

# Workforce Innovation & Opportunity Act (WIOA)



ARKANSAS DIVISION OF  
WORKFORCE SERVICES

# ANNUAL REPORT



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*PY'*



*Statewide  
Performance  
Narrative  
WIOA  
Titles I & III*



ARKANSAS **WORKFORCE** CENTERS

## Executive Summary



*Governor Sarah Huckabee Sanders  
State of Arkansas*

On Tuesday, November 8, 2022, Sarah Huckabee Sanders was elected Governor by the people of Arkansas. She became the 47th Governor and the first woman elected to lead the State of Arkansas. Standing firm on her commitment to strengthening Arkansas' economy and workforce, within her first forty days in office, she signed an executive order to create the Governor's workforce cabinet and the state's Chief Workforce Officer.

The [executive order: EO-23-16](#) highlighted the following disparities and goals for the State of Arkansas.

WHEREAS: Arkansans must have the skills to compete for employment in the current job market;

WHEREAS: In Arkansas, approximately six out of ten jobs require credentials beyond a high school diploma, however, less than half of the workforce in Arkansas is credentialed beyond a high school diploma;

WHEREAS: In Arkansas, fewer than fifty percent (50%) of high school graduates attend college or postsecondary training;

WHEREAS: Currently, there are six state agencies in Arkansas state government that provide or coordinate career and technical education and workforce development;

WHEREAS: It is the policy of this Administration to create a single entity to coordinate and to assist in career and technical education, which in turn, will ensure that young adults who are entering the workforce are prepared for high-wage, high-growth careers; and

WHEREAS: The Governor seeks to establish the Governor's Workforce Cabinet and the Chief Workforce Officer.

To further advance this vision and address the state's challenges, the Arkansas Division of Workforce Services continues to make progress towards achieving 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*)



*Charisse Childers, Ph.D., Director  
Arkansas Division of Workforce Services*

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

### **Strategies to Reach Goals for 2022 and 2023**

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

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' renewed commitment to meet these challenges head-on, includes a heightened focus on job training and skill development to improve outcomes for all workers while meeting the needs of employers statewide. Even in the midst of an incredibly turbulent past four 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 upskill we are moving closer to improving the careers, opportunities, and lives of all Arkansans.

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. Workforce Services and Arkansas' Workforce Innovation & Opportunity Act programs are heavily supported by the state's Economic Development Commission.

#### McDONALD NAMED COMMERCE SECRETARY

On December 27, 2022, Governor-elect Sarah Huckabee Sanders announced her nomination of Hugh McDonald as the Secretary of the Department of Commerce.

McDonald served as president and chief executive officer of Entergy Arkansas, Inc. from 2000 until 2016.



“ I am honored that Governor-elect Sanders has tapped me to lead the Department of Commerce and confident that her economic reforms will take our state to new heights. Together, we will foster a business-friendly environment with a strong workforce development pipeline that allows businesses to recruit and retain highly skilled workers. I'm proud to stand with Governor-elect Sanders as we champion our Arkansas economy. ”

Hugh McDonald, *Secretary of Commerce*

The Arkansas Economic Development Commission (AEDC) strives to work toward improving people's lives and increasing prosperity in Arkansas. Throughout 2022, the AEDC team led a wide range of projects and initiatives. From working alongside community leaders and entrepreneurship support organizations to supporting existing businesses and working to recruit new companies, 2022 was a year that Arkansas can be proud of.

In 2022, AEDC kicked off projects with 129 companies that considered Arkansas as the best location for their business to grow. These companies represent a range of industries that speaks to the diversity of our economy, including Technology, Metals, Food & Beverage, Timber & Forest Products, and Energy among others. Thirty of these companies have announced their intention to create a projected 5,359 jobs that will positively impact our citizens and communities. The total announced investment from these companies is almost \$6 billion with an average announced wage just over \$29 per hour. This includes the announcement of U.S. Steel's \$3 billion project, the largest economic development announcement by capital investment in the state's history.

**Arkansas' PY' 2022 WIOA Title I & III statewide annual report narrative includes updates on our agency and some of the recent significant accomplishments in workforce development across Arkansas.**

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## 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 an annual statewide [WIOA Partners Conference](#). 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

## **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 Officials 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 placing 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. In PY' 22 there were 27 workforce centers spread across the state providing access to many Arkansans. In addition to these locations, Arkansas has mobile workforce center units that travel 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 jobseekers. 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 [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 2018 to 2022, with some information covering shorter periods due to accessibility of data. Projection information for industry and occupational trends covers the years 2022 to 2024.

Arkansas grew in population in 2022 by 19,746 from 2021 and added a total of 31,812 new residents from 2018 to 2022. Of Arkansas’s 10 Local Workforce Development Areas (LWDAs), Northwest Arkansas saw the largest increase in population, adding 16,934 in 2022. The Eastern, Northeast, Southeast, and Southwest Arkansas LWDAs saw decreasing populations in 2022.

Between 2021 and 2022 the state’s labor force increased by 36,747, and employment increased by 44,965. Labor force and employment varied across the LWDAs. The state’s unemployment rate dropped to 3.3 percent in 2022, a decrease of four tenths of a percentage point since 2018. The unemployment remained relatively steady in 2023, ending the month of July at 2.6 percent. The unemployment rate fluctuated across all LWDAs in 2023 and through July 2023.

Short-term employment projections for 2022 to 2024 showed an increase in the Arkansas job market with a gain of 39,058 jobs, equivalent to a 2.71 percent growth in employment. Goods-Producing industries are estimated to see a net gain of 5,950 jobs, while the Services-Providing industries are forecast to increase employment by 31,683. Arkansas’ self-employed ranks are estimated to experience a net gain of 1,425, an increase of 1.32 percent.

