



**Workforce Investment Act  
Title I-B  
Annual Report**

**Program Year 2007  
July 2007 – June 2008  
The Arkansas Workforce Investment Board  
October 2008**

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WORKFORCE

INVESTMENT

IN

ARKANSAS

PROGRAM YEAR

2007

## **BACKGROUND AND OVERVIEW**

Arkansas's Act 1125, known as the Workforce Investment Act has as its primary purpose to outline a workforce development plan for Arkansas and to comply with the federal Workforce Investment Act of 1998 by providing workforce investment activities, through statewide and local workforce investment systems.

These systems work together to increase the employment, retention, and earning power of WIA participants and to increase occupational skill attainment resulting in an improved, qualified workforce, a reduction in welfare dependency, a boon to the state economy, and an enhanced, productive, and competitive labor force.

By appointing a workforce comprised of 51 percent business individuals with specific knowledge and experiences, Governor Mike Beebe assured that his council of advisors would also be a network of statewide leaders from every sector effecting economic growth for the state. The Governor took the initiative for WIA to have a profound and lasting impact on the state and its citizens.

The Arkansas Workforce Investment Board is the primary instrument for workforce policy and guidance, and its role is vital to the continuous improvement of workforce development. For Program Year 2007 the Governor's Priorities listed below were identified for concentrated focus:

- (1) Arkansas Mature Worker Program/NGA Policy Academy  
For Civic Engagement and Employment of Mature Adults
- (2) Arkansas Youth Development Collaborative/Shared Youth Vision Grant
- (3) Collaboration with Arkansas Department of Workforce Services  
On the Career Readiness Certificate Initiative

**WORKFORCE**

**INVESTMENT**

**IN**

**ARKANSAS**

**PROGRAM YEAR**

**2007**

## **THE YEAR IN REVIEW**

The Arkansas Mature Worker Program/NGA Policy Academy Initiative is designed to develop a vehicle for exploring, implementing, enhancing and/or expanding engagement of, and services to the mature (50+) population of Arkansas in the arenas of 1) employment options, 2) volunteer opportunities, 3) lifelong learning, and 4) wellness (health and social services issues) choices.

The AWIB awarded a total of \$200,000 in incentive funds across the ten local workforce investment areas for PY 2006 performance.

Arkansas Youth Development Collaborative/Shared Youth Vision is designed to provide a regionalized or localized infrastructure for the development of a comprehensive service delivery system to appropriately serve the nine categories of youth in the state.

The Arkansas Career Readiness Certificate program offers a portable credential that certifies that a person has the core employability skills required across multiple industries and occupations. The credential will reduce employee turnover, build job seekers' confidence, increase a graduate's chances for hire and boost economic development.

The Governor's Vision and Mission for the Arkansas Workforce Investment Board was revisited and articulated to present a renewed emphasis on diversity and regional economies as follows:

### **Vision**

A highly trained and diversified workforce that meets the needs of high growth industry, which drives a statewide regionalized economy that is competitive in the global market.

### **Mission**

The Arkansas Workforce Investment Board will strive to ensure an innovative and demand-driven workforce investment system, in collaboration with educational, business, industry, labor and state agencies, that effectively leverages employment and training resources and collectively responds to the needs of local and regional economies.

The workforce investment system will:

Enable collaboration at a regional level by engaging education, economic development, business and industry as partners;

Foster the development of individualized career pathways; and

Establish an accountable and responsive One Stop workforce network that is sensitive to the needs of a trained and diversified labor market.

The Arkansas Workforce Information Core Products and Services Grant provided outstanding public information and data resource access through several media resources including:

<http://www.discoverarkansas.net> and <http://www.discover.arkansas.gov>, and the *Directory of Licensed, Certified, and Registered Occupations in Arkansas* available at [http://www.discoverarkansas.net/admin/uploadedPublications/742\\_DLO.pdf](http://www.discoverarkansas.net/admin/uploadedPublications/742_DLO.pdf),

ArkOSCAR ([www.arkoscar.org](http://www.arkoscar.org)): The Arkansas version of the Occupation and Skill Computer-Automated Researcher.

2007-2008 Career Watch ([www.careerwatch.org](http://www.careerwatch.org)): career magazine providing students and parents with over 20 areas of interests in the world of work.

High Demand Targeted Jobs – National Governor’s Association (NGA) Skills Matching System: Information on skill needs, projections, wages, training programs, licensing requirements, and designates if it is a high demand occupation in Arkansas.

Career Interests, Training, and Job Outlook System – simplifies the alignment of the Career Cluster/system with occupational specialties.

Affirmative Action ([www.discoverarkansas.net](http://www.discoverarkansas.net) or [www.discover.arkansas.gov](http://www.discover.arkansas.gov)): Supports the state and local workforce areas business, education, economic development, other agencies, and the general public.

Real-Life Arkansas ([www.real-life.arkansas.gov](http://www.real-life.arkansas.gov)): Supports our partners in education and employment, as an interactive “lifestyle budget calculator” for students and job seekers.

