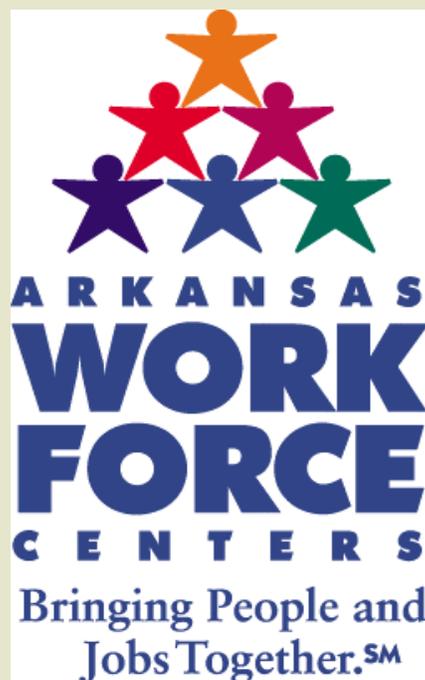


06

Annual Report  
The Arkansas Workforce  
Investment Board



• Message from the Governor .....	3
• Message from the Executive Director.....	4
• Workforce Investment In Arkansas-Background.....	5
The Year in Review.....	7
The Arkansas Workforce Investment Board 2006-2007.....	12
• Governor’s Special Projects and Priorities.....	14
NGA Policy Academy.....	15
Arkansas Mature Worker Initiative.....	17
Arkansas Youth Development Collaborative.....	19
Incumbent Worker Training Program (IWTP).....	21
IWTP Final Award Report.....	23
• Local Successes.....	29
Central Arkansas Local Workforce Investment Area.....	30
City of Little Rock Local Workforce Investment Area.....	31
Eastern Local Workforce Investment Areas.....	33
North Central Arkansas Local Workforce Investment Area.....	35
Northeast Arkansas Local Workforce Investment Area.....	36
Northwest Arkansas Local Workforce Investment Area.....	37
Southeast Arkansas Local Workforce Investment Area.....	38
West Central Arkansas Local Workforce Investment Area.....	39
Western Arkansas Local Workforce Investment Area.....	40
• State Performance Data.....	42
Table A - Workforce Investment Act Customer Satisfaction Results	
Table B - Adult Program Results At-A-Glance	
Table C - Outcomes for Adult Special Populations	
Table D - Other Outcome Information for the Adult Program	
Table E - Dislocated Worker Program Results At-A-Glance	
Table F - Outcomes for Dislocated Worker Special Populations	
Table G - Other Outcome Information for the Dislocated Worker Program	
Table H - Older Youth Results At-A-Glance	
Table I - Outcomes for Older Youth Special Populations	
Table J - Younger Youth Results At-A-Glance	
Table K - Outcomes for Younger Youth Special Populations	
Table L - Other Reported Information	
Table M -Participation Levels	
Table N - Cost of Program Activities	
• Local Performance Data.....	48
Table O -Local Performance for Workforce Areas	
• Employer Customer Satisfaction Survey Results.....	69





STATE OF ARKANSAS  
MIKE BEEBE  
GOVERNOR

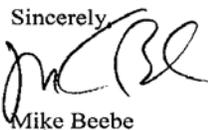
September 28, 2007

The Honorable Emily Stover DeRocco  
Assistant Secretary  
U.S. Department of Labor  
Frances Perkins Building  
200 Constitution Avenue, N.W.  
Washington, DC 20210

Dear Secretary DeRocco:

Enclosed please find Arkansas's Workforce Investment Act, PY 2006 Annual Report for the period July 2006 through June 2007. Included in the report is performance data for the State of Arkansas, as requested by the Department of Labor. Our state goals reflect those of the Department of Labor in encouraging regional economic growth and a work-ready labor force, and Arkansas continues to build workforce partnerships across various programs with economic growth strategies as the cornerstone.

We anticipate and look forward to greater achievement of local and state goals, with continuous improvement and cooperation at all levels of service to our customers, our workforce partners, and the business community of Arkansas.

Sincerely  
  
Mike Beebe

MB:

Cc: Joseph Juarez, DOL Regional Administrator  
Kajuana Donahue, DOL Regional Representative  
Colette D. Honorable, Executive Director, Arkansas Workforce Investment Board  
Artee Williams, Director, Arkansas Department of Workforce Services

STATE CAPITOL SUITE 250 • LITTLE ROCK, AR 72201  
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**ARKANSAS WORKFORCE CENTERS**  
Bringing People and Jobs Together.™

Mike Beebe  
Governor

Colette D. Honorable  
Executive Director

October 1, 2007

The Honorable Emily Stover DeRocco  
Assistant Secretary  
U.S. Department of Labor  
Frances Perkins Building  
200 Constitution Avenue, N.W.  
Washington, DC 20210

Dear Secretary DeRocco:

The State of Arkansas is pleased to submit our Workforce Investment Act (WIA) Annual Report for Program Year 2006. The information contained in this report is a composite of the workforce efforts, performance, and successes throughout the year.

We wish to thank our many state and local partners for their tireless efforts in making WIA an effective vehicle for helping our citizens make positive changes in their lives through education, training, and other workforce development opportunities. Through the collective efforts of all of our partners and local areas, we strive to offer continuous improvement opportunities and guidance to our local areas in providing successful WIA programs to our citizens.

Many thanks are given to our state Workforce Investment Board Chairperson, Ms. Terrie Baker, and to each member of the State Workforce Investment Board for their continued service and commitment to the successful outcomes from WIA initiatives. We are all committed to the goal of creating workforce ready to enjoy opportunities created by a thriving economy and a dynamic workforce system

Sincerely,



Colette D. Honorable  
Executive Director

cc: Joe Juarez, Regional Administrator (Region IV)

---

**Arkansas Workforce Investment Board**  
P. O. Box 2981 • Little Rock, AR 72203  
501-371-1020 • Fax 501-371-1030 • TDD 800-285-1131  
[www.ARWORKS.org](http://www.ARWORKS.org)



06

Background

# WIA in Arkansas



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 and 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 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. Additionally, the Governor and the Board identified areas for concentrated focus, defined as the *Governor's Priorities*:

- High Growth/Career Pathway Initiative;
- Youth Vision Collaborative;
- Limited English Proficiency (LEP) Initiative;
- Mature Worker Initiative;
- Arkansas Disabilities Initiative;
- Advancement of Nursing/Health Careers; and
- Advancement of Aviation Career Readiness.



06

Year In Review

Workforce Investment  
In Arkansas



The Honorable Mike Beebe was sworn in as Arkansas's 55th governor on January 9, 2007. The Governor has shared a clear vision for Arkansas's economic development that defines a stronger partnership between economic development, education and the state workforce investment system to attract, retain, and grow Arkansas's high growth industries and encourage the development of regional economies.

