



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

# WORKFORCE RESULTS

**January 1 – March 31, 2014  
Third Quarter, Program Year 2013**

# WORKFORCE RESULTS

The Department of Workforce Services provides this overview of performance for the period ending March 31st, 2014. 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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Arkansas Workforce Investment Board

Mr. Tom Anderson, Vice-Chair  
Arkansas Workforce Investment Board

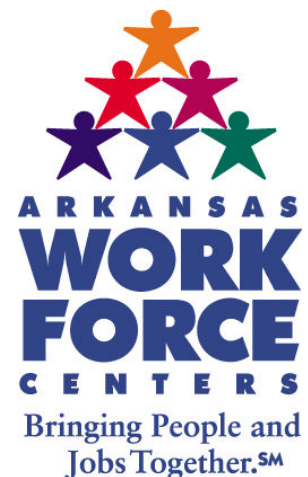
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# WORKFORCE INVESTMENT ACT (WIA) - ADULT PROGRAM

## 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.

### ADULT PROGRAM

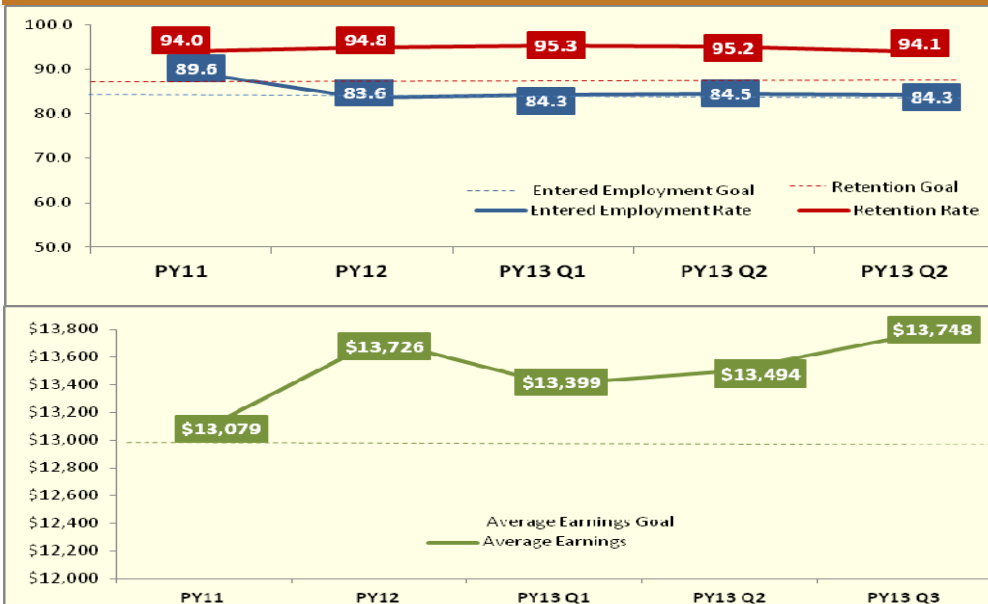
| PERFORMANCE MEASURE     | PY11     | PY12     | PY13 Q1  | PY13 Q2  | PY13 Q3  |
|-------------------------|----------|----------|----------|----------|----------|
| Entered Employment Rate | 89.6     | 83.6     | 84.3     | 84.5     | 84.3     |
| Entered Employment Goal | 91.0     | 91.0     | 84.0     | 84.0     | 84.0     |
| Retention Rate          | 94.0     | 94.8     | 95.3     | 95.2     | 94.1     |
| Retention Goal          | 92.0     | 92.0     | 88.0     | 88.0     | 88.0     |
| Average Earnings        | \$13,079 | \$13,726 | \$13,399 | \$13,494 | \$13,748 |
| Average Earnings Goal   | \$12,530 | \$12,530 | \$13,080 | \$13,080 | \$13,080 |

Title 20 Code of Federal Regulations (CFR) Part 666.240(d) provides that performance that is at least 80 percent of the negotiated levels will be deemed as achieving negotiated levels of performance.

\*Achieved performance goals 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.

## PERFORMANCE PROGRESS



## ANALYSIS

The program continues to perform above the negotiated goals in all Adult measures.

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

The Retention Rate 94.1% achieved is well above the negotiated goal of 88.0%

The current quarter earnings outcome of \$13,748 surpassed the goal of \$13,080 for the quarter

## HIGHLIGHTS/INNOVATIONS

The Arkansas Department of Human Services (DHS) awarded the Workforce Investment Board of Eastern Arkansas (WIBEA) with a Supplemental Nutrition Assistance Program (SNAP) Employment and Training grant for \$80,916.16 to serve Crittenden County residents. The goal of the grant is to assist adults, referred by the DHS, with the tools they need to gain meaningful employment or training to become self-sufficient, and obtain their GED. The grant period is July 1, 2014 through June 30, 2015. The WIBEA is the first board to receive a SNAP grant in the state.