The Future Awaits : Teaches young adults pre-employment basics, including resume preparation, how to apply for jobs, appropriate dress, interview tips, and even basic guidance on how to complete federal tax forms.

Arkansas Consumer Reporting System (ACRS) ([www.arkansascrs.org](http://www.arkansascrs.org)): ACRS provides an interactive, customer driven, search engine to review all educational entities within state boundaries.

Projected Employment Opportunities List (formerly the “Demand Occupations List”): Publication that identifies future job opportunities and links them to training programs with the state. It can be viewed at [http://www.discoverarkansas.net/admin/uploadedPublications/397\\_Projected\\_Employment\\_Opportunities\\_List.pdf](http://www.discoverarkansas.net/admin/uploadedPublications/397_Projected_Employment_Opportunities_List.pdf).

Workforce Area Profiles: Labor market profiles for each local workforce area can be found on “Discover Arkansas” ([www.discover.arkansas.net](http://www.discover.arkansas.net)).

**ARKANSAS**

**WORKFORCE  
INVESTMENT BOARD  
MEMBERS**

**PROGRAM YEAR**

**2007**

## **AWIB Board Members**

Ms. Terrie Baker, Chair	Mr. Donny Jackson
Ms. Diane Hilburn, Vice Chair	Ms. Sandra Kerr
Ms. Sarah Agee (Governor's Liaison)	Mr. Jim Knight
Tom Anderson	Mr. Hugh Leavell
Senator Gilbert Baker	Mr. Sammy McGuire
Dr. Dan Bakke	Judge Steve McGuire
Mr. Lawrence Bearden	Mr. Dwayne Mays
Governor Mike Beebe	Ms. Deborah Michael
Mr. Ricky Belk	Director Katy Morris
Mr. John R. Berry	Mr. Ken Milbrodt
Dr. Judith "Dee" Blair	Mr. Eddie Miller
Mr. Herbert Broadway	Mayor Charles Northcutt
Mr. David Burnley	Mr. J. Michael Norton
Representative Dawn Creekmore	Ms. Mary Parham
Ms. Linda Delaney	Director Dr. Jim Purcell
Mayor Richard Deweese	Mr. Michael Rebick
Mr. Larry Featherstone	Director John Selig
Mr. Donnie Fowler	Senator Tracy Steele
Ms. Linda Gray	Mr. Hays Sullivan
Director Maria Haley	Director Robert Treviño
Mr. Randy Haynie	Director William "Bill" Walker
Mr. Eric Herget	Director Artee Williams
Mr. Alan Hughes	Ms. Cindy Young

**ARKANSAS**

**GOVERNOR'S PRIORITIES**

**PROGRAM YEAR  
2007**

**ARKANSAS MATURE  
WORKER PROGRAM / NGA  
POLICY ACADEMY**

**FOR CIVIC ENGAGEMENT AND  
EMPLOYMENT OF MATURE  
ADULTS**

**PROGRAM YEAR  
2007**

## **ARKANSAS MATURE WORKER PROGRAM / NGA POLICY ACADEMY**

### **PURPOSE:**

To expand the work of the NGA Policy Academy Initiative, developing a vehicle for exploring, implementing, enhancing and/or expanding engagement of and services to the mature (50+) population of Arkansas in the arenas of 1) employment options, 2) volunteer opportunities, 3) lifelong learning, and 4) wellness (health and social services issues) choices.

### **GOALS:**

Establish a permanent Mature Worker Program as an Arkansas Workforce Development Initiative by embedding the organization of specific efforts into the existing infrastructure of state workforce agencies (primarily the Department of Workforce Services and Arkansas Workforce Investment Board)

Provide multiple portals that enable all Arkansas' 50+ seniors to access services related to workforce connections, health-related needs, life-long learning and civic engagement opportunities

### **ACTIONS:**

Design website with four access portals  
Build network of linkages to related resources  
Explore additional avenues for information access

Designate mature worker specialists in each of the ten local workforce areas  
Develop a Training Manual for the MW specialists  
Schedule rollout of training module for area staffers

Launch Public Relations & Promotion Campaign  
Design Logo  
Develop brochure/materials for outreach  
Roll out website  
Convene "Mature Worker" Speaker's Bureau

Expand scope of Work Life Balance Awards  
Encourage and Increase number of applications from employers for "Mature Worker" friendly recognition  
Provide linkage to AARP Workforce Assessment Tool within MW section of employer application for Work Life Balance Award

Design and produce Employer Toolkit  
Obtain assistance from LMI unit of DWS for development of Information charts and data to assist employers in assessment of the available workforce

Explore additional venues for information dissemination and access

**BENCHMARKS:**

Timelines accomplished

**EXPECTANCIES/RESULTS:**

Increased job listings/placements for targeted population

Observation of and Governor's proclamation for "Hire the Older Worker" week

**PRODUCTS:**

Logo

Brochure

Toolkit

Training Manual

Speaker's Bureau

Website

Outreach campaign

ARKANSAS  
YOUTH DEVELOPMENT  
COLLABORATIVE  
(AYDC)

PROGRAM YEAR  
2007

## **ARKANSAS YOUTH DEVELOPMENT COLLABORATIVE/SHARED YOUTH VISION GRANT**

The purpose of the Shared Youth Vision Grant is to provide a regionalized or localized infrastructure for the development of a comprehensive service delivery system to appropriately serve the nine categories of youth in the state.