In his State of the State address, Governor Mike Beebe vowed to strengthen the state's economic attractiveness and competitive edge by encouraging a diversified economic base of various businesses, structures and regional economies. He agrees that a state business profile must be developed that includes regional and community profiles based on regional economies and sector strategy principles.

Through the Arkansas Workforce Investment Board, the Governor will put into effect his plans to continue present priority initiatives, allowing the opportunity to enhance those programs currently underway or improve those required under WIA or supported by other national strategic directions.

Governor Beebe also appointed a new executive director of the Arkansas Workforce Investment Board, Colette D. Honorable, and made 12 appointments to the State Board, including naming a new board chairperson, Terrie Baker. The governor convened a Workforce Cabinet consisting of the state directors from those agencies that provide education, workforce, and economic development services that all influence or direct the workforce system in Arkansas.

The Governor's Vision and Mission for the Arkansas Workforce Investment Board were revisited and articulated to present a renewed emphasis on economic and labor force 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 86th General Assembly of the Arkansas State Legislature enacted legislation April 2007 geared to allow all workforce investment partners to contribute in various ways to the mission of education and training to supply work-ready labor to high growth and high demand occupations.

The Arkansas Workforce Investment Board (AWIB) officially adopted the Arkansas Youth Development Collaborative and now acts as the oversight agency of the AYDC. AYDC has accomplished the following notable outcomes in PY2006:

Conducted the AYDC Youth Workforce Development Summit in partnership with the Arkansas Coalition for Juvenile Justice and

Received additional federal investment resources to rollout, at the local and regional level, an infrastructure for meeting the needs of the neediest youth (Youth of Promise) of the state.

Legislation was passed that will help to remove barriers to more efficiently run federal programs in the state as well as specific to the Arkansas Workforce Investment Board. Listed below are some of the enacted laws and their effect on workforce investment initiatives, programs, and partners across the state.

**Act 514** Created the Temporary Assistance for Needy Families Oversight Board, replacing the former Transitional Employment Board and revising various provisions relating to public assistance in the State.

**Act 857** Appropriated \$9 million to the Department of Workforce Services from the General Improvement Fund for a tuition forgiveness program for residents securing jobs in the trucking, transportation, and logistics fields.

**Act 153** Abolished four advisory boards and committees and repealed the Government Efficiency and Accountability Act, which would have abolished the Arkansas Workforce Investment Board Agency in 2011.

**Act 827** Amended various provisions of the Arkansas Code to make technical corrections as needed and specifically removed all legislative members from the State Board Executive Committee and corrected the state law to correct the membership number of the AWIB Executive Committee from eleven to thirteen persons.

**Act 551** Created the Department of Workforce Services Training Fund and the Department of Workforce Services Unemployment Insurance Administration Fund, to be funded by the stabilization tax previously used in the Employment Security Fund.



AWIB staff continued promotion of the statewide Arkansas Mature Worker Initiative as one of the Governor's priorities by participating in a national webinar conducted by the National Governors Association Center for Best Practices to discuss Arkansas's public awareness events, and also participated in the NASWA Winter Forum in Washington, DC as a leader of state efforts to introduce the demographic tsunami on the horizon of workforce issues.

In September 2006, the AWIB provided specialized training sessions to local workforce center staff, Transitional Employment Assistance (TEA) Case managers, and several other state agency front line employees by securing the motivational skills and expertise of Dr. Beverly Ford, who focused on the psychology of situational youth strategies, and Ms. Jodie Sue Kelley, who emphasized the broader scope of case management.

Arkansas was selected to participate in a one-year policy academy under the direction of the National Governors Association, titled *Civic Engagement: Engaging Seniors in Volunteering and Employment*.

The AWIB awarded a total of \$225,000 in incentive funds across the ten local workforce investment areas for PY 2005 performance.

AWIB approved 107 IWTP grants to 76 companies, totaling almost \$2.3 million in Incumbent Worker Training funds for PY 2006, and conducted an aggressive and success-driven monitoring effort to assure the proper allocation and utilization of these funds.

In support of the recently purchased KeyTrain /WorkKeys statewide computer-based software system, AWIB staff, along with several state agencies, is developing an Arkansas Career Readiness Certificate (CRC) that allows successful students to exit the WorkKeys employment system with a bronze, silver, or gold certificate to present to potential employers who demand the mastered skill sets.

The Arkansas Workforce Investment Board Agency filled several of its vacant positions during PY2006, including naming a new deputy director, a staff development and training coordinator, quality assurance manager, and administrative assistant. Currently, the agency has filled 12 of its 13 positions and expects to be fully staffed by summer of PY 2007.



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. *2006-2007 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)): 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))



06

AWIB

Arkansas Workforce  
Investment Board  
2006-2007



Governor Mike Beebe

Agee, Sarah  
(Governor's Liaison)

Anderson, Tom

Baker, Sen. Gilbert

Baker, Terrie – Chair\*

Bakke, Dr. Dan

Bearden, Lawrence

Floyd, Dr. Steve

Belk, Ricky, Esq.

Blair, Dr. Judith “Dee”\*

Blount, Bobby

Broadway, Herbert

Burnley, David\*

Creekmore, Rep. Dawn

Delaney, Linda\*

Deweese, Richard  
(Mayor, City of Green Forest)

Featherstone, Larry

Gilbert, Willie

Gray, Linda

Haley, Maria

Haynie, Randy\*

Hilburn, Diane

*New Appointees\**

Hudson, James

Hughes, Alan, Esq.

Jackson, Donny\*

Kerr, Sandra\*

Knight, Jim

Leavell, Hugh\*

McGuire, Sammy\*

Mays, Dwayne\*

Milbrodt, Ken

Miller, Eddie

Northcutt, Charles Stephen  
(Mayor, City of Malvern)

Norton, Mike

Rebick, Michael

Scroggins, Hon. Frank

Selig, John

Steele, Sen. Tracy

Sullivan, Hays\*

Trevino, Robert

Warren, Bill

Walker Jr., William

Williams, Artee

Wise, Franklin\*

Young, Cindy\*



06

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Governor's Special  
Projects and Priorities

---



National Governors Association  
Policy Academy on Civic Engag  
Engaging Seniors in Volunteering  
and Employment



In May 2007, Governor Beebe received notification from the National Governors Association that Arkansas was one of eight states selected to participate in a NGA policy academy, titled *Civic Engagement: Engaging Seniors in Volunteering and Employment*.

The year-long project sponsored by Atlantic Philanthropies is focusing on helping states to develop strategies for improving the health and lives of its older adults by substantially increasing the proportion of seniors who engage in employment and meaningful volunteer activities.