## TOP OCCUPATIONS AFTER EXIT

### Health Care and Social Assistance

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

### Retail Trade

- Retail Salespersons, Cashiers

### Transportation and Warehousing

- Heavy and Tractor-Trailer Truck Drivers

### Educational Services

- Middle School Teachers, Except Special and Career/Technical

# 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.

### DISLOCATED WORKER PROGRAM

| PERFORMANCE MEASURE     | PY11     | PY12     | PY13 Q1  | PY13 Q2  | PY13 Q3  |
|-------------------------|----------|----------|----------|----------|----------|
| Entered Employment Rate | 96.0     | 86.7     | 89.8     | 91.4     | 90.4     |
| Entered Employment Goal | 93.5     | 94.0     | 88.0     | 88.0     | 88.0     |
| Retention Rate          | 97.2     | 95.4     | 96.6     | 96.1     | 96.5     |
| Retention Goal          | 95.5     | 96.0     | 93.0     | 93.0     | 93.0     |
| Average Earnings        | \$14,030 | \$13,989 | \$14,064 | \$14,171 | \$14,272 |
| Average Earnings Goal   | \$13,200 | \$13,500 | \$14,114 | \$14,114 | \$14,114 |

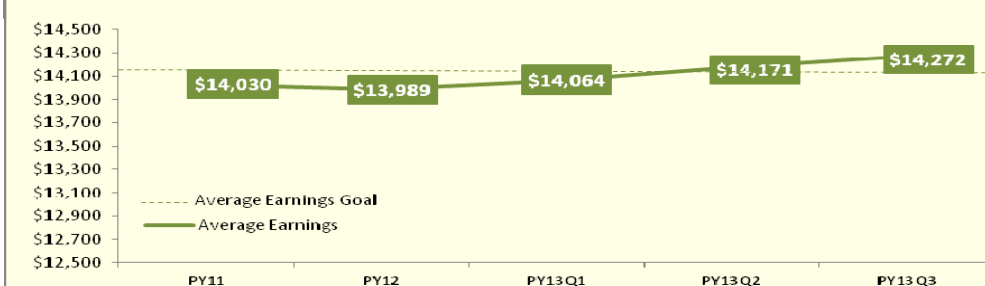
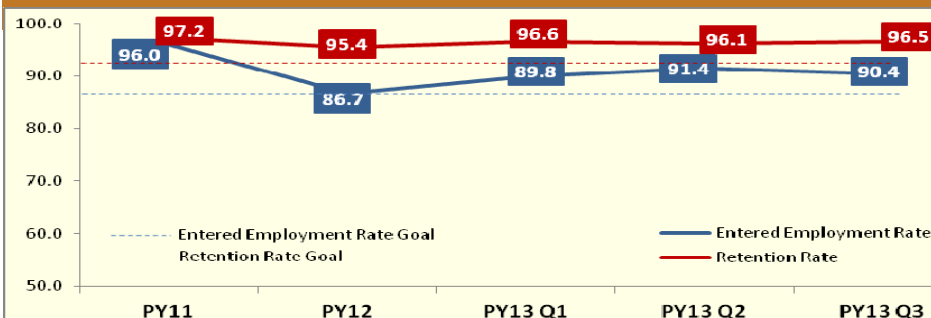
Title 20 Code of Federal Regulations (CFR) Part 666.240(d) provides that performance that is at least 80 percent of the negotiated levels will be deemed as achieving negotiated levels of performance.

\*Achieved performance goals 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 third quarter Entered Employment Rate (EER) 90.4% is slightly above the goal of 88.0%.

The Retention Rate of 96.5% is above the goal of 93.0%.

The current quarter earnings outcome of \$14,272 is slightly above the goal of \$14,114.

Labor force data, produced by the U.S. Department of Labor, Bureau of Labor Statistics and released by the Department of Workforce Services, show Arkansas' seasonally adjusted unemployment rate fell two-tenths of a percentage point, from 7.1 percent in February to 6.9 percent in March. Arkansas' civilian labor force was unchanged, as the addition of 2,400 employed offset the loss of 2400 unemployed Arkansans. The United States' jobless rate remained stable-at 6.7 percent in March.