The process to achieve that purpose will be done through the development of a local or regional youth development collaborative that uses the AYDC collaborative model. The process will include creating a local youth vision, a youth vision statement, asset mapping, SWAT analysis, and the assessment of a leadership-planning-implementation infrastructure that will be the foundation for achievement of the local vision.

The process includes the setting of goals and action plans that are outcome driven. Formation of two local/regional collaborative efforts is complete and additional local collaborations will follow.

## ARKANSAS YOUTH DEVELOPMENT COLLABORATIVE (AYDC)

The Arkansas Youth Development Collaborative (AYDC) is the entity leading the effort to develop the Arkansas State Youth Vision program. The AYDC was formed out of the challenge given to the state following the first Federal Youth Vision Forum held in Phoenix, Arizona, in December 2004. The Collaborative was formed in April 2005 from a core group of interested state agency liaisons, community leaders, and local workforce area administrators, and has continued with strong participation from state agencies, service providers and volunteers. To date, the Collaborative has conducted seven quarterly meetings to advance the mission, vision, and strategies listed below. The Arkansas Workforce Investment Board (AWIB) acts as the lead and oversight agency of the AYDC.

The AYDC vision is to enable all youth-serving entities, statewide, to freely share information and resources to create and sustain a comprehensive system that provides youth easy access to the services and support that will prepare them to be productive members of society. It's mission: to promote all partners (public agencies, private entities, churches, community and faith-based organizations, and family members) to actively seek input from employers and youth, and jointly focus their resources on meeting the needs identified and subsequently to connect youth with high quality secondary and postsecondary educational opportunities and high-growth and other employment opportunities.

The AYDC has established the following objectives:

- Develop and coordinate policy, within existing policy structures, to address the needs of disadvantaged youth;
- Maximize interagency collaborations to utilize the significant expertise within specific Federal agencies;
- Develop innovative approaches that efficiently and effectively respond to serving youth;
- Enhance the quality of service delivery and improve efficiencies; and
- Improve the outcomes for the youth served by the Federal agencies.

AYDC has been very successful during its short time of existence, and to its credit, the following milestones have been achieved:

- Launched a youth specific website used to keep youth, parents, professionals and collaboration members informed of best practices and outcome strategies to target the state's youth.
- Conducted the AYDC Youth Workforce Development Summit in partnership with the Arkansas Coalition for Juvenile Justice.
- Selected as one of sixteen states in the United States to participate in an advanced Federal Technical Assistance Forum in Atlanta, GA.
- Adopted "Youth of Promise" in lieu of "neediest youth" to define the targeted youth.
- Established eligibility to receive additional federal investment resources to rollout, at the local and regional level, an initiative for meeting the needs of the neediest (Youth of Promise) of the state.

- Established plan to initiate a state solutions desk to provide assistance to service providers and agencies regarding service needs and possible requests for waivers to accomplish overarching case management and service delivery.

# LOCAL WORKFORCE INVESTMENT AREAS

## SUCCESS STORIES

### PROGRAM YEAR 2007

## Eastern

### Darius Toney



Darius Toney, a senior at West Memphis High School, has been a participant of the Arkansas Workforce Center Youth Program since June 6, 2006. Darius has participated in several activities such as Leadership Development, Team Building and Money Management. Since being enrolled in the program, Darius has worked two summers as a Summer Camp Counselor for the Boys & Girls Club. As a result of his hard work, Darius was able to purchase his first car. He is excited about attending college next fall, and says he now knows that with hard work, anything is possible. Darius is truly an Eastern Arkansas Star!

## Eastern



### **Tammy Hunt**

Tammy Hunt, a single mother, first visited the Arkansas Workforce Center on April 24, 2006. She was hoping to find more than part time work to help support her family. While visiting the center and working on her resume, Tammy was introduced to a center representative and enrolled into Occupational Skills Training. She was within two years of receiving her B.S. in Social Work at Arkansas State University (ASU).

Tammy's dream became reality May 10, 2008 when she graduated from ASU with her B.S. in Social Work. Tammy is now employed with the Department of Health and Human Services as a Family Services Specialist.

## Eastern

### Christina Barger



Christina Barger was a participant of the Workforce Investment Act Adult Program. Christina came into the Arkansas Workforce Center unemployed and expressed her desire to improve her employability skills. She had not been successful with job searches and realized a need for training. Christina was determined eligible, enrolled in the WIA Adult Program in January 2008, and was selected to be part of the 2008 Nursing Assistant Program Spring Class at Crowley's Ridge Technical Institute. She started Nursing Assistant classes in February 2008 and successfully completed in April 2008.