Jobs requiring a high school diploma or equivalent are estimated to add more jobs than any other education level with 14,398 jobs between 2022 and 2024. Occupations requiring a bachelor’s degree are expected to grow by 10,995. Arkansas’ per capita personal income increased over the 2018-2022 period to \$51,787; however, the state’s per capita personal income in 2022 remained below the United States’ per capita personal income of \$65,423. More than a million Arkansas workers earned at least \$12 or more an hour in 2022, with the mean annual wage for all employer sizes estimated at \$48,575. 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 did not operate under waivers during PY’22.

## IV. EVALUATIONS & RESEARCH PROJECTS

### ARKANSAS WORKFORCE STRATEGY

#### **Governor's Workforce Cabinet**

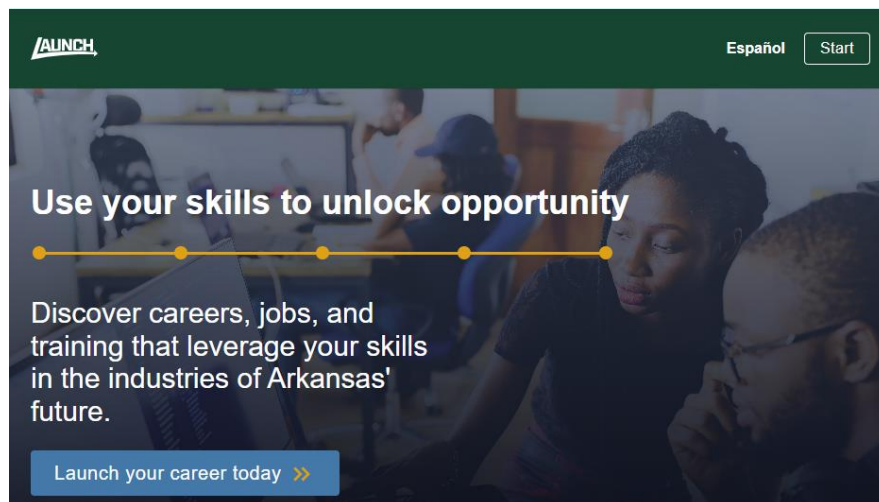
In response to the evolving workforce challenges, [Executive Order 23-16](#) was issued in early 2023 to establish the Governor's Workforce Cabinet. The cabinet is composed of key state department leaders, including the Secretaries of Commerce, Education, Corrections, Human Services, Labor and Licensing, Transformation and Shared Services, and Veterans Affairs. The group is chaired by the Governor's Chief Workforce Officer, who oversees the coordination and execution of state workforce development policies and career education strategies for the State of Arkansas.

#### **Data-Driven Workforce Strategy**

The Executive Order requires the Governor's Workforce Cabinet to prepare and implement a data-driven strategic plan for workforce development in Arkansas. The development of the workforce strategy involved a collaborative, user-centered design process, engaging a wide array of stakeholders. This included state, regional, and national partners, ensuring that the strategy benefits from a diverse range of insights and best practices. Input was also solicited from local businesses, non-profits, educational institutions, and community groups, ensuring that the strategy is grounded in the real-world needs of Arkansas's workforce and employers.

#### **LAUNCH Skills-Based Workforce Platform**

A key outcome of this collaborative process is the design of LAUNCH, a user-centered platform tailored to Arkansas's specific workforce needs. LAUNCH is envisioned as a comprehensive tool that will facilitate easier access to employment and educational resources for residents and provide a streamlined talent acquisition and management system for employers. The platform, being collaboratively developed with [Research Improving People's Lives](#) (RIPL), is designed to integrate data-driven insights, leveraging the state's robust data-sharing infrastructure and advanced technologies like AI, to offer personalized and intuitive support for learning and employment.