An eight-member core team was selected by the Governor to begin analysis and evaluation of the state's resources for supporting and enhancing future work-life balance. The group of experts meets regularly and, in July, they joined with seven other states in Annapolis, Maryland to share their current systems and services to mature adults.

The Arkansas team leaders and decision makers participated in support work groups to create goals, strategies, and action plans toward a model that can be replicated by other states. Awareness of issues relative to the graying of America from volunteerism to work place retention is being explored for greater utilization of one of the state's most valued assets, our mature adults.

Immediate goals include an environmental scan for determining the profile of the mature adult in Arkansas, an outreach effort to expand interest in education and lifelong learning opportunities. One additional and critical outcome goal is to produce a universal access system of coordination and communication regarding the abundance of resources, activities, and services available for Arkansas's 50+ citizens.



06

AMWI

Arkansas Mature  
Worker Initiative



During the 2006 Program Year, Arkansas continued efforts of the mature worker initiative that was launched in 2005 at the request of the national AARP Foundation. As one of the Governor's priorities for WIA, activities of the mature worker committee were supported and endorsed by the Arkansas Workforce Investment Board.

**Accomplishments included:**

- Participation in state and regional Job Fairs and Business Expos
- Presentations to state and local civic groups, chambers of commerce, and personnel organizations
- Exhibit booth sponsorship and presentations at state and regional human resource conferences
- Guest panelist on the National Governors Association Webinar for Mature Worker Issues;
- Guest speaker at the Winter Conference of National Association of Workforce Administrators (NASWA)
- Signed proclamation from the Governor for "Mature Worker Week"
- Featured promotional articles on Mature Workers and the work of the Arkansas Workforce Investment Board initiatives in the "Jobs" section of the statewide newspaper, the Arkansas Democrat Gazette

The message of the public outreach effort has been to encourage employers to retain or rehire the mature workers who are recognized as one of the state's most valuable resources.

**Future Goals:**

- Strengthen connection of mature workers to employers through the Arkansas Workforce Centers
- Develop and promote an Arkansas Featured Employer program to recognize employers who have made a commitment to hiring and retaining mature workers
- Design an identifiable logo that can be displayed by employers who are determined to be "mature worker" friendly
- Designate staff counselors in the Workforce Centers to assist mature job seekers and employers who wish to hire them
- Encourage changes in employer hiring practices to reduce potential discrimination issues
- Promote flextime, part-time, and/or job sharing opportunities in the workplace
- Create corporate partnerships for support of initiative efforts



06

AYDC

Arkansas Youth  
Development Collaborative



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 **goals and objectives**:

1. Develop and coordinate policy, within existing policy structures, to address the needs of disadvantaged youth;
2. Maximize interagency collaborations to utilize the significant expertise within specific Federal agencies;
3. Develop innovative approaches that efficiently and effectively respond to serving youth;
4. Enhance the quality of service delivery and improve efficiencies; and
5. 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.
- Awarded additional federal investment resources to rollout, at the local and regional level, an infra structure 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.



06

IWTP

Incumbent Worker  
Training Program



The Arkansas Incumbent Worker Training Program (IWTP) is funded annually through the utilization of discretionary funds provided by the Workforce Investment Act (WIA) to the Arkansas Workforce Investment Board (AWIB).

Applications are publicly solicited from established employers doing business for at least a year in the state. Industrial groups and other non-profits are also encouraged to apply.

All training dollars are to be spent on their current workforce. An Ad Hoc committee of AWIB members, private business representatives, and economic developers conducts a review of the proposals and determines the fundable award.

Arkansas' Incumbent Worker Training Program offered increased funding to participating businesses during Program Year 2006. By providing approximately \$2.3 million in training dollars, Arkansas was able to award 107 grants and assist 77 companies with their training needs, resulting in higher wages, upgrading of worker skills, and in some cases a larger share of the market.

Training can take the form of traditional classroom, on-the-job, distance learning, workshops, field maneuvers, seminars, in-house, computer based, labs, equipment-specific, and other methods.

The IWTP project benefits business and industry by nurturing the skills of existing employees, increasing employee productivity and spurring company growth. The program has allowed Arkansas to better prepare its workers for the advanced manufacturing arena, and compete in high growth industries of the 21<sup>st</sup> century.

In many instances the bottom line of participating companies has improved, and resulted in increased wages for some of the trainees leading to upward mobility and creating additional entry-level positions. A program bonus is the boost to local economies and the quality of living for all Arkansans.

Once the training segment is completed for the program year, participating company representatives submit a final report stating any readily apparent accomplishments. Additionally, participants complete a survey providing feedback and comments on the instructor, usefulness of the training, and their expectancies upon completion.

Through monitoring efforts and on-site visits, it has become increasingly clear that Arkansas companies produce some of the most diverse products in the world. Examples of those taking advantage of the Incumbent Work Training Program include, but are not limited to:

- The largest manufacturer of rubber bands in the world,
- International training center for technical engineers/mechanics who analyze performance and service corporate aircraft while in flight,
- Industrial size garbage disposals/crushers
- Mass production of hen eggs and chicken processing,
- Testing and production of chemical products and control bacteria
- Paper and plastic container products,
- Baby food and wipes,
- Healthcare services,
- Gigantic railcars, greeting cards, and many more.