Christina began her employment as a private nursing assistant for a family friend. She later gained full-time employment at LHC Arkansas Home Care as a Home Care Provider and expressed how grateful she was to have received training that allows her to enjoy her occupation and become self-sufficient.

## Eastern

### Stacy Gossett



Stacy Gossett came into the Arkansas Workforce Center to conduct a job search. He inquired about the Workforce Investment Act (WIA) Adult Program and truck driving school after viewing information about the high demand for truck drivers.

Stacy contacted C-1 Trucking to complete his admission process and later returned to the center to inquire about tuition assistance. He was determined eligible, and enrolled in

the WIA Adult Program in January 2008.

Stacy began truck driving classes in January 2008 and, in February 2008, he received a Professional Truck Driver Training Certificate from C-1 Truck Driver Training Center. He later became employed by U.S. Express as a full-time truck driver. Stacy stated that he has been able to travel as far as the border of Mexico and enjoys his occupation as a truck driver. Stacy is very grateful for the WIA assistance he received.

# Little Rock

## Little Rock Workforce Investment Area

December 2007 saw the largest number of single month graduates since the existence of the Arkansas Workforce Center at Little Rock. For the month of December, the center had twenty-two (22) of its customers graduate from their training programs. The graduates consisted of twenty (20) Registered Nurses, a Licensed Practical Nurse, and a graduate of Film Production School.

The Nurses graduated from the Baptist School of Nursing and the Film Production graduate completed training at the University of Arkansas at Little Rock (UALR). Twenty (20) of the graduates were Adult customers and two (2) were Dislocated Workers. Of the twenty-two (22) graduates, seventeen (17) have already gained employment with salaries ranging from \$18.00 to \$29.00 per hour. The center is extremely proud of these successful clients!

JB was enrolled in the WIA Adult Program at the Little Rock Workforce Center in June 2007. As a single parent and recipient of public assistance, she qualified for Workforce Investment Act Title IB Adult services.

JB already had a Bachelor's degree in Sociology but was unable to obtain self-sufficient employment. She decided to go to school to become a Registered Nurse (RN); nursing is a demand occupation in Little Rock and there are many opportunities. She chose the Baptist School of Nursing and Allied Health and entered their RN Program. During this time, JB worked a part-time job while attending school, but this was not enough for her to obtain her employment goal or maintain her household.

JB came into the Workforce Center for assistance with transportation, uniforms, and exam fees. Without assistance, she would have had to drop out of school. By coordinating the center's services with the Department of Health and Human Services (DHHS) services (e.g. childcare and food stamps), JB was able to graduate from Baptist as an RN. JB completed her training and graduated with honors in December 2007. She has accepted employment with Baptist Hospital (where she had worked part-time); her anticipated starting salary is over \$18.00 an hour.

## North Central

When Kim Moore graduated from high school, she immediately began attending college. However, she was unsure of her career path and decided to drop out to work for a few years. She tried out a variety of jobs and eventually discovered a passion for nursing. With WIA assistance, Kim enrolled at Arkansas State University. She worked diligently for the first two years to ensure that her grades would qualify her for admission into the nursing program.

Kim's 3.54 grade point average landed her a spot in the AAS Nursing program. Kim worked full time at White County Medical Center (WCMC) while attending college. In the spring of 2008, Kim graduated and received her credentials as an LPN. She continues to work at WCMC as a nurse while pursuing her RN degree. Kim says that "she is very appreciative of WIA assistance and could not have completed her LPN program nor continued on to pursue an RN degree without WIA assistance."

## **Northeast**

Veronica Clayton lost her job due to a plant closure. She decided to return to school to get her Associate of Applied Science degree. She graduated in 2002 with her A.A.S. Degree in Office Technology. Although she now had her two-year degree, she was not where she wanted to be financially. In 2003, she decided to return to college to get her Bachelor of Applied Science in Business Administration. Veronica applied for WIA assistance and was accepted into the program. The road to success was difficult. She was working, attending college, and taking care of her son, but she was determined to obtain her degree.

Veronica eventually graduated with a B.A. in Business Administration. She is currently employed as a WIA Case Manager in Northeast Arkansas. She says that she is now motivated more so than ever before because she has accomplished the goals she set out to achieve. Veronica has a clearer vision of what she plans to do with her life. Veronica says, "Working for WIA is a great opportunity, not only do I have a career, but I love working with people with similar circumstances."

## **Northeast**

Crissie Overshine is a mother of three and the wife of a military soldier. After learning that her husband would not be deployed again after his second tour, she decided that this would be the perfect time for her to pursue her educational goals. Crissie applied to and was accepted into the LPN program at Arkansas Northeastern College (ANC) in Paragould.

Unfortunately, three weeks before classes began, Crissie's husband was called to report for his third deployment. Disappointed, but very determined to attend college and receive her LPN certification, she decided to move forward with her plans. Crissie was unable to receive a Pell for the summer semesters, but fortunately she had learned about the WIA program at the LPN student orientation.