## LINKED OPEN DATA ON CREDENTIALS

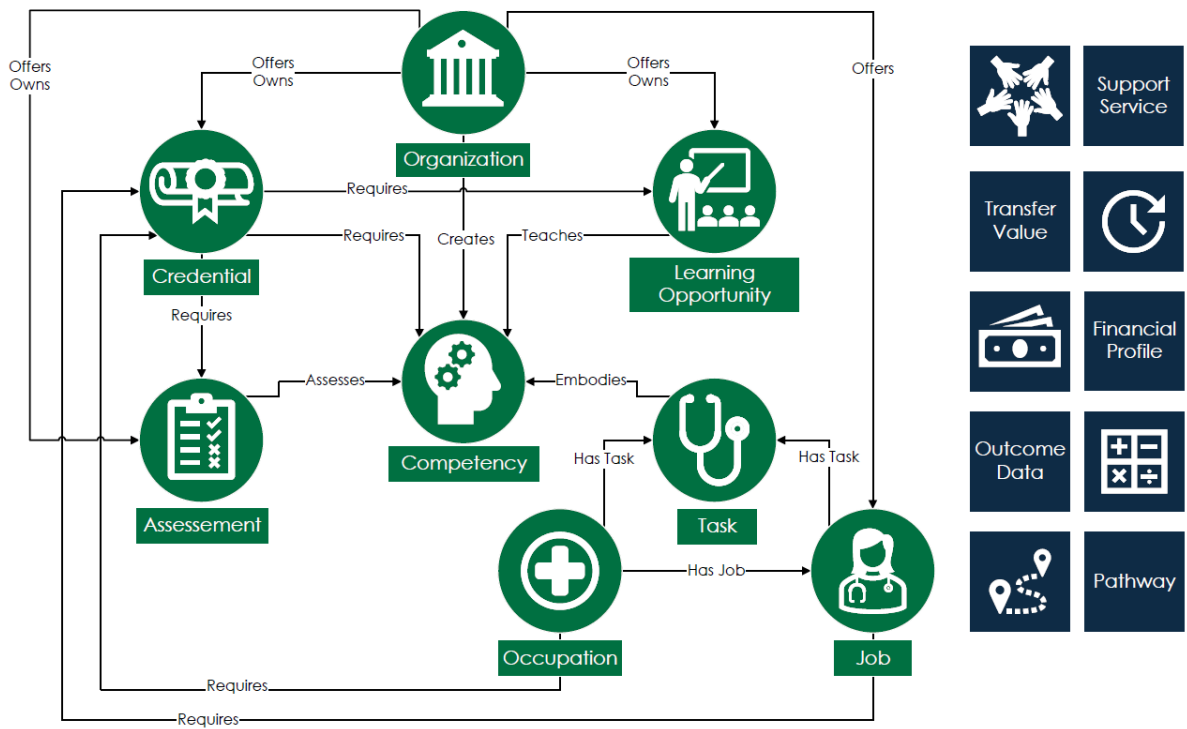
### Credential Registry

Arkansas made significant progress in Program Year 2022 towards compliance with DOL requirements and best practices for ensuring that individuals, employers, educators, and training providers have access to the most complete, current and beneficial information about providers, programs credentials, and competencies supported with these public, federal funds. In support of this goal, we have established a statewide credential registry that is publicly accessible and supports full transparency and interoperability using [Credential Transparency Description Language](#) (CTDL) specifications. Arkansas is making rapid progress, as featured in a [recent report from the American Enterprise Institute](#) (AEI), on publication of all ETPL, higher education, adult education, career and technical education, and registered apprenticeship programs and credentials, which will establish the interoperable foundation for many other state efforts, such as interoperable Learning and Employment Records (LERs).

### Skills Data Coordinator

In order to support [credential transparency](#), Learning and Employment Records, skills-based hiring, and data-driven alignment of workforce and education pipelines with evolving employer demand, Arkansas has established the position of Skills Data Coordinator. This role, established out of Arkansas's participation in the [NGA Skills-Driven State Community of Practice](#), works to raise awareness of skills-based practices, cultivate communities of practice, provide educational resources, and establish statewide shared service data infrastructure to support the interoperability and use of data related to skills and credentials.

## Arkansas Credential Registry Relationship Map

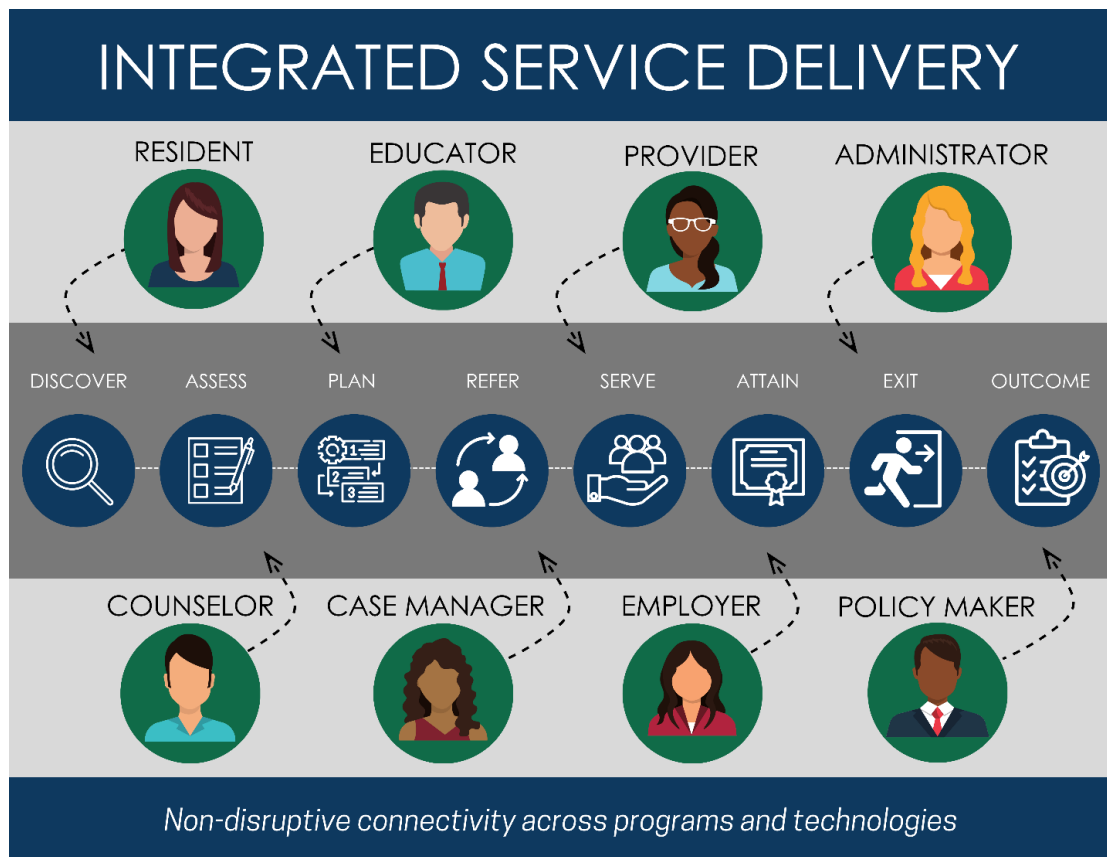


## INTEGRATED SERVICE DELIVERY

In alignment with the [WIOA Integrated Service Delivery Vision](#), Strategic Goal 2 of the Arkansas WIOA State Plan seeks to enhance service delivery to employers and jobseekers through:

- Development of 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 address.
- Development of an integrated data system that will enable the sharing of information between partner agencies to more efficiently serve both employers and jobseekers.
- Exploration of 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).

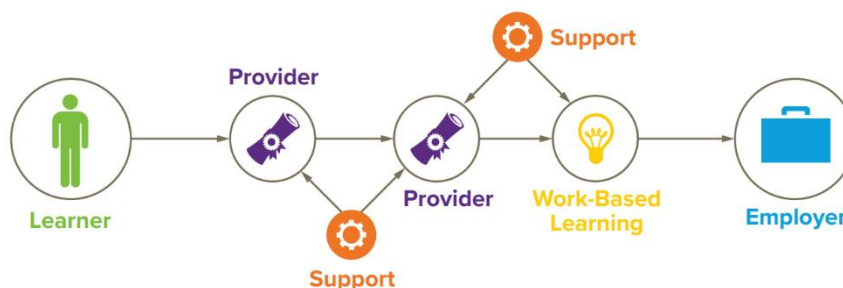
Significant progress was made towards this goal in program year 2022 with the modification of the open source [CiviForm](#) service discovery and eligibility screening platform to meet WIOA common intake needs with the support of [Google.Org](#) fellows. An integrated data system was also developed for facilitating electronic referrals between case management systems. Data sharing opportunities were explored and are progression with governmental programs, community-based organizations, and healthcare systems to support a “No Wrong Door” service delivery strategy.



