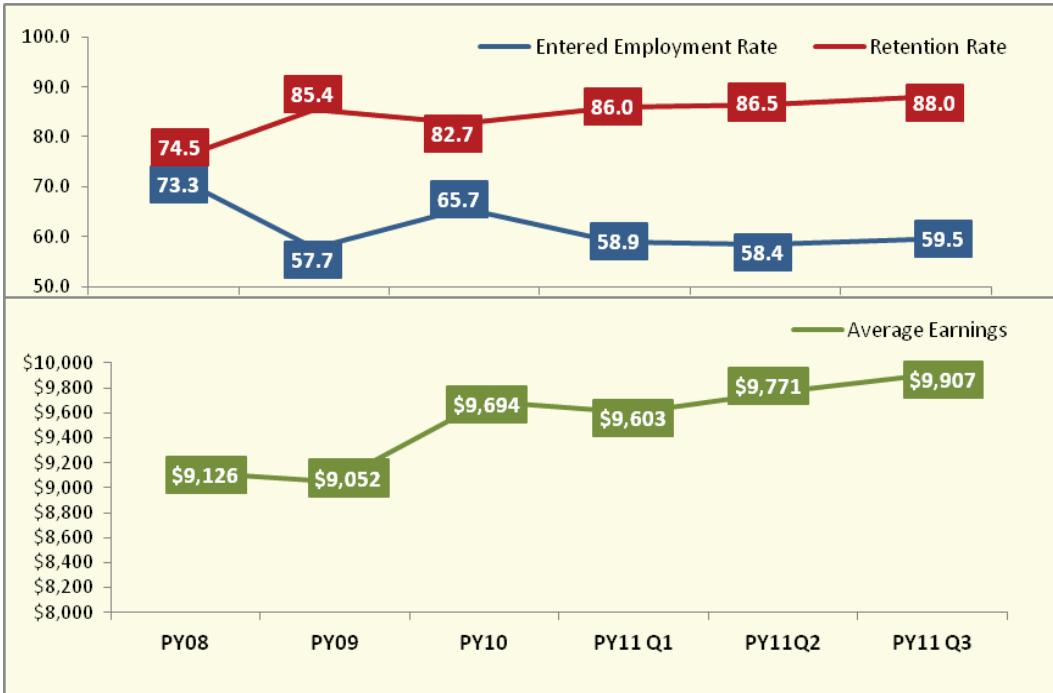
National Emergency Grants (NEGs) are intended to temporarily expand the service capacity of WIA training and employment programs at the state and local levels by providing funding assistance in response to large, unexpected economic events which cause significant job losses. Such events include business closures, mass layoffs, realignment and closure of military installations and certain natural disasters declared eligible for public assistance by the Federal Emergency Management Agency (FEMA). The American Recovery and Reinvestment Act of 2009 (ARRA) provided additional resources for services to dislocated workers through NEGs.

## PERFORMANCE

The actual rate is listed in the blue bar, and the goal is listed in the white bar.

PERFORMANCE MEASURE	PY08	PY09	PY10	PY11 Q1	PY11Q2	PY11 Q3
Entered Employment Rate	73.3	57.7	65.7	58.9	58.4	59.5
Entered Employment Goal	NA	NA	NA	NA	NA	NA
Retention Rate	74.5	85.4	82.7	86.0	86.5	88.0
Retention Goal	NA	NA	NA	NA	NA	NA
Average Earnings	\$9,126	\$9,052	\$9,694	\$9,603	\$9,771	\$9,907
Average Earnings Goal	NA	NA	NA	NA	NA	NA

## PERFORMANCE PROGRESS



\* Of those participants who are employed in the first, second, and third quarters after the exit quarter: average 6 month earnings, for 2nd and 3rd quarters after exit.

NOTE: Detailed information on formula for performance measures is in the glossary of this report.

## ANALYSIS

NEG AR-18 assisted with the December 2009 floods and is active from 2/4/2010—3/31/2012. Of the twenty four counties eligible to receive disaster relief assistance, five participated in the Central and Southwest Local Workforce Investment Areas.

NEG AR-19 assisted with the severe storms, tornadoes, and flooding in April 2011. There are thirty six counties participating in clean-up activities.

## HIGHLIGHTS/INNOVATIONS

The State was awarded a disaster NEG in April 2011, NEG AR-19 for \$3,758,327. Participant and expenditure rates are on target. The state was granted an extension of the grant period through June 30, 2012.

There are two active disaster National Emergency Grants for the third quarter of program year 2011. The grant period for NEG AR-18 is from 02/04/2010 through 06/30/2012.

## TOP OCCUPATIONS AFTER EXIT

Arkansas has only received disaster National Emergency Grants. Temporary workers are hired to work for county offices providing assistance with clean-up efforts. Those that have acquired permanent employment are employed by the counties.

Temporary workers are only employed for up to six months or 1,040 hours.

## COMMON PERFORMANCE MEASURES

(Used by Workforce Investment Act, Wagner-Peyser, Trade Adjustment Assistance, Senior Community Service Employment Program, Prisoner Reentry Initiative, and National Farmworker Jobs Program)

ADULT MEASURES	
<i>Entered Employment</i>	Of those who are not employed at the date of participation: the number of adult participants who are employed in the first quarter after the exit quarter divided by the number of adult participants who exit during the quarter.
<i>Employment Retention</i>	Of those who are employed in the first quarter after the exit quarter: the number of adult participants who are employed in both the second and third quarters after the exit quarter divided by the number of adult participants who exit during the quarter.
<i>Average Earnings</i>	Of those adult participants who are employed in the first, second, and third quarters after the exit quarter: total earnings in the second quarter plus the total earnings in the third quarter after the exit quarter divided by the number of adult participants who exit during the quarter.
YOUTH MEASURES	
<i>Attainment of a Degree or Certificate</i>	Of those enrolled in education (at the date of participation or at any point during the program): the number of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter divided by the number of youth participants who exit during the quarter.
<i>Literacy and Numeracy Gains</i>	Of those out-of-school youth who are basic skills deficient: the number of youth participants who increase one or more educational functioning levels divided by the number of youth participants who have completed a year in the program (i.e., one year from the date of first youth program service) plus the number of youth participants who exit before completing a year in the program.
<i>Placement in Employment or Education</i>	Of those who are not in postsecondary education or employment (including the military) at the date of participation: the number of youth participants who are in employment (including the military) or enrolled in postsecondary education and/or advanced training/occupational skills training in the first quarter after the exit quarter divided by the number of youth participants who exit during the quarter.