She contacted the Arkansas Workforce Center about financial assistance. With lots of support and encouragement from family and friends and the financial assistance from WIA, she graduated from ANC and received her LPN license. Crissie now works at the Northeast Arkansas Clinic in Jonesboro. She said she is right where she wants to be and is just waiting for her husband to come home safe.

## Southwest

Jennifer Brown, a single mother of two beautiful boys in Fordyce, Arkansas, was faced with many barriers while pursuing a Physical Therapy Assistant degree at South Arkansas Community College in El Dorado. The high cost of gasoline was one of her major barriers. She stated, “Without WIA assistance, traveling 100 mile roundtrip each day, I would not have been able to afford the gas and finish school”.

Determined to succeed and to be a good role model for her children were the primary reasons that kept Jennifer going. She stated, “I always knew what my goal was but I didn’t know how I was going to accomplish it.” She graduated Cum Laude in May 2008. Jennifer is currently employed with Jefferson Regional Medical Center in Pine Bluff, Arkansas as a Physical Therapist Assistant.

## WIA Annual Report (ETA Form 9091)

State Name: AR

Date Submitted: 10/10/2008

### WIA Title IB

### Annual Report Form (ETA 9091)

**I. Narrative Section**

- A. A discussion of the cost of workforce investment activities relative to the effect of the activities on the performance of participants.
- B. A description of State evaluations of workforce investment activities, including:
  - 1. The questions the evaluation will/did address;
  - 2. A description of the evaluation's methodology; and
  - 3. Information about the timing of feedback and deliverables.

**II. Table Section**

**Table A - Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	86.5	87.4	641.0	1,000.0	1,000.0	64.1
Employers	81.0	74.5	505.0	612.0	612.0	82.5

**Table B - Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	90.0	92.3	528 572
Employment Retention Rate	91.5	94.7	820 866
Average Earnings	12,300.0	12,898.1	9,428,482 731
Employment and Credential Rate	78.0	83.0	625 753

**Table C - Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	91.2	$\frac{187}{205}$	75.0	$\frac{21}{28}$	75.0	$\frac{6}{8}$	100.0	$\frac{4}{4}$
Employment Retention Rate	90.7	$\frac{215}{237}$	90.0	$\frac{27}{30}$	83.3	$\frac{10}{12}$	85.7	$\frac{6}{7}$
Average Earnings Rate	10,707.2	$\frac{2,045,067}{191}$	13,888.5	$\frac{347,213}{25}$	14,450.8	$\frac{115,606}{8}$	15,709.8	$\frac{94,259}{6}$
Employment and Credential Rate	80.9	$\frac{195}{241}$	53.3	$\frac{16}{30}$	44.4	$\frac{4}{9}$	100.0	$\frac{4}{4}$

**Table D - Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	93.8	$\frac{411}{438}$	87.3	$\frac{117}{134}$
Employment Retention Rate	95.3	$\frac{703}{738}$	91.4	$\frac{117}{128}$
Average Earnings Rate	13,581.8	$\frac{8,570,099}{631}$	8,583.8	$\frac{858,383}{100}$

**Table E - Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	93.0		97.2	$\frac{171}{176}$
Employment Retention Rate	95.0		98.3	$\frac{171}{174}$
Average Earnings	13,000.0		14,428.3	$\frac{2,207,528}{153}$
Employment and Credential Rate	81.0		83.1	$\frac{143}{172}$

**Table F - Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	96.0	$\frac{24}{25}$	100.0	$\frac{7}{7}$	100.0	$\frac{7}{7}$	100.0	$\frac{7}{7}$
Employment Retention Rate	100.0	$\frac{14}{14}$	100.0	$\frac{2}{2}$	100.0	$\frac{4}{4}$	88.9	$\frac{8}{9}$
Average Earnings Rate	15,663.8	$\frac{172,302}{11}$	20,772.5	$\frac{41,545}{2}$	20,013.0	$\frac{60,039}{3}$	11,782.5	$\frac{94,260}{8}$
Employment and Credential Rate	79.2	$\frac{19}{24}$	71.4	$\frac{5}{7}$	83.3	$\frac{5}{6}$	100.0	$\frac{5}{5}$

**Table G - Other Outcome for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	97.0	161	100.0	10
		166		10
Employment Retention Rate	98.7	150	95.5	21
		152		22
Average Earnings Rate	14,672.3	1,951,414	12,805.7	256,114
		133		20

**Table H.1 - Youth (14 - 21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	0.0	76.2	480
			630
Attainment of Degree or Certificate	0.0	72.0	504
			700
Literacy and Numeracy Gains	0.0	58.7	84
			143

**Table H.2 - Older Youth (19 - 21) Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78.0	88.4	84
			95
Employment Retention Rate	90.0	97.8	87
			89
Average Earnings	4,150.0	4,181.8	326,179
			78
Credential Rate	55.0	65.6	84
			128

