



**ARKANSAS WORKFORCE CENTERS<sup>SM</sup>**

# WORKFORCE RESULTS

**July 1 – September 30, 2013  
First Quarter, Program Year 2013**

# WORKFORCE RESULTS

The Department of Workforce Services provides this overview of performance for the period ending September 30th, 2013. 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.

## Submitted By:

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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.

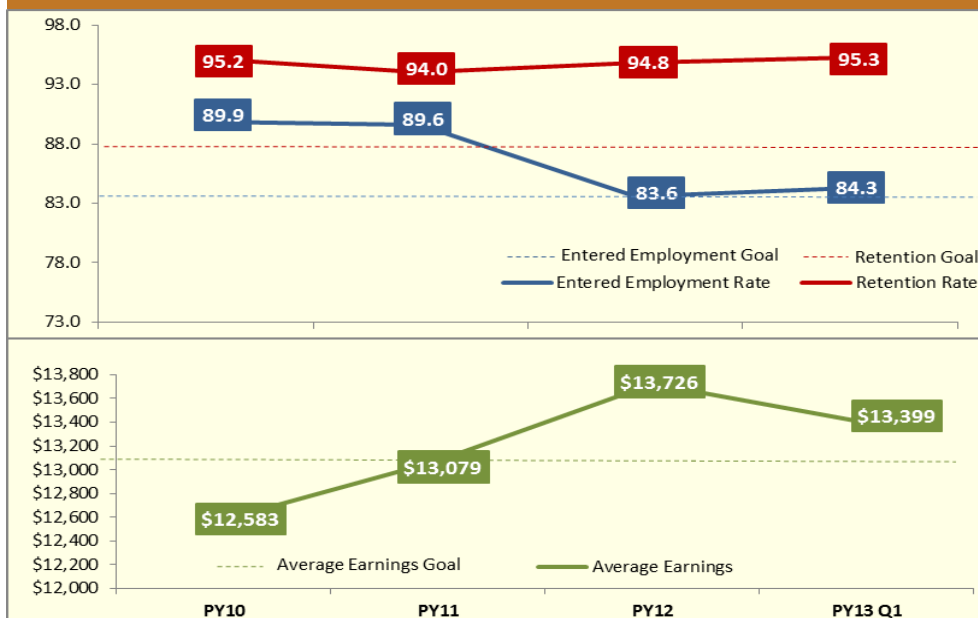
PERFORMANCE MEASURE	PY10	PY11	PY12	PY13 Q1
Entered Employment Rate	89.9	89.6	83.6	84.3
Entered Employment Goal	91.0	91.0	91.0	84.0
Retention Rate	95.2	94.0	94.8	95.3
Retention Goal	92.0	92.0	92.0	88.0
Average Earnings	\$12,583	\$13,079	\$13,726	\$13,399
Average Earnings Goal	\$12,530	\$12,530	\$12,530	\$13,080

\* 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 goals in all Adult measures.

The PY13 first quarter Entered Employment Rate (EER) 84.3% is slightly above the goal of 84.0%.

The Retention Rate 95.3% achieved is well above the negotiated goal of 88.0%

The current quarter earnings outcome of \$13,399 surpassed the goal of \$13,080 for the quarter .

## HIGHLIGHTS/INNOVATIONS

Participants from Monticello and the surrounding areas gathered at the Sadie Johnson Community Center to attend a Lean 101 Manufacturing Seminar. Lean 101 Manufacturing is a program conducted by Arkansas Manufacturing Solutions, presented in four cycles: assess and plan, train, implement and sustain. Employers and employees are introduced to a systematic approach that identifies and eliminates waste. After completing seminar, job seekers were interviewed and offered positions at companies such as Drew Foam and SeaArk.

## 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
- Elementary 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.