06

IWTP

# Final Award Report



PY	No.	COMPANY	LWIA	Approved Amt.	Training	Provider
PY06	4	Superior Industries International	NW	\$9,321.00	Six Sigma	Shewmaker Center
PY06	6	Little Red Industrial Training Council	SE	\$37,350.00	Workforce Dev	ASU Heber Springs
PY06	7	White County Industrial Training Cou	NC	\$48,800.00	Workforce Dev	ASU Searcy
PY06	9	Husqvarna Outdoor Products	SW	\$3,000.00	Lean Certification	AR Manufacturing Solutions
PY06	10	Husqvarna Outdoor Products	SW	\$6,000.00	SMED	AR Manufacturing Solutions
PY06	11	Husqvarna Outdoor Products	SW	\$6,150.00	Statistics	CCCUS
PY06	12	Husqvarna Outdoor Products	SW	\$2,170.00	Control Net	Rockwell
PY06	13	Glad Manufacturing Company	NW	\$39,972.24	Electrical Systems	Synergy Tech
PY06	20	Pet Solutions	NW	\$48,850.00	Lean Manufacturing	ATU Ozark
PY06	21	L. A. Darling Co. Gondola Div	NE	\$15,384.00	Lean	Black River Tech College
PY06	22	L. A. Darling Co. Gondola Div	NE	\$9,200.00	Lean	Black River Tech College
PY06	26	Alliance Rubber Co.	WC	\$5,200.00	Computer Graphics	James Wilson
PY06	31	Federal Coach	W	\$50,000.00	Lean Management	General Physics
PY06	32	Dayspring Cards	NW	\$40,000.00	Multiple	Multiple
PY06	33	Global Manufacturing	LR	\$17,833.00	Visual Manufacturing	Visual South, Inc.
PY06	34	Global Manufacturing	LR	\$14,333.00	Lean Manufacturing	AR Manufacturing Solutions
PY06	35	Global Manufacturing	LR	\$17,833.00	Computer Graphics	Ledget
PY06	36	Crosby National - Jacksonville	C	\$47,500.00	Lean Manufacturing	AR Manufacturing Solutions
PY06	40	Wabash National	NW	\$12,500.00	Electronic Fundamentals	North AR College
PY06	41	Robert Bosch Tool Corporation	E	\$40,260.00	Leadership	Mid-South Community College
PY06	42	Ciba Specialty Chemicals	E	\$47,188.80	Lean Manufacturing	Mid-South Community College
PY06	43	Butterball, LLC	NE	\$39,000.00	Maintenance Skills	The Solutions Group
PY06	45	Tenaris Hickman	NE	\$50,000.00	Electrical Systems	The Solutions Group
PY06	46	Emerson Appliance Solutions	NE	\$28,800.00	Kaizen/SMED	Black River Tech College
PY06	47	Emerson Appliance Solutions	NE	\$20,720.00	Lean Principals	Black River Tech College
PY06	48	Remington Arms, Inc	C	\$50,000.00	Customized Lean	Performance Improvement Inc.
PY06	49	Action Graphix	NC	\$8,930.00	Lean Manufacturing	AR Manufacturing Solutions
PY06	51	The Employment Group	C	\$23,423.00	Lean/Six Sigma	U of A Fort Smith
PY06	52	Kimberly-Clark Corporation	C	\$15,400.00	Lean Manufacturing	AR Manufacturing Solutions
PY06	55	Nucor Yamata Steel	NE	\$38,625.00	Workplace Safety	The Solutions Group



PY	No.	COMPANY	LWIA	Approved Amt.	Training	Provider
PY06	56	GDX Automotive (North Am.)	NC	\$50,000.00	Vehicle Sealing	U of A CC @ Batesville
PY06	58	Alliance Rubber Co.	WC	\$4,700.00	Chemistry/Formulation	James Wilson
PY06	60	Tyson Foods	NW	\$6,223.00	Programmable Logic Control	Synergy Tech
PY06	63	American Greeting Corporation	NE	\$35,300.00	Programmable Logic Control	The Solutions Group
PY06	65	Klipsh Audio Technologies	SW	\$3,896.50	Holzer Programming	Holzer Special Machines
PY06	66	Klipsh Audio Technologies	SW	\$1,000.00	Problem Solving	AR Manufacturing Solutions
PY06	67	Defiance Metal Products	NC	\$21,600.00	Lean/Kaizen	AR Manufacturing Solutions
PY06	69	LeBarg, Inc	NW	\$10,500.00	Leadership	North AR College
PY06	71	Gordy Tool, Inc.	SW	\$36,683.00	Refurbishment	CIM Integrators
PY06	75	Harness Roofing, Inc	LR	\$4,431.00	Auto Cad Fundamentals	North AR College
PY06	78	JV Manufacturing	NW	\$39,000.00	Lean/Kaizen	AR Manufacturing Solutions
PY06	80	Ashley County Medical Center	SE	\$49,950.00	Hazard	TEC Solutions
PY06	81	Ozark Health Medical Center	NC	\$24,850.00	Health Information	UAMS
PY06	83	Pinnacle Frames & Accents	NE	\$49,800.00	Lean/Kaizen	Black River Tech College
PY06	84	American Railcar Industries	NE	\$47,500.00	Lean Manufacturing	Black River Tech College
PY06	85	Nibco, Inc	NE	\$9,750.00	SPC/Auditing Principals	The Solutions Group
PY06	86	AR Area 6 Business & Industry Corp	NC	\$50,000.00	Business Spanish	U of A CC @ Batesville
PY06	91	Southworth Products Corporation	NE	\$21,000.00	Kaizen/SMED	ASU Delta Center
PY06	92	Southworth Products Corporation	NE	\$21,000.00	Management Development	ASU Delta Center
PY06	93	Siloam Springs Memorial Hospital	NW	\$28,950.00	Performance/Conference	UAMS
PY06	94	Ranger Boats-Wood Manufacturing Co	NW	\$2,580.00	Modeling/Engineering	UGS Corporation
PY06	95	Relativity	NE	\$6,240.00	Management Development	ASU Delta Center
PY06	96	Russellville Industry Council	WC	\$49,985.00	Multiple	Multiple
PY06	97	Preformed Line Products	NW	\$7,500.00	Productive Maintenance	AR Manufacturing Solutions
PY06	99	Preformed Line Products	NW	\$4,000.00	Productive Maintenance	AR Manufacturing Solutions
PY06	100	Preformed Line Products	NW	\$8,000.00	Kaizen	AR Manufacturing Solutions
PY06	108	Kraft Post Foods	NE	\$49,350.00	Train the trainer	ASU Delta Center