## TALENT PIPELINE MANAGEMENT

During Program Year 2022, Arkansas workforce staff participated in the Multistate Career Readiness cohort of the [Talent Pipeline Management \(TPM\) Academy](#) hosted by the U.S. Chamber of Commerce Foundation alongside Arkansas eligible training providers. Talent Pipeline Management (TPM) is a cutting-edge, data-driven approach to meeting talent demand that enables employers to play an active role in creating and managing their talent supply chains.

Throughout the six-month program, teams from Arkansas, Florida, and Tennessee learned and applied proven strategies to create career pathways for students and workers with talent pipelines aligned to dynamic business needs. Data on demand, supply, skills, competencies, and credentials plays a critical role in TPM, and the longitudinal data system developed under WDQI was a key support, that will be incredibly valuable during implementation of these strategies in PY 2023 and beyond in coordination with Next-Gen Sector Partnerships.



## JOBS AND EMPLOYMENT DATA EXCHANGE (JEDX)

Arkansas was one of seven states that actively contributed to working groups, standards, and protocols for the [Jobs and Employment Data Exchange \(JEDx\)](#), an initiative of the U.S. Chamber of Commerce Foundation and the [T3 Innovation Network](#) to develop a public-private approach for collecting and using standards-based jobs and employment data.

Working groups, surveys, and [employer engagement](#) during program year 2022 identified multiple value propositions for JEDx to improve not only the timeliness, granularity, breadth, and utility of labor market information (LMI), but also to reduce employer reporting burden, support interoperable Learning and Employment Records, support integrated service delivery, and provide valuable talent analytics to employers, providers, researchers, and government.

Arkansas participated in “bridge phase” planning in PY 2022 and submitted a letter of intent for participation in the pilot phase of the JEDx partnership in PY 2023.

## ELIGIBLE TRAINING PROVIDER REPORTING

Heading into our second year of “all participants” eligible training provider reporting (ETA 9171), we have started to simplify the process for providers by starting earlier in the process and aligning data collected in WIOA case management system (AJL) with the administrative data that is contained in the Arkansas Higher Education Information System (AHEIS). By

ensuring that CIP Codes entered in AJL match those in AHEIS and capturing the unique degree codes of the programs, we were able to improve the efficiency and effectiveness of the data match for the for-credit programs on the ETPL.

For non-credit programs and providers, we have provided a roster to fill out for each of their programs with in-depth instructions, illustrations, and recorded presentations on how to provide the needed data for all participants in a secure manner. We are making use of an easy-to-use encrypted transfer system that does not require the providers to have any specialized knowledge or skills related to secure file transfer because that can be a limiting factor in getting them to engage in the data collection.

Over the past year we have worked with providers to improve the quality and utility of ETPL data such as reporting on each individual credential as opposed to one program that can result in multiple credentials. For example, providers have previously reported a single welding program that can result in three different for-credit credentials that ranged from a one semester certificate of proficiency to a two-year associate degree. By increasing the grain and interoperability of ETPL reporting, we are able to more clearly differentiate participation, completion, and outcomes at the credential level.

This is beginning to help improve consumer use of the ETPL by providing more transparent information about program costs, length of time needed to complete a program, and expected employment and earnings outcomes for different credential levels.

Chief Research Officer, Dr. Jake Walker, presented more information on this topic in a [WDQI Web Convening presentation](#) on "A World Without Waivers: Arkansas' Journey Reporting ETPL All Participant Measures."

## **EVALUATION AND RESEARCH – ENROLLMENT TO EMPLOYMENT**

In order to support evaluation and research efforts relevant to state strategy, policy, and practice needs, Arkansas worked with the [Coleridge Initiative](#) to develop a new [Applied Data Analytics training program](#) curriculum, titled "[Evaluating Enrollment to Employment Pathways](#)". This program leverages the Arkansas workforce longitudinal data developed under the Workforce Data Quality Initiative (WDQI) to train participants on applied use of data analytics on integrated WIOA, SNAP, TANF, and work-based learning data to design and develop scalable research and products for supporting data-driven policy and practice, with a particular focus on co-enrollment and integrated service delivery. Two cohorts of up to 30 students each will be supported under WDQI, and DOL ETA has funded two additional cohorts.

The curriculum leverages a scalable data model based on interoperable layouts to support collaborative development and use of continuously improving data products by interagency, multistate, and cross-sector teams.

## **ADULT EDUCATION JOINT PIRL DEVELOPMENT**

To support an interoperable data foundation based on standard file layouts for the Evaluating Enrollment to Employment Pathways training, Arkansas worked with the case management software provider for Title II Adult Education programs to generate a WIOA Joint Participant

Individual Record Layout (PIRL) file for Title II. Representing Title II Adult Education programs in the same format as WIOA Titles I & III allows for integration and analysis across WIOA Titles I & III, Title II, and Title IV (via RSA-911 crosswalk) to better understand patterns of referral, co-enrollment, common exit, and outcomes of joint service delivery episodes.

## ADMINISTRATIVE DATA RECORD LINKAGE ROADMAP

During PY 2022, Arkansas conducted [research](#) under the America's DataHub Consortium to assess record linkage approaches for the foreign-born population and to recommend a roadmap for improving the fidelity of administrative data linkage on the foreign-born science and engineering workforce.