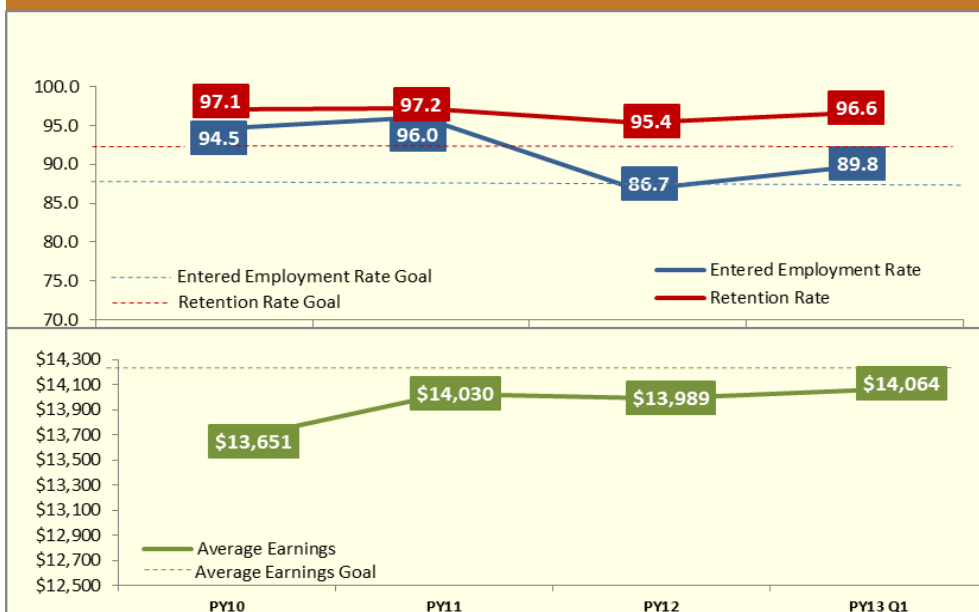
## PERFORMANCE

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

PERFORMANCE MEASURE	PY10	PY11	PY12	PY13 Q1
Entered Employment Rate	94.5	96.0	86.7	89.8
Entered Employment Goal	93.5	93.5	94.0	88.0
Retention Rate	97.1	97.2	95.4	96.6
Retention Goal	95.5	95.5	96.0	93.0
Average Earnings	\$13,651	\$14,030	\$13,989	\$14,064
Average Earnings Goal	\$13,200	\$13,200	\$13,500	\$14,114

\* 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.

## PERFORMANCE PROGRESS



## ANALYSIS

The PY13 first quarter Entered Employment Rate (EER) 89.8% is slightly above the goal of 88.0%.

The Retention Rate of 96.6% is above the goal of 93.0%.

The current quarter earnings outcome of \$14,064 is slightly below the goal of \$14,114, but above the 80% as deemed by DOLs as having met the goal.

## HIGHLIGHTS/INNOVATIONS

Western Arkansas had adult and dislocated worker clients attend a workshop designed to prepare them for the challenges in academic training. The workshop was held in the community room of the local Adult Education Center. Clients participated in activities to reinforce their confidence in the classroom and give them the tools necessary for success in their academic careers. The participants interacted in lively discussions on financial aid, single parent services, and tutoring services on campus. They were counseled on proper reporting of supportive services documents, Individual Training Account (ITAs) and payroll schedules.

## 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
- Occupational Therapy Assistants

### Office and Administrative Support Occupations

- Office Clerks, General
- Cashiers

# 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.

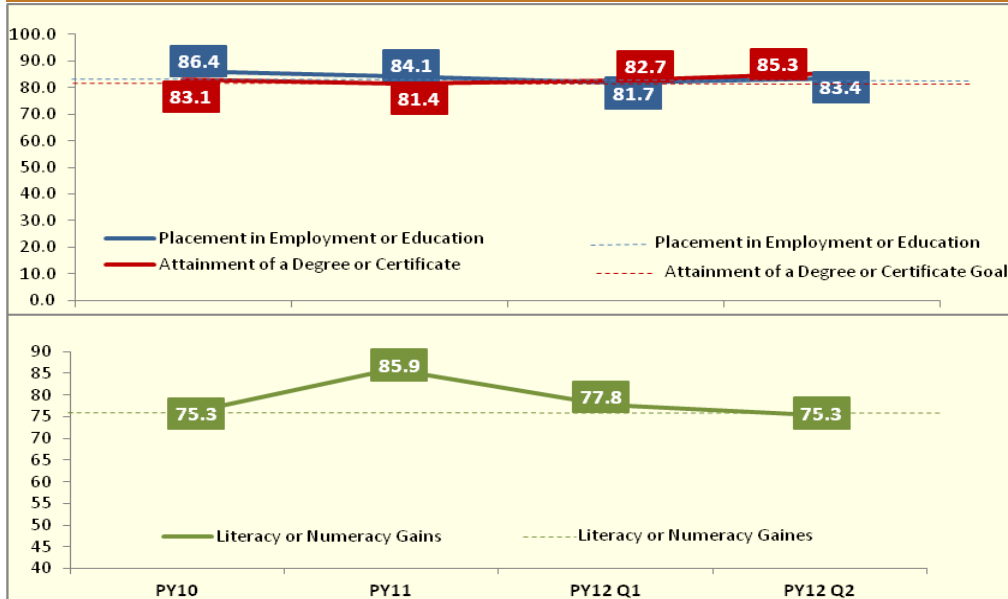
## PERFORMANCE

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

PERFORMANCE MEASURE	PY10	PY11	PY12	PY13 Q1
Placement in Employment or Education	86.4	84.1	81.7	83.4
Placement in Employment or Education Goal	79.7	79.7	81.0	81.7
Attainment of a Degree or Certificate	83.1	81.4	82.7	85.3
Attainment of a Degree or Certificate Goal	76.9	76.9	81.0	81.5
Literacy or Numeracy Gains	75.3	85.9	77.8	75.3
Literacy/Numeracy Gains Goal	48	48	75.5	77.9

\* 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 ??? participants in the current quarter.