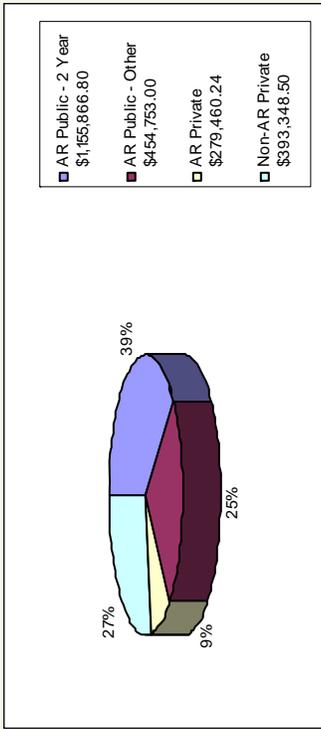
PY	No.	COMPANY	LWIA	Approved Amt.	Training	Provider
PY06	109	Kennemetal Inc. Rogers	NW	\$28,352.00	Six Sigma	NW AR Community College
PY06	110	Kennemetal Inc. Rogers	NW	\$21,648.00	Programmable Logic Control	NW AR Community College
PY06	112	Interstate Highway Sign Corp	LR	\$50,000.00	Lean/Kaizen	AR Manufacturing Solutions
PY06	116	Green County Industrial Training	NE	\$49,056.00	Management Development	Black River Tech College
PY06	122	Entegra Powergroup, LLC	SW	\$1,990.00	Generator Protection	GE Energy
PY06	123	Entegra Powergroup, LLC	SW	\$5,150.00	Stream Turbine Operation	GE Energy
PY06	125	Entegra Powergroup, LLC	SW	\$2,180.00	Mark 5	GE Energy
PY06	127	Custom-Pak, LLC	NE	\$21,540.00	Leadership/PLC	Black River Tech College
PY06	130	Colson Caster Corporation	NE	\$14,784.00	Lean/Kaizen	ASU Delta Center
PY06	131	Clean Harbors	SW	\$22,134.00	Industrial Maintenance	South AR Community College
PY06	132	Clean Harbors	SW	\$21,412.00	Electronics & Instrumentation	South AR Community College
PY06	133	The Bilco Company	SW	\$3,000.00	Computer Applications	ASU Delta Center
PY06	134	The Bilco Company	NE	\$28,560.00	Welding	ASU Delta Center
PY06	136	Arquest, Inc	SW	\$9,000.00	Radio Frequency IT	ISCEA
PY06	137	Arquest, Inc	SW	\$15,000.00	Six Sigma	Global Six Sigma
PY06	138	Arquest, Inc	SW	\$3,925.00	Electronic Skills	Video Jet
PY06	139	Arquest, Inc	SW	\$9,600.00	Management Dev	AR Manufacturing Solutions
PY06	142	Anchor Packaging	NE	\$22,000.00	Industrial Maintenance	Black River Tech College
PY06	143	Allen Canning Company	NE	\$50,000.00	Lean/Six Sigma	U of A Fort Smith
PY06	145	Arkansas Hospitality Association	LR	\$3,000.00	Serv Safe Alcohol	U of A CC @ Batesville
PY06	146	Arkansas Hospitality Association	LR	\$17,000.00	Customer Service	U of A CC @ Batesville
PY06	147	Arkansas Hospitality Association	LR	\$30,000.00	Serv Safe Alcohol	U of A CC @ Batesville
PY06	150	Custom Printing	C	\$3,780.00	Customer Service	Pinnacle Performance Solutions
PY06	151	Paychex	LR	\$3,840.00	Customer Service	Pinnacle Performance Solutions
PY06	152	Mountain Valley Spring Company	WC	\$3,100.00	Productive Maintenance	AR Manufacturing Solutions
PY06	155	Arkansas Neurology & Epilepsy Center	LR	\$21,560.00	Electro Diagnostic Studies	Dr. Orange



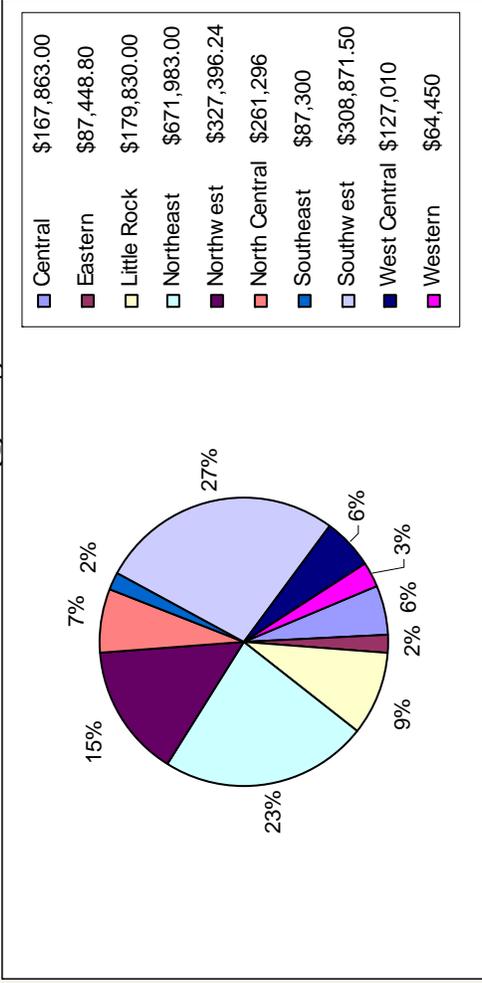
PY	No.	COMPANY	LWIA	Approved Amt.	Training	Provider
PY06	156	Arlington Hotel Resort & Spa	WC	\$49,875.00	Customer Service	U of A CC @ Batesville
PY06	160	Alliance Rubber Co.	WC	\$14,150.00	A+ Certification	Melvin Fecher
PY06	161	Hilbitt Mfg., Co.	C	\$27,760.00	Welding/Lean	Pulaski Tech
PY06	162	American Stitchco, Inc	NW	\$20,000.00	Team Development	AR Manufacturing Solutions
PY06	168	S C Christmas	NE	\$9,456.00	Customer Service - Team	Black River Tech College
PY06	169	First Community Bank	NC	\$47,760.00	Business Spanish	U of A CC @ Batesville
PY06	170	Mid-South Steam Boiler & Engineering Co., Inc	W	\$5,350.00	Customer Service	AR Manufacturing Solutions
PY06	171	American Polishing	NC	\$9,356.00	Lean Manufacturing	AR Manufacturing Solutions
PY06	173	V & B Manufacturing	NE	\$3,918.00	Zuckerman Lathes	Progressive Machinery, Inc.
PY06	174	V & B Manufacturing	NE	\$3,000.00	Lathe Tool	Western Cutterhead
PY06	176	Chemtura	SW	\$23,734.00	Chemcad	South AR Community College
PY06	178	Esterline ARMTEC Defense Grp-AR Operation	SW	\$49,600.00	Lean Management	AR Manufacturing Solutions
PY06	180	Parks Brothers Farm Inc	W	\$9,100.00	Leadership/Kaizen	AR Manufacturing Solutions
PY06	181	Albemarle Corporation	SW	\$11,960.00	Root Cause Analysis	Apollo Associated Services
PY06	182	Albemarle Corporation	SW	\$6,000.00	Chemcad	Chemstations, Inc.
PY06	183	Albemarle Corporation	SW	\$4,800.00	Control Computer Interface	Insource Software Solutions
PY06	184	Albemarle Corporation	SW	\$16,645.00	Pump & Mechanical Seal	Flowserve
PY06	185	Albemarle Corporation	SW	\$6,270.00	Electrical Code	Avo Training Institute
PY06	186	Albemarle Corporation	SW	\$2,790.00	Power System Analysis	ETAP
PY06	187	Albemarle Corporation	SW	\$1,475.00	Fab of pressure vessels	Am Society of Mech. Engineers
PY06	199	Del-Tin Fiber	SW	\$20,220.00	Control Logix	South AR Community College
PY06	200	Del-Tin Fiber	SW	\$6,547.00	Electrical Safety	South AR Community College
PY06	201	Lion Oil	SW	\$6,540.00	Powerflex	South AR Community College
PY06	205	Anchor Packaging	NE	\$28,000.00	Team Skills	ASU Delta Center
				\$2,283,448.54		