**Table I - Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
EER Rate	84.9	45	100.0	2	85.7	6	86.7	72
		53		2		7		83
ERR Rate	100.0	39	100.0	2	100.0	5	97.4	74
		39		2		5		76
Average Earnings Rate	3,995.9	143,852	-3,812.0	-7,624	6,888.8	34,444	3,019.6	199,296
		36		2		5		66
Credential Rate	68.1	47	33.3	1	66.7	6	62.1	64
		69		3		9		103

**Table J - Younger Youth (14 - 18) Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	93.5	95.6	2,119 2,216
Youth Diploma or Equivalent Rate	86.5	90.0	441 490
Retention Rate	84.0	90.0	452 502

**Table K - Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients	Individuals with Disabilities	Out-of-School Youth
Skill Attainment Rate	94.6	97.4	94.9
	1,174 1,241	150 154	166 175
Youth Diploma or Equivalent	86.6	97.3	66.7
	174 201	36 37	22 33
Retention Rate	87.1	79.4	91.2
	121 139	27 34	83 91

**Table L - Other Reported Information**

Reported Information	12 Month Employment Retention Rate	12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)	Placement in Non-traditional Employment	Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment	Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services
Adults	91.8	8,625.8	1.5	5,077.1	75.7
	796 867	6,590,085 764	8 528	2,457,318 484	311 411
Dislocated Workers	97.5	134.9	0.6	6,403.9	74.5
	196 201	2,559,685 1,897,780	1 171	1,018,227 159	120 161
Older Youths	76.7	3,773.3	6.0	3,869.5	
	69 90	275,454 73	5 84	297,950 77	

**Table M - Participation Levels**

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	28,637	23,731
Total Adult self-service only	26,152	22,522
WIA Adult	27,865	23,480
WIA Dislocated Worker	778	256
Total Youth (14-21)	2,383	852
Younger Youth (14-18)	2,121	708
Older Youth (19-21)	262	144
Out-of-School Youth	356	199
In-School Youth	2,027	653

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		8115577.90
Local Dislocated Workers		4660723.80
Local Youth		9060873.40
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		2714114.40
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		432010.90
Statewide Allowable Activities WIA Section 134(a)(3)	Program Activity Description	
	Aerospace	12984.50
	AWIB Support	871782.80
	Conference Training & Technical Assistance	68047.20
	GAE Administration	1134635.30
	KUDER Assessment	100000.00
	Incumbent Worker Training Program	1195281.30
	Outreach	11933.50
	Workforce Innovations Conference	25272.20
		0.00
		0.00
		0.00
Total of All Federal Spending Listed Above		28403237.20



**Table O - Local Performance**

Local Area Name <u>Northeast</u>	Total Participants Served	Adults	8518
		Dislocated Workers	151
		Older Youth (19 - 21)	58
		Younger Youth (14 - 18)	411
ETA Assigned # <u>05050</u>	Total Exiters	Adults	7592
		Dislocated Workers	47
		Older Youth (19 - 21)	35
		Younger Youth (14 - 18)	150

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86.5	93.0
	Employers	81.0	76.5
Entered Employment Rates	Adults	91.5	89.6
	Dislocated Workers	92.0	94.6
	Older Youth	84.0	88.2
Retention Rates	Adults	93.0	95.9
	Dislocated Workers	95.0	97.6
	Older Youth	94.0	100.0
	Younger Youth	84.0	90.1
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13700.0	13933.6
	Dislocated Workers	14350.0	14329.1
	Older Youth	4000.0	5598.7
Credential/Diploma Rates	Adults	81.0	82.3
	Dislocated Workers	76.5	77.1
	Older Youth	55.0	66.7
	Younger Youth	87.0	91.4
Skill Attainment Rate	Younger Youth	93.5	95.3
Placement in Employment or Education	Youth (14 - 21)	0.0	73.2
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	51.6
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	63.6

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance)		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14



**Table O - Local Performance**

Local Area Name <u>Northwest</u>	Total Participants Served	Adults	1823
		Dislocated Workers	146
		Older Youth (19 - 21)	41
		Younger Youth (14 - 18)	203
ETA Assigned # <u>05025</u>	Total Exiters	Adults	1479
		Dislocated Workers	42
		Older Youth (19 - 21)	20
		Younger Youth (14 - 18)	46

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86.5	88.3
	Employers	81.0	78.2
Entered Employment Rates	Adults	91.0	94.1
	Dislocated Workers	92.0	97.1
	Older Youth	83.0	100.0
Retention Rates	Adults	94.0	90.8
	Dislocated Workers	95.0	95.9
	Older Youth	90.0	92.9
	Younger Youth	84.0	88.2
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13600.0	12399.3
	Dislocated Workers	12000.0	14350.4
	Older Youth	4000.0	6539.8
Credential/Diploma Rates	Adults	78.0	85.5
	Dislocated Workers	82.0	85.3
	Older Youth	55.0	82.4
	Younger Youth	86.0	96.2
Skill Attainment Rate	Younger Youth	93.5	94.8
Placement in Employment or Education	Youth (14 - 21)	0.0	58.2
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	61.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance)		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14