### HIGHLIGHTS/INNOVATIONS

The Southwest LWIA participated in Career Day at Southern Arkansas University (SAU) in Magnolia, Arkansas, on March 19, 2014. The event focused on connecting employers with qualified individuals, disseminating information about WIA services and additional opportunities in the community. There were over 30 businesses in attendance such as Deltic Timber, OK Foods, Pilgrim's Pride, Weyerhaeuser Company, University of Arkansas Medical Science, the Arkansas State Police, and many other major employers, educational institutions, and state agencies.

### TOP OCCUPATIONS AFTER EXIT

#### Transportation and Warehousing

- Heavy and Tractor-Trailer Truck Drivers

#### Health Care and Social Assistance

- Licensed Practical and Licensed Vocational Nurses
- Registered Nurses
- Administrative Services Managers

#### Manufacturing

- Maintenance Workers, Machinery

# 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

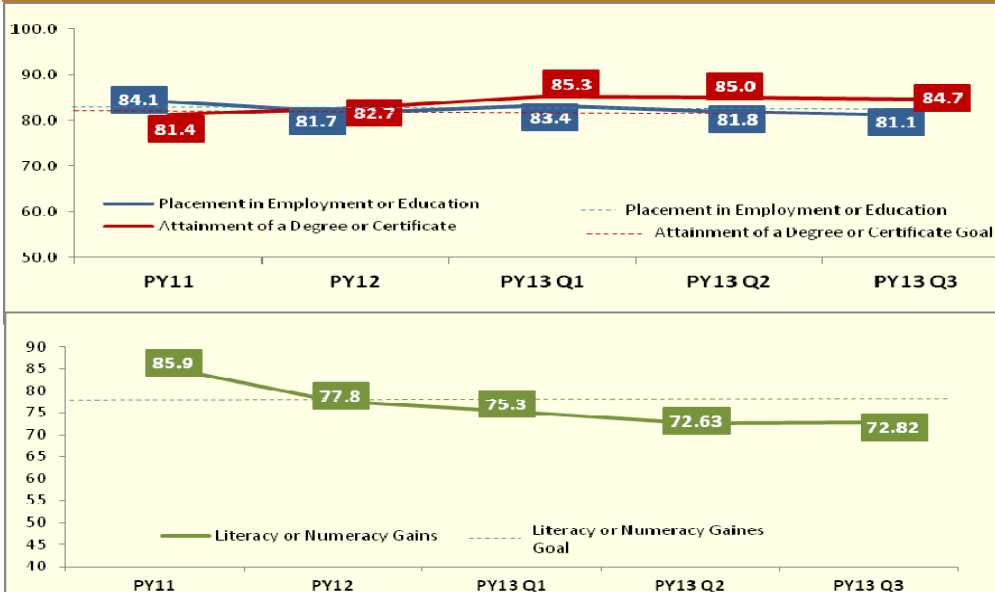
The actual rate is listed in the blue bar, and the goal is listed in the white bar.

### YOUTH 14-21 PROGRAM

| PERFORMANCE MEASURE                        | PY11 | PY12 | PY13 Q1 | PY13 Q2 | PY13 Q3 |
|--|------|------|---------|---------|---------|
| Placement in Employment or Education       | 84.1 | 81.7 | 83.4    | 81.8    | 81.1    |
| Placement in Employment or Education Goal  | 79.7 | 81.0 | 81.7    | 81.7    | 81.7    |
| Attainment of a Degree or Certificate      | 81.4 | 82.7 | 85.3    | 85.0    | 84.7    |
| Attainment of a Degree or Certificate Goal | 76.9 | 81.0 | 81.5    | 81.5    | 81.5    |
| Literacy or Numeracy Gains                 | 85.9 | 77.8 | 75.3    | 72.63   | 72.82   |
| Literacy/Numeracy Gains Goal               | 48   | 75.5 | 77.9    | 77.9    | 77.9    |

Title 20 Code of Federal Regulations (CFR) Part 666.240(d) provides that performance that is at least 80 percent of the negotiated levels will be deemed as achieving negotiated levels of performance.

## PERFORMANCE PROGRESS



## ANALYSIS

The Workforce Investment Act Youth Program served 862 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 72.82% is slightly lower than the negotiated goal of 77.9, is above the 80% of the negotiated levels and is deemed as achieving negotiated levels of performance.

## HIGHLIGHTS/INNOVATIONS

The Western LWIA hosted a youth workshop on February 22, 2014 at the Logan County Courthouse in Booneville. Three of the ten WIA program elements were highlighted during the workshop. Dropout prevention and the importance of remaining in school, community service, leadership development and peer centered activities, drug and alcohol abuse prevention, were the main agenda items discussed. Guest speakers included a local high school counselor, a county extension agent, an officer from the police department, and the Executive Director of the Scott county Boys and Girls Club. There was even an interactive demonstration with a K9 named Ellie.