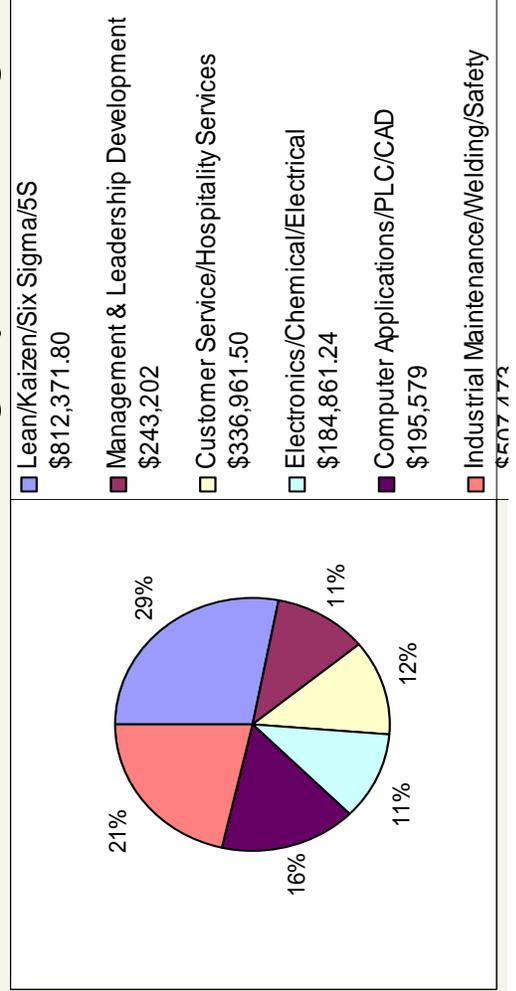
# Statewide Funding by Providers



# Statewide Funding by Local Area



# Statewide Funding by Training



06

LWIA News

# Local Area Success Stories



**Sara Sorenson** has been in the WIA program since early 2006. When she applied for WIA Youth Program, she was attending Crossroads Alternative School in Quitman. Sara was placed in work experience in May 2006 at the Conway Animal Shelter.



She graduated in December 2006 and continued to work at the animal shelter. She was able to find and secure her own apartment after attending workshops on budgeting, banking and apartment hunting as part of our year round program.

Sara's hard work and dedication has paid off. She has been offered a full time position with the City of Conway at the Animal Shelter, receiving a \$3.59 raise and full benefits. Sara has been a contributor to many events the center has held, including the T-shirt design and logo for Youth of Promise.

She has become a mentor to younger youth who are just beginning their work experience, showing by example that hard work and consistency do pay off.

**Leslie Brendell** was a dislocated worker from the United States Postal Service. She was laid off due to a closure of the mail facility in Sherwood, Arkansas and wanted to attend school, but was not eligible for the federal Pell Grant.

She was married and had 3 children, so she could not afford to complete school on her own. Leslie applied for WIA Funding as a Dislocated Worker and was determined eligible. WIA assisted Leslie to attend school for approximately two years.

Leslie was chosen to do Medical Mission Work in Central America while still in school, and adds that she has learned so much from this experience that she will take with her in all future career endeavors.

**Calaeb Williams** is a 15 year-old student attending Conway High School. She was enrolled in the WIA Youth Program in April 2007 and began working at Faulkner County Library to gain work experience.

In June, she attended YOU (Youth Opportunities Unlimited) at Arkansas State University in Jonesboro and was placed in the International Office, where she received high evaluations from her supervisor and worked with students from all over the world.

Upon completion of the YOU program, Calaeb received several awards including Job Club Award, Excellence in math and reading, Who's Who for most studious, Who's Who for most likely to succeed, All A Honor Roll, and Top 10%, Class Valedictorian, and the Spirit of Excellence Award. Calaeb is currently continuing her work experience at Faulkner County.



**L.S.** was enrolled July 12, 2005 in the WIA Dislocated Worker program, after her lay-off from Celestica, where she had worked for three years as a Customer Service Representative.

It was determined that she needed further assistance to achieve her future career goals. Like many WIA participants, L.S. need skill development and certification in specific areas to overcome her barriers to get a job in Health Care Fields.

L.S. requested assistance with training for the Histotechnology Program at Baptist School of Nursing. The Arkansas Workforce Center at Little Rock assisted her with an Individual Training Account and Supportive Services. She graduated from Baptist School of Nursing in June 2007 and gained self-sustaining employment with Neuropath Associates immediately thereafter.

**R.S.** was released from prison in January 2007, and began work as a short-order cook earning \$6.15 an hour. After four months, he came to the Arkansas Workforce Center at Little Rock to request assistance in finding a better job.

His barriers to self-sufficient employment included a lack of current qualifications, job skills, and his status as an ex-offender. R.S. enrolled in the WIA Adult program on June 29, 2007 and was referred to the Workforce Alliance for Growth in the Economy (WAGE) Center for testing. He scored 12.9 in reading, 9.4 in math and 11.5 in language.

Through intensive counseling it was determined that R.S. was suited for a career in professional transportation. He would also need specific training in order to gain employment as a truck driver.

R.S. received a pre-hire letter from OCW Jackson's Trucking and Hauling, LLC. He was provided transportation support services, an Individual Training Account for tuition, and was enrolled into the CDL program at C-1 Truck Driver Training July 2007. R.S. successfully completed his CDL training and is currently working as a successful dump-truck driver.



**B.H.**, a 52-year-old married female had not been employed the last twenty-five years. She and her husband had been in Little Rock for fourteen months following Hurricane Katrina. Her husband found work immediately and was, as he had always been, the only source of household income.

B.H. came into the WIA office in October 2006, worried and frightened after discovering that her husband had been abusing illegal drugs and had left without any notice or information on where he was going. B.H. had a poor work history, mounting bills, an eviction notice, and no clear plan on how to change her circumstances.

WIA staff assisted her with a job search and payment of immediate bills. She was referred to three workforce center partners, including Catholic Charities, the Salvation Army, and AARP for additional employment and living assistance.

Because of her situation and need for employment, she felt it was better to continue trying to find work instead of training at this time. B.H. returned to the office several days later with a job lead at K-Mart. She asked for assistance with filling out the application and attended the workshops (Interviewing Skills, Marketing, & Dress for Success) held in the Center.

Because the partner agencies were unable to aid B.H., the Little Rock workforce center provided supportive services for rent, utility, and work clothes. B.H. was hired at K-Mart and really enjoyed working and becoming self-sufficient.