The youth program continues to exceed negotiated goals in Placement in Employment or Education and Attainment of Degree or Certificate,

The Literacy or Numeracy Gains of 75.3% is slightly lower than the negotiated goal of 77.9, but meets the 80% attainment as required by DOL to have met the goal.

## HIGHLIGHTS/INNOVATIONS

As a method of addressing the systemic barriers to education and employment for youth with disabilities, DEI funds were sub-granted to three LWIA's to operate a summer youth work experience program. Nearly 200 youth, 4-24 years of age, were served. Participants were expected to work between 20 and 40 hours per week. Only youth with disabilities (visible and invisible) participated in the DEI summer work experience.

This summer Northwest LWIA enrolled 192 youth in summer work experience, 109 were enrolled in the WIA program and 83 were enrolled in the Disability Employment Initiative. Prior to starting work experience the youth attended work readiness training.

## TOP OCCUPATIONS AFTER EXIT

### Sales and Related Occupations

- Cashiers
- Retail Salespersons

### Food Preparation and Serving Related Occupations

- Combined Food Preparation and Serving Workers
- Counter attendants, Cafeteria, Food Concession & Coffee Shop

### 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

Entered Employment Rate

PY10

65.7

PY11

53.8

PY12

55.5

PY13 Q1

59.3

Entered Employment Goal

NA

NA

NA

NA

Retention Rate

82.7

84.4

78.5

76.0

Retention Goal

NA

NA

NA

NA

Average Earnings

\$9,694

\$9,609

\$11,151

\$11,080

Average Earnings Goal

NA

NA

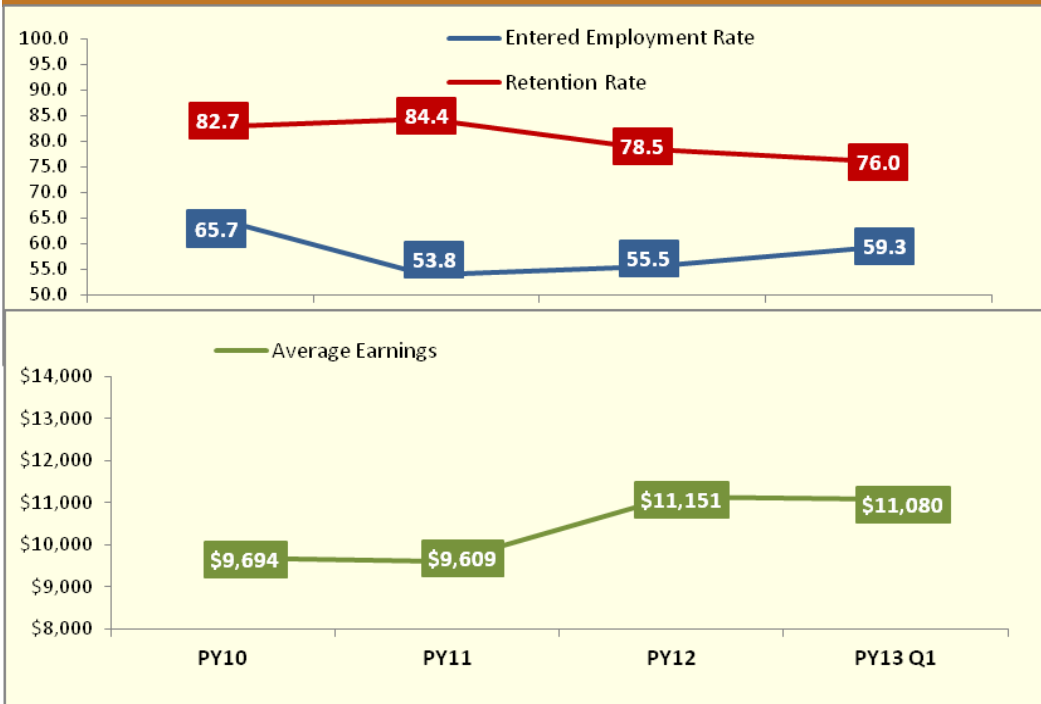
NA

NA

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.

## PERFORMANCE PROGRESS



## ANALYSIS

Due to severe storms and flooding that occurred in Arkansas on August 8 to 14, 2013, a disaster was declared on September 4, 2013 by the president for the counties of Benton, Boone, Carroll, Madison, Marion and Newton. After surveying the local workforce investment, area, Northwest requested assistance.

This NEG only addresses the temporary job creation component. The only allowable activities are *Employed in Temporary Disaster Relief Assistance and Receiving Supportive Services*.

## HIGHLIGHTS/INNOVATIONS

The State was awarded a new disaster NEG in July, NEG AR-21 (assisting in disaster response from Severe Storms /Tornadoes/ Floods which took place between May 30 to June 3, 2013) in the amount of \$1,054,112 with \$351,371 released initially. The grant will serve 61 participants in Cleburne, Cross, Independence, Montgomery, Poinsett, Polk, Scott, Searcy, Stone, Van Buren and Woodruff counties.

## 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.