[America's Data Hub](#) facilitates coordinated research to drive both infrastructure recommendations and response to relevant evaluation and research needs for current policy priorities through a series of research efforts for the development of a national secure data service. The Foreign-Born Scientists and Engineers and the U.S. Workforce (FBSE) project is focused on improving the evidence base for measuring the economic impact of foreign-born scientists and engineers, which can be particularly affected by record linkage approached based upon Social Security Number (SSN), introducing coverage gaps and biases into data, evidence, and performance reporting.

Arkansas contributed to this work by researching record linkage approaches, assessing the quality of administrative data and the impact on record linkage performance for the foreign-born population, assessing and comparing the performance of a wide variety of record linkage approaches, and identifying methodologies for assessing, mitigating, and communicating record linkage bias.

Based on findings and consultation with a panel of experts, the Arkansas research team developed a roadmap of actionable recommendations for improving record linkage fidelity for the foreign-born population by:

- Raising awareness of record linkage bias
- Improving mitigation and communication of record linkage bias through education
- Increasing transparency of record linkage approaches, performance, and data quality
- Enhancing the collection and sharing of individual identifiers to improve record linkage performance

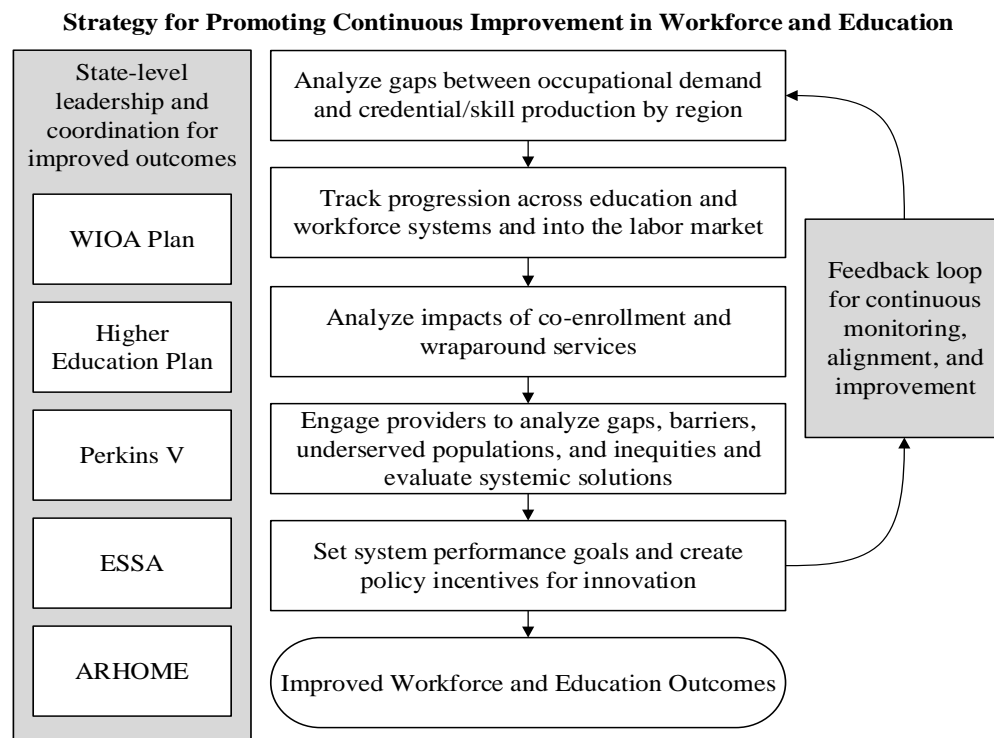
This research has broader implications for improving record linkage at the state and federal levels and will continue into PY 2023 with implementation or recommendations. Some recommendations have already been implemented through changes in Applied Data Analytics training program curriculum. Some recommendations have relevance to discussions by the [Workforce Information Advisory Council](#) on enhanced collection and sharing of wage data. Record linkage improvement will also be assessed during Jobs and Employment Data Exchange (JEDx) pilots.



## WORKFORCE DATA QUALITY INITIATIVE

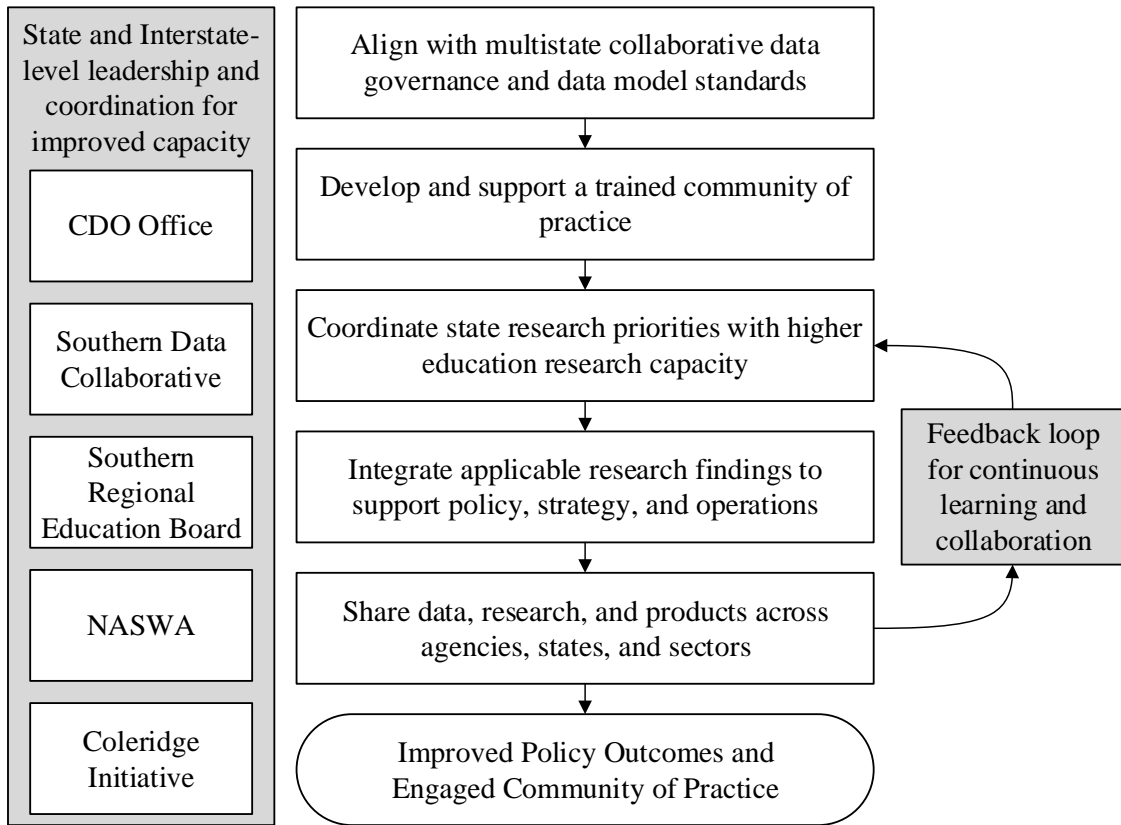
On June 23, 2021, the U.S. Department of Labor awarded Arkansas a [Workforce Data Quality Initiative](#) (WDQI) round 8 grant in the amount of \$2,510,575. This grant is designed to improve the delivery of training and employment services and to measure their effectiveness by supporting the development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