In January 2007, B.H. was promoted to Department Manager. She and her husband were reunited and able to get treatment and support assistance through drug recovery programs. They are both currently employed full-time and are entirely self-sufficient.

**S.S.** was referred to the Arkansas Workforce Center by Mariana Job Corps. S.S. is an older out of school youth who recently relocated to Little Rock to seek a better way of life for herself and infant daughter.

She entered Job Corps without job training, work readiness skills, or a high school diploma. She knew she had to make a positive change, but for various reasons was unable to complete GED training.

S.S. attended workshops for job readiness skills as well as interviewing techniques and was then eligible for and enrolled into the workforce center Out of School Youth program.

In June, while participating in the summer work experience program, she received supportive services for gas and utility assistance. The seven-week program gave her valuable work experience, and after program completion, she received an outstanding job rating from the employer. With that work experience, she was referred to North Little Rock Target where she is currently employed as a sales associate. She recently completed her Armed Service Vocational Aptitude Battery Exam (ASVAB) and hopes to enter the US Army under the GED Plus program later this year.





*Sandra Sparks (left) and Deirdre Massey (right)*

**Deirdre Massey** was a 22 year old single mother of one when she learned about the programs and services at the Arkansas Workforce Center in West Memphis. At that time she was in her last year of college pursuing a Bachelor's degree in Business Administration at Arkansas State University.

She and her career advisor worked together to develop an Individual Employment Plan that outlined a strategy for her to obtain her employment and career goals. The plan included enrolling in Occupational Skills Training where she received assistance with her training costs at ASU.

When Deirdre was within six months of graduation, she began Work Experience at the Arkansas Workforce Center in West Memphis. During her Work Experience activity, Deirdre assisted office staff with data entry and various office functions along with helping jobseekers develop resumes and perform job search on the Internet.

The experience gained during her work experience activity was instrumental in helping Deirdre secure full time employment. After graduation, Deirdre was hired as an office secretary for Arkansas Rehabilitation Services and Arkansas Spinal Cord Commission in West Memphis.



**Alison Kinney**, a single mother of one, enrolled in the Arkansas Workforce Center Adult Program in December 2006. Alison expressed interest in receiving financial assistance for the LPN Program at Crowley's Ridge Technical Institute.

At the Arkansas Workforce Center in West Memphis, Alison received individual career counseling and planning as well as assistance developing an individual employment plan to outline her goals and steps towards success.

With the help of her family and career advisor, Alison completed the LPN Program at CRTI in June 2007. She secured employment at Legacy Hospice as a Licensed Practical Nurse. After only two months of employment, Alison is successfully carrying a caseload of 12 patients and doing well in her new profession.



*Alison Kinney (left) and Sandra Sparks*



*WIA Youth Career Advisor, Chancey Johnson and Douglas Andrews at*

**Douglas Andrews** began as a Youth program participant with the West Memphis, Arkansas Workforce Center in 2003. While attending Turrell High School, Douglas enrolled in the Mid-South Community College Certified Internet Webmaster Technical Program and obtained a certificate of completion.

Douglas also participated in Job Shadowing, Summer Employment component, Job Readiness Training, and Leadership Development while in the Youth program. After graduation Douglas developed employability skills such as resume preparation, interviewing techniques, and computer applications.

The Arkansas Workforce Center's Youth Career Advisor worked with Douglas to market his skills to Warren Unilube through the WIA On The Job Training Program.

After successfully meeting all employment requirements, Douglas began work in October 2006 as a machine operator. Douglas attributes his success to the valuable skills that he obtained in the WIA Youth Program.



**Samantha Anderson** is no stranger to life changing circumstances. She epitomizes resiliency and determination. After losing her only child in a automobile accident that also left Samantha with permanent injuries, she did what many people would never consider—she decided to go back to school to become a nurse.



She was working part-time and attending classes full-time with a grade point average of 3.471 when her husband suddenly lost his job, leaving Samantha's part-time job as the only source of income for the household.

Although she received assistance from rehabilitation services, it was not enough for her to complete the training she'd started earlier at Arkansas State University.

When Samantha sought assistance at the local workforce center, she was immediately enrolled in the WIA program.

WIA provided housing assistance and supported her through the completion of the nursing program and with becoming self-sufficient once again.

She graduated in May 2006 with her RN degree and began teaching the LPN program at ASU-Newport in July 2006. Samantha is now teaching full-time while working on her master's degree, which she expects to receive next year.



**Nikki Wicker** is a single mother of three who received financial help from WIA to complete her education at Arkansas State University in Jonesboro with a BS in Mid-Level Education.

Mid-Level was not Nikki's first choice of a major, but she knows now it is where she belongs.

She completed her degree with a 3.594 GPA. Nikki admits that the entire college process—selecting classes, applying for financial assistance—terrified her. Now she would probably be considered a pro at seeking information and finding out how to get things done on a college campus, so much so that she now has the opportunity to lead others.

Determined to succeed and to be a good role model for her own children were the two primary thoughts that kept Nikki driving mile after mile to class each week. Nikki states she “could not have completed her schooling without the financial help and the direction she received from her case manager.”

She overcame many obstacles to finish her training and now takes pride in her accomplishment. Upon completion of her studies, Nikki obtained a teaching job that she loves with Rector School District.

**Brandy Coots** is a single mother who, through the financial assistance from WIA, completed her degree at Arkansas Northeastern College in Paragould as a Registered Nurse.

She will always remember and be thankful for the day she walked into the Arkansas Workforce Center at Jonesboro.

Brandy overcame many obstacles to finish her training and now takes pride in her accomplishment. Her advice to others is to always have “the heart and drive to do better.”

Upon completion of her studies, Brandy obtained a job with Methodist University Hospital in Memphis, TN that ensures her self-sufficiency.



**Reta McAfee** came to the Arkansas Workforce Center in August of 2006. Reta had been working part time at the family business since 1980 and decided it was time she found a full time job.

Reta had excellent customer service skills and the WFC staff thought she would be a great employee.

In October, she took a position on the night shift at Wabash Wood Products and, shortly afterward, her family experienced a setback from a serious injury to her husband that occurred while on vacation.

Reta worked nights and took care of her husband during the day. On November 2006, Reta's husband passed away due to complications from his injury.

Reta was devastated and took a leave of absence from Wabash. After a period of time, Reta decided she was ready to return to work. Through the assistance of the workforce center, she interviewed for a job at the new bank in Harrison, AR.

This great and challenging opportunity came at just the right time in Reta's life for a great success story!



**Jasmine Strout** is a 19 year-old married female with a work history that consisted of motel cleaning and cashier work.