## TOP OCCUPATIONS AFTER EXIT

### Health Care and Social Assistance

- Nursing Assistants
- Licensed Practical and Licensed Vocational Nurses

### Educational Services

- Childcare Workers
- Tutors

### Administrative and Support Services

- Customer Services Representatives
- Office Clerks, General

# 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.

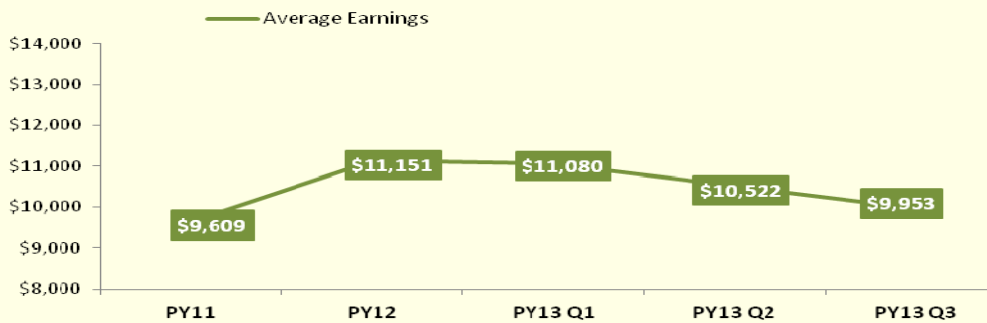
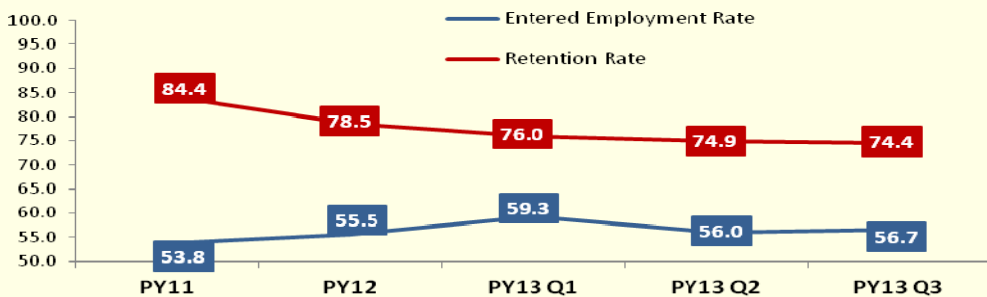
### NATIONAL EMERGENCY GRANT PROGRAM

| PERFORMANCE MEASURE     | PY11    | PY12     | PY13 Q1  | PY13 Q2  | PY13 Q3 |
|-------------------------|---------|----------|----------|----------|---------|
| Entered Employment Rate | 53.8    | 55.5     | 59.3     | 56.0     | 56.7    |
| Entered Employment Goal | NA      | NA       | NA       | NA       | NA      |
| Retention Rate          | 84.4    | 78.5     | 76.0     | 74.9     | 74.4    |
| Retention Goal          | NA      | NA       | NA       | NA       | NA      |
| Average Earnings        | \$9,609 | \$11,151 | \$11,080 | \$10,522 | \$9,953 |
| Average Earnings Goal   | NA      | 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

On March 31, 2014, NEG Severe Winter Storms ended. The Central and City of Little Rock local workforce investment areas participated in the project. Nine people have received permanent employment. This NEG only addresses the temporary job creation component. The only allowable activities are *Employment in Temporary Disaster Relief Assistance* and *Receiving Supportive Services*. Individuals eligible to participate in NEG Disaster projects are—

- Workers who have been temporarily or permanently dislocated as a result of the disaster;
- Eligible dislocated workers as defined in WIA Sec. 101 (9) who are unemployed and not receiving unemployment compensation or other types of income support; and
- Individuals who are long-term unemployed (15 out of 26 weeks).

## HIGHLIGHTS/INNOVATIONS

On January 6, 2014, Arkansas was issued an emergency disaster declaration due to severe winter storms beginning December 5-6, 2013. A total of 13 counties in three local areas (Northwest, North central and Western) were listed in the declaration. After surveying the areas, the state applied for assistance in the amount of \$1.5 million dollars and on February 6, 2014, received incremental funding in the amount of \$506,748. The grant will end June 30, 2015.

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 related to recovery from a single natural disaster, pursuant to WIA Sec. 173(d)(3). The maximum wage paid to any one participant in a single natural disaster is generally \$12,000 (excluding fringe benefits).

## 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. |