## Strategy for Promoting Continuous Learning in Workforce and Education



WDQI efforts in PY 2021 were largely focused on employment, unemployment, postsecondary program participation and completion, and work-based learning. This included development and delivery of an Applied Data Analytics training program on work-based learning to a multistate group of participants. The final report for that training program is available [here](#).

WDQI activities in PY 2022 were largely focused on inclusion of WIOA Titles I-IV, SNAP, and TANF in the longitudinal data system and development of the aforementioned “Evaluating Enrollment to Employment Pathways” training program.

TANF data was included using the [Chapin Hall TANF data model](#) from the [TANF Data Collaborative](#). SNAP data was incorporated using a model based on the [USDA Gold Standard](#) record layout used in the SNAP Longitudinal Data Project. This use of standard record layouts contributes to multistate analyses and the ability to share and codevelop research and data products.

PY 2023 activities will largely focus on a number of identified evaluation and research projects and products and enhanced data sharing for federal and military employees.

## STATEWIDE LONGITUDINAL DATA SYSTEMS GRANT PROGRAM

During PY 2022, Arkansas applied for and was awarded a grant under the [IES Statewide Longitudinal Data Systems Grant Program](#) to modernize and expand the statewide longitudinal data system for early childhood through postsecondary education with modern data hub capabilities similar to those being implemented under WDQI.

Key work products under this grant include:

- Development of a centralized, standardized, and interoperable non-traditional student management and information system to collect non-traditional provider, program, student, and outcomes data. This system will be accessible to all non-traditional education and training providers public and private and will be used to facilitate state and federal reporting related to these programs, inform state leaders and policy makers concerning program funding and need, administer/manage non-traditional sources of student financial aid.
- Modernization of early childhood to postsecondary longitudinal data to use [Common Education Data Standards](#) (CEDS) for multistate interoperability and collaborative development and sharing of research, data, and products.
- Incorporation of data on foster care and juvenile justice participants.
- Incorporation of more robust early childhood education data.
- Development and delivery of Applied Data Analytics training programs addressing Arkansas education and workforce priorities.
- Development and delivery of tiered-access tools and data products to facilitate access, analysis, and use of linked administrative education data by school and government staff, researchers, and the public.

This project will leverage, complement, and expand upon longitudinal data developed under the Workforce Data Quality Initiative (WDQI), Justice Reinvestment Initiative (JRI), Democratizing Our Data Challenge (DDC), and Arkansas Health and Opportunity for Me (Medicaid expansion) programs to support state needs with a comprehensive integrated data system.

Future longitudinal data system work across all of these efforts is planned to include robust integration with the credential registry, Learning and Employment Records (LERs), and enhanced labor market information such as that envisioned under the Jobs and Employment Data Exchange (JEDx). Implementation of Talent Pipeline Management (TPM) is also expected to provide timely, actionable data on evolving employer demand which can be used in conjunction with state administrative data to support informed alignment of workforce and education talent pipelines and provide timely measures of credential quality and demand. Consumer information products and user-centered platforms like LAUNCH can leverage this complete, timely, interoperable data foundation to provide highly actionable and personalized supports to residents for career awareness, exploration, pathway planning and navigation, employment, and connection with supportive services.

## Arkansas SLDS Infrastructure and Interoperability Modernization Project Scope

Data Collection and Management	Data Sharing, Integration, and Quality Management	Longitudinal Data Analysis	Research, Analytics Capacity Building, and Multistate Sharing	Access, Dissemination, and Use
Early Childhood Education	Modernization and expansion of the Statewide Longitudinal Data System (SLDS) with Data Hub and CEDS Integrated Data Store (IDS) capabilities (#2)		Administrative Data Research Facility Expansion and Applied Data Analytics Training Programs (#3)	Tools and Open Data Products (#4)
Elementary and Secondary				
Career and Technical				
Higher Education				
Nontraditional Student Management and Information System (#1)				
Foster Care				
Juvenile Justice				
Adult Education	Workforce Data Quality Initiative (WDQI)			
Workforce Development				
Human Services (SNAP, TANF)				
Vocational Rehabilitation				
Registered Apprenticeship				
Employment				
Unemployment	Democratizing our Data Challenge (DDC)			
Corrections	Justice Reinvestment Initiative (JRI)			
Medicaid	Arkansas Health and Opportunity for Me (ARHOME)			
Legend	In Place / In Progress (Leveraged Resource)	IES SLDS Project Scope (Addition / Enhancement)		

## **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 provide technical assistance as 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 is currently underway.

This evaluation will identify any 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 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 22 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**

**1,883 participants** were served in PY' 22: 1067-Adults, 164-Dislocated Workers, 652-Youth. In comparison to the number of participants in PY2021, Arkansas slightly increased the number of participants served in PY2022.