**Table O - Local Performance**

Local Area Name <u>West Central</u>	Total Participants Served	Adults	3066
		Dislocated Workers	11
		Older Youth (19 - 21)	21
		Younger Youth (14 - 18)	59
ETA Assigned # <u>05030</u>	Total Exiters	Adults	2749
		Dislocated Workers	7
		Older Youth (19 - 21)	18
		Younger Youth (14 - 18)	30

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86.5	93.0
	Employers	81.0	76.8
Entered Employment Rates	Adults	88.5	100.0
	Dislocated Workers	94.0	100.0
	Older Youth	77.0	78.6
Retention Rates	Adults	93.0	95.1
	Dislocated Workers	95.0	100.0
	Older Youth	90.0	100.0
	Younger Youth	84.0	88.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13300.0	13427.1
	Dislocated Workers	12000.0	10970.5
	Older Youth	3800.0	2209.1
Credential/Diploma Rates	Adults	81.0	96.0
	Dislocated Workers	83.0	88.9
	Older Youth	55.0	75.0
	Younger Youth	86.0	100.0
Skill Attainment Rate	Younger Youth	93.5	100.0
Placement in Employment or Education	Youth (14 - 21)	0.0	90.9
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	91.4
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	100.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	3	0	14

**Table O - Local Performance**

Local Area Name <u>North Central</u>	Total Participants Served	Adults	3160
		Dislocated Workers	57
		Older Youth (19 - 21)	16
		Younger Youth (14 - 18)	224
ETA Assigned # <u>05020</u>	Total Exiters	Adults	2806
		Dislocated Workers	21
		Older Youth (19 - 21)	10
		Younger Youth (14 - 18)	144

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86.5	91.4
	Employers	81.0	82.1
Entered Employment Rates	Adults	91.5	94.8
	Dislocated Workers	97.0	100.0
	Older Youth	77.0	100.0
Retention Rates	Adults	93.0	96.1
	Dislocated Workers	95.0	100.0
	Older Youth	92.0	100.0
	Younger Youth	84.0	94.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11000.0	12073.0
	Dislocated Workers	12000.0	12642.7
	Older Youth	4400.0	7568.8
Credential/Diploma Rates	Adults	82.0	86.4
	Dislocated Workers	86.0	90.0
	Older Youth	55.0	100.0
	Younger Youth	87.0	95.6
Skill Attainment Rate	Younger Youth	93.5	98.7
Placement in Employment or Education	Youth (14 - 21)	0.0	85.6
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	96.0
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	100.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	0	0	17

**Table O - Local Performance**

Local Area Name <u>City of Little Rock</u>	Total Participants Served	Adults	1714
		Dislocated Workers	47
		Older Youth (19 - 21)	39
		Younger Youth (14 - 18)	237
ETA Assigned # <u>05005</u>	Total Exiters	Adults	1356
		Dislocated Workers	22
		Older Youth (19 - 21)	23
		Younger Youth (14 - 18)	52

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86.5	80.0
	Employers	81.0	69.4
Entered Employment Rates	Adults	91.0	92.3
	Dislocated Workers	92.0	93.3
	Older Youth	76.0	81.5
Retention Rates	Adults	93.0	94.2
	Dislocated Workers	95.0	100.0
	Older Youth	91.0	100.0
	Younger Youth	84.0	87.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13700.0	13291.7
	Dislocated Workers	12000.0	18085.0
	Older Youth	3800.0	1455.1
Credential/Diploma Rates	Adults	72.0	82.9
	Dislocated Workers	80.0	68.8
	Older Youth	55.0	58.3
	Younger Youth	87.0	78.0
Skill Attainment Rate	Younger Youth	93.5	96.9
Placement in Employment or Education	Youth (14 - 21)	0.0	74.7
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	75.4
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	6	0	11

**Table O - Local Performance**

Local Area Name <u>Central</u>	Total Participants Served	Adults	3267
		Dislocated Workers	75
		Older Youth (19 - 21)	13
		Younger Youth (14 - 18)	208
ETA Assigned # <u>05010</u>	Total Exiters	Adults	2381
		Dislocated Workers	56
		Older Youth (19 - 21)	2
		Younger Youth (14 - 18)	70

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86.5	85.1
	Employers	81.0	75.8
Entered Employment Rates	Adults	89.0	94.1
	Dislocated Workers	94.0	100.0
	Older Youth	78.0	100.0
Retention Rates	Adults	92.0	100.0
	Dislocated Workers	95.0	100.0
	Older Youth	91.0	100.0
	Younger Youth	84.0	84.4
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	13700.0	11641.5
	Dislocated Workers	14000.0	16071.7
	Older Youth	4400.0	3619.3
Credential/Diploma Rates	Adults	80.5	91.7
	Dislocated Workers	81.5	87.5
	Older Youth	55.0	50.0
	Younger Youth	87.0	80.0
Skill Attainment Rate	Younger Youth	93.5	93.5
Placement in Employment or Education	Youth (14 - 21)	0.0	59.0
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	51.6
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	80.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	6	1	10