Arkansas met or exceeded the Statewide and/or 90% negotiated goals with the following all measures excluding the credential attainment rate in PY2022:

The WIOA Title I Adult, Dislocated Worker, and Youth programs did not meet or the exceed the 90% threshold for the Credential Attainment measure. The state has already begun providing technical assistance to the ten (10) local workforce areas to improve service delivery and performance with this measure.

Statewide WIOA Performance training was conducted on November 27-28, 2023. This technical assistance and training was provided to local boards and partners focused on performance areas with all measures from the ten local boards. The credential attainment rate continues to be a challenge for the state. During this training we discussed and brainstormed methods and strategies to improve the credential attainment rating in PY' 2023

### **Title III**

**62,879 participants** were served in PY '22.

Arkansas met or exceeded the Statewide and/or 90% negotiated goals in all measures excluding for PY2022:

#### **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.

## **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 '22 the team provided Rapid Response Services to 35 companies who reported actual or anticipated layoffs or closures impacting over 3007 workers. The Mobile Workforce Centers served at over 118 events throughout the state

### **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 '22:

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
65,716	2,272	72,788	3,021	80,895	3,660	73,095	39,973	1,448	0

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)
  - 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.

### IX. National Dislocated Worker Grants

During program year 2022, no DWGs were administered by the state of Arkansas.



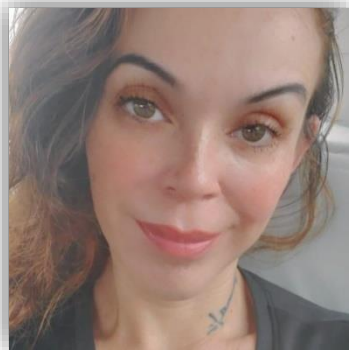
# APPENDIX

## APPENDICE I: SUCCESS STORIES



**Gerald** Graham an Adult participant was a day farm laborer with a disability who was temporarily living with his son. Mr. Graham sought services through multiple WIOA partners including Arkansas Rehabilitation Services who provided a referral to the Western Arkansas Workforce Development Board to assist with achieving his career goals. Gerald received tutoring assistance through Fort Smith Adult Education to address a barrier with being basic skills deficient. Another barrier hanging over his head was the fact that he was a justice-involved individual which made it difficult to obtain employment. After receiving career services and intensive services, Gerald qualified for occupational skills training and showed interest in becoming a truck driver. The local career advisor assisted Mr. Graham with enrolling in the Cops CLD Academy and WIOA assisted with training costs. He earned his CDL in the summer of 2023 and gained employment with a construction company where he utilizes his CDL to transport machinery. Mr. Graham said it looks like he will be

on track to make about 65k this year, and 150k by next year. Gerald expressed his gratitude for the WIOA program and all who helped him along the way.



**Sombra** Montes was approved for Adult Workforce Innovation and Opportunity Act (WIOA) and Temporary Assistance for Needy Families (TANF) Services in Crittenden County on September 15, 2022. At that the time of enrollment, she was unemployed, a single parent of 7 children, recipient of ARKIDS 1<sup>st</sup> and SNAP benefits, and high school drop-out. Sombra had been working off and on in retail and customer service for years but stated that she was in dire need of finding a career that would allow her to provide for her family. After thinking about her future, she expressed interest in work experience and career development due to her lacking the professional skills to retain a “good job.” After being approved for TANF, she needed assistance with

childcare to complete the Work Based-Learning component of work experience. She was referred to WIOA as a wraparound service to help assist with services that TANF couldn’t provide.

After working at different worksites, Sombra was encouraged to start applying for jobs using the skills learned in the WIOA program. She secured a job as a cashier for QuickTrip using the Arkansas Job Link system and Indeed.com. As the Workforce Development Board of Eastern Arkansas (WDBEA) stood by her side through this journey, she received customer service training while also benefitting from supportive services that allowed her to work and earn money while training. Montes states that with her faith and drive, she is going to shoot for being a manager with hopes of owning her own company one day.



**Ronnie** Nolen Jr. was determined eligible for WIOA services on May 31, 2023, as a Category B Dislocated Worker. Mr. Nolen was impacted by a substantial layoff from his company. Mr. Nolen was not low income, nor did he receive any type of public assistance, but he found himself unemployed after being accustomed to working daily. Not a stranger to work, Mr. Nolen immediately began job searching and exploring opportunities to advance his career. He learned about the WIOA program and after completing career interest assessments he decided to pursue a new career in the trucking industry.

Mr. Nolen was approved for WIOA funding to cover his CDL occupational skills training at Pine Bluff Truck Driving Academy. He began his training shortly after and kept his Career Planner informed every step of the way. He remained positive during each conversation. Mr. Nolen successfully completed his training and accepted his first job offer as a truck driver with McElroy Truck Lines. Mr. Nolen acknowledged his gratefulness to WIOA and for the assistance that was provided to him.



**Alissa** Bolin, an Out of School Youth completed the application for training assistance through the WIOA/Western Workforce Board program in hopes to receive financial assistance and enroll in courses towards an LPN degree. She was in a homeless situation and said that she was very motivated to find employment to support herself. She was sure that she wanted to become a nurse after taking courses in high school and earning her CNA license.

WIOA paid educational expenses not covered by PELL Grant and the Arkansas Academic Challenge scholarship. Alissa worked hard each semester to gain the best grades she could, kept up with all activities required of her and worked enthusiastically to succeed. She earned her LPN license and now works at the Waldron Nursing & Rehab Center.



## Success Story Tyronda Scott

- Partnership: Southwest AR Workforce Development Board
- Barriers: Low-Income, Homeless, Underemployed, Other Life Obstacles
- Attended Southern Arkansas University Tech
- Earned LPN and RN Degrees and License through WIOA Title I funding
- Currently employed as a Registered Nurse



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**APPENDICE II:  
WIOA Titles I – IV PY '22 Performance Outcomes**

**PY2022 Performance Outcomes Titles I & III**

PY2022 Performance Outcomes	Title I-Adult		Title I-Dislocated		Title I-Youth		Title III-Wagner-Peyser	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Percent in More than 1 Core Program		33.7%		65.2%		30.5%		0.8%
Career Services Participants		1,067		162		638		62,879
Career Services Participants Exited		702		134		442		58,473
Career Services Funds Expended		\$1,850,730		\$787,052		\$1,122,429		\$4,802,727
Avg. Cost Per Career Service Participant		\$1,735		\$4,858		\$1,759		\$76
Training Services Participants		812		135		145		
Training Services Participants Exited		548		112		90		
Training Services Funds Expended		\$2,054,634		\$294,861		\$1,745,811		
Avg. Cost Per Training Service Participant		\$2,530		\$2,184		\$12,040		
Total Participants Served		1,067		164		652		62,953
Total Participants Exited		702		134		455		58,535
2nd Quarter Employment	83.0%	81.0%	83.0%	84.4%	73.0%	76.6%	69.5%	70.4%
4th Quarter Employment	82.0%	78.7%	85.0%	82.3%	76.0%	76.4%	69.5%	67.7%
2nd Quarter Median Earnings	\$6,649	\$7,481	\$7,227	\$9,302	\$3,700	\$3,628	\$5,477	\$6,481
Credential Attainment	81.0%	68.0%	79.0%	65.7%	62.0%	51.4%		
Measureable Skills Gain	71.0%	73.7%	68.5%	79.3%	59.0%	65.9%		

**PY2022 Performance Outcomes Titles II & IV**

PY2022 Performance Outcomes	Title II-Adult Education		Title IV-Vocational Rehabilitation			
	Target	Actual	Target	Actual-VR	Actual-ARS	Actual-DSB
Percent in More than 1 Core Program		0.03%		0.10%		
Career Services Participants		9,736		5,061		
Career Services Participants Exited		7,130		2,032		
Career Services Funds Expended		\$1,624,275		\$2,639,238		
Avg. Cost Per Career Service Participant		\$167		\$521		
Training Services Participants		774		3,770		
Training Services Participants Exited		715		836		
Training Services Funds Expended		\$309,049		\$10,151,179		
Avg. Cost Per Training Service Participant		\$399		\$2,693		
Total Participants Served		9,736		9,315	8340	813
Total Participants Exited		7,130		2,154	1943	289
2nd Quarter Employment	42.0%	55.0%	60.5%	63.5%	65.2%	45.0%
4th Quarter Employment	27.8%	53.6%	57.3%	61.7%	64.6%	35.1%
2nd Quarter Median Earnings	\$4,500	\$5,437	\$5,697	\$6,767	\$6,729	\$7,949
Credential Attainment	46.0%	40.1%	28.9%	35.5%	35.5%	40.0%
Measureable Skills Gain	52.0%	59.8%	55.6%	57.5%	59.4%	17.5%



## 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%

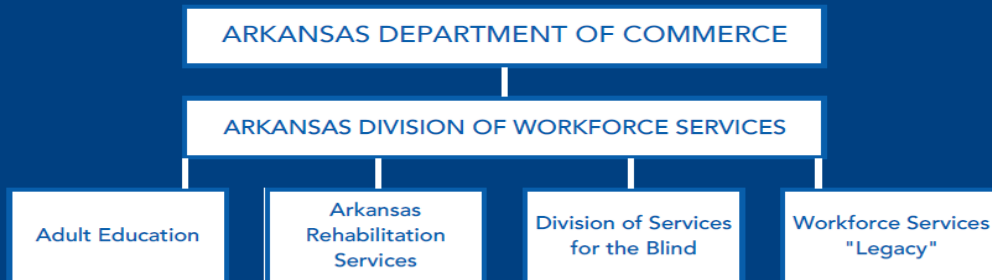
WIOA Title I Youth	PY 22	PY 23
Education or Training Activities or Employment in the 2nd quarter after exit	73.00%	73.00%
Education or Training Activities or Employment in the 4th quarter after exit	76.00%	76.00%
Median Earnings in the 2nd quarter after exit	\$3,700	\$3,700
Credential Attainment Rate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



### WIOA Titles I-IV Negotiated Performance Rates- PY '23

## PY2023 Performance Targets

	Title I-Adult	Title I-Dislocated Worker	Title I-Youth	Title II-Adult Education	Title III-Wagner-Peyser	Title IV-Voc. Reab.	Eligible Training Providers	
							WIOA Participants	All Participants
2nd Quarter Employment	83.0%	83.0%	73.0%	43.0%	69.5%	61.5%	25.0%	30.0%
4th Quarter Employment	82.0%	85.0%	76.0%	30.0%	69.5%	57.9%	25.0%	35.0%
2nd Quarter Median Earnings	\$ 6,649	\$ 7,227	\$ 3,700	\$ 4,600	\$ 5,477	\$ 5,787	\$2,000	\$1,900
Credential Attainment	81.0%	79.0%	62.0%	47.0%		30.9%	25.0%	25.0%
Measureable Skills Gain	71.0%	68.5%	59.0%	51.0%		57.6%		
Program Completion Rate							19.5%	19.5%



**DIVISION OF WORKFORCE SERVICES  
"LEGACY"**

- Employment Assistance
- Veterans Services
- Workforce Innovation & Opportunity Act
- Information Desk
- Dislocated Worker Services
- Labor Market Information
- Work Opportunity Tax Credit
- Temporary Assistance for Needy Families
- Office of Compliance & Integrity
- Unemployment Insurance
- New Hire Registry
- UI Trust Fund Status
- Funded Appropriation

*\*PROGRAMS ADMINSTERED IN PY'22*



Equal Opportunity Employers/Programs  
 Auxiliary aids and services available upon request to disabled individuals.  
 Voice 1-800-285-1121 | TDD 1-800-285-1131

2 CAPITOL MALL  
 LITTLE ROCK, AR  
 501-682-2121

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