**Table O - Local Performance**

Local Area Name <u>Southwest</u>	Total Participants Served	Adults	2522
		Dislocated Workers	39
		Older Youth (19 - 21)	12
		Younger Youth (14 - 18)	114
ETA Assigned # <u>05040</u>	Total Exiters	Adults	2058
		Dislocated Workers	18
		Older Youth (19 - 21)	10
		Younger Youth (14 - 18)	48

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86.5	85.1
	Employers	81.0	79.2
Entered Employment Rates	Adults	91.0	83.3
	Dislocated Workers	91.5	90.0
	Older Youth	76.0	100.0
Retention Rates	Adults	91.0	94.4
	Dislocated Workers	95.0	100.0
	Older Youth	90.0	100.0
	Younger Youth	84.0	88.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	11200.0	11039.2
	Dislocated Workers	14400.0	13566.7
	Older Youth	4400.0	5620.0
Credential/Diploma Rates	Adults	80.0	76.8
	Dislocated Workers	78.0	81.8
	Older Youth	55.0	33.3
	Younger Youth	86.0	80.0
Skill Attainment Rate	Younger Youth	93.5	90.1
Placement in Employment or Education	Youth (14 - 21)	0.0	73.8
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	72.5
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	50.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance)		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	10	0	7

**Table O - Local Performance**

Local Area Name <u>Eastern</u>	Total Participants Served	Adults	760
		Dislocated Workers	20
		Older Youth (19 - 21)	40
		Younger Youth (14 - 18)	368
ETA Assigned # <u>05055</u>	Total Exiters	Adults	471
		Dislocated Workers	16
		Older Youth (19 - 21)	13
		Younger Youth (14 - 18)	57

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86.5	88.4
	Employers	81.0	74.7
Entered Employment Rates	Adults	88.0	94.8
	Dislocated Workers	91.0	100.0
	Older Youth	71.0	88.9
Retention Rates	Adults	84.0	95.7
	Dislocated Workers	95.0	100.0
	Older Youth	86.0	100.0
	Younger Youth	84.0	90.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	9200.0	11430.0
	Dislocated Workers	12000.0	11676.5
	Older Youth	3900.0	1979.1
Credential/Diploma Rates	Adults	74.0	76.4
	Dislocated Workers	76.0	84.6
	Older Youth	55.0	33.3
	Younger Youth	87.0	88.6
Skill Attainment Rate	Younger Youth	93.5	93.3
Placement in Employment or Education	Youth (14 - 21)	0.0	85.7
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	67.3
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	50.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	5	0	12

**Table O - Local Performance**

Local Area Name <u>Western</u>	Total Participants Served	Adults	847
		Dislocated Workers	222
		Older Youth (19 - 21)	15
		Younger Youth (14 - 18)	60
ETA Assigned # <u>05035</u>	Total Exiters	Adults	692
		Dislocated Workers	16
		Older Youth (19 - 21)	9
		Younger Youth (14 - 18)	24

Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	86.5	81.7
	Employers	81.0	73.1
Entered Employment Rates	Adults	91.0	90.9
	Dislocated Workers	93.0	100.0
	Older Youth	84.0	100.0
Retention Rates	Adults	91.0	93.1
	Dislocated Workers	95.0	100.0
	Older Youth	90.0	83.3
	Younger Youth	84.0	100.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	10900.0	13047.8
	Dislocated Workers	12750.0	8668.8
	Older Youth	4400.0	7190.2
Credential/Diploma Rates	Adults	79.0	81.8
	Dislocated Workers	82.0	83.3
	Older Youth	55.0	55.6
	Younger Youth	86.0	85.7
Skill Attainment Rate	Younger Youth	93.5	96.2
Placement in Employment or Education	Youth (14 - 21)	0.0	94.4
Attainment of Degree or Certificate	Youth (14 - 21)	0.0	66.7
Literacy or Numeracy Gains	Youth (14 - 21)	0.0	0.0

Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		
	0.0	0.0
	0.0	0.0

Overall Status of Local Performance	Not Met	Met	Exceeded
	6	0	11

States/grantees are not required to respond to these reporting requirements unless they display an OMB approval number. Respondents' obligation to reply to these reporting requirements are mandatory per WIA section 185 (29 U.S.C. 2935) and WIA Regulations 20 CFR 667.300(e)(2); Wagner-Peyser Act section 10 (29 U.S.C. 49i), Older Americans Act section 503(f)(3) and (4) (42 U.S.C. 3056a(f)(3) and (4)), and TAA Regulations 20 CFR 617.57. Public reporting burden for the collection of information is estimated to average 400 hours per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden, to the Employment and Training Administration, U.S. Department of Labor, Office of Performance and Technology, Division of System Accomplishments, 200 Constitution Avenue, N.W., Washington, DC, 20210 (Paperwork Reduction Project No. 1205-0420).