She wanted to find a career that better suited her desires for her future and the well-being of her family.

Jasmine came into the Arkansas Workforce Center at Harrison in January of 2007 and talked with her Employment/Training Advisor. Her work history and skills were assessed, and when matched with her desire to work in the banking industry, it was necessary for Jasmine to learn solid work habits to ensure future work stability.

The Advisor faxed her resume to Stacy Flower in Human Resource with First Federal Bank of Harrison who put in a very good reference for her. Jasmine was interviewed on January third, and an OJT Contract was developed.

Jasmine started work at First Federal Bank on January 10, 2007, at \$8.50 per hour and completed her OJT contract with WIA on March 31. At her second follow-up in August she was still employed and loving her job. Jasmine has made a very good employee and her supervisors state she has learned her job very quickly and is doing a great job.



**Shanda Stephens** is a single mother and a high school drop out. When she became a single mother she knew she needed to obtain her GED in order to become self sufficient, support her family, and get off public assistance. She obtained her GED, but unfortunately she also made some very poor choices.

Shanda entered a treatment program and became employed at the local Waffle Inn as a waitress. After completion of the program, Shanda moved back to Star City with her parents. Adding more obstacles to her bumpy road, Shanda gave birth to her second child as a single mother. With family support, Shanda was able to work part-time as a waitress in a local diner.

Shanda came to the Workforce Center seeking better employment to support her family, but her marketability was very low. After determining her field of interest, Shanda enrolled in Southeast Arkansas College (SEARK) with financial assistance and moral support from the Workforce Center Staff.

Shanda is working toward a degree in Business Management with a minor in accounting. She has made a complete turn around in her life and is headed down the road of success with an anticipated date for college graduation quickly approaching. The Pine Bluff Workforce Center staff is extremely proud of Shanda's accomplishments and will continue to encourage her every step of the way.

**Marlo Newton** personifies the ideal picture of a nurse: focused and determined, warm smile, and gentle hands ready to ease the pain and calm the fear felt by her patients. There is not a hint of the struggles she encountered while studying to achieve this goal.

At the beginning of her student years at Jefferson School of Nursing and Southeast Arkansas College in Pine Bluff, Marlo had her path well planned. She knew this is where she belonged, as did the staff at the Arkansas Workforce Center at Stuttgart who were eager to help her with not only training funds, but also with encouraging words.

As life would have it, the road to her dream career unfortunately came to an abrupt detour when unavoidable personal challenges developed in the middle of her training. Difficult choices had to be made. With her primary focus now shifted to her family, Marlo had to stall her dreams while she tended to her family's emotional and physical needs. She kept in touch with the Workforce Center staff, assuring them that she was going to complete her nursing degree someday soon.

Within a year, Marlo made good on her promise and was back at Jefferson Regional Medical Center, anxious to prove to everyone, including herself, that she could reach her goal in becoming a nurse.

That fierce determination was what helped gain her Registered Nursing degree in 2007. With degree in hand, her quest was to become a nurse in the neonatal field. That quest opened the path to her final journey when she was hired by the University of Medical Sciences (UAMS) Hospital in Little Rock in the Neonatal Unit.



Eighteen year old Tori from West Central Arkansas never knew what being born with a silver spoon in your mouth meant as a child growing up. Raised by her grandparents because her parents continually struggled with drug addictions and histories of incarceration, Tori thought it was normal not to work, not to be self supporting, not to have dreams and to just settle for whatever comes your way.



Though Tori dropped out of school in the 9<sup>th</sup> grade, Tori did obtain her GED. She soon learned that education was the door to a successful lifestyle. By the time she was 17, she had realized that college was not something she could afford to live without, and a job was not an option, but a necessary factor to her survival.

Tori contacted the Arkansas Workforce Center and talked with the YES (Youth Employment Services) program instructor. In order to work on the program, she would have to get her WAGE certificate. The clerical certificate was her goal of choice. Generally, this certificate takes 6 months to complete. Tori completed the program in only one month.

To her credit, Tori has worked as an intern, in customer service, and now in the finance department at City Hall of Hot Springs.

Working with WIA taught Tori that she could do anything and achieve her dreams. More importantly, Tori's experiences have encouraged her to dream more about her future and to take ownership of her life choices and outcomes.



**Cheyenne Metcalf** came to WIA as a younger youth looking for work experience. She had completed her junior year in high school and needed help finding a job where she could receive marketable skills and earn money for her senior year expenses.

After Cheyenne was assessed and certified, she was excited to begin work in July 2004. She diligently worked during the summer after her junior year and continued working throughout her senior year.

Cheyenne graduated from high school in May of 2005. She worked through the summer on the WIA program at the Scott County Courthouse in the County Judge's office. She made many friends and was well liked for her upbeat personality and willingness to go above and beyond the call of duty.

She gained valuable skills while working through WIA, so that when an opening came up at the courthouse, she was offered a job with the Scott County Sheriff and Collector's Office.

Cheyenne states that because of the opportunities she was given by WIA she has a job she enjoys and feels she has the chance to continue to advance professionally in any career opportunity that may come her way.



**Carla Stephens** is a single parent with two children. She was enrolled in the LPN program at Arkansas Technical University in Ozark, and was struggling to make a living for herself and her children.

In order to survive, she had to live in subsidized housing while receiving food stamps and Social Security Survivors' benefits for her children. During this hard time, Carla knew she would have to make long range plans to provide her family a decent life.

She applied for and received a Pell grant, but that was not enough to get her through the LPN Program. ATU's financial officer referred her to WIA for additional assistance. After a need assessment was completed, she was enrolled in the Adult Program.

Carla needed training in a field with continued growth opportunities as well as one she would enjoy doing. She wanted to help others and felt being a nurse would be the perfect answer.

With Pell Grant and WIA assistance, Carla completed her LPN training in December 2006. Friends in Florida contacted Carla about a great LPN position available near them. After some consideration, she made application and was hired.

Carla and her family moved to Florida. She loves her new job, but is not stopping there. She plans to go back to school for her ADN in the near future.





When Magan Jones came in for services, she was a single woman who had been out of high school for a year. She was enrolled in the ADN/RN program at the University of Arkansas Fort Smith, using Pell grants and loans.

Knowing that the University of Arkansas Nursing Program is considered to be one of the most demanding nursing programs in the area, Magan was not deterred and decided to go for it.

Magan believed she could obtain her dream of becoming a nurse with the Pell Grant and the school loan she received.

After the first year of school, Magan realized she would have to find part-time work, or she wouldn't be able to afford to stay in school and support herself.

She heard about the WIA program from another student and didn't waste any time making an appointment with a case manager and getting enrolled in the Older Youth program, where she qualified to receive assistance with tuition and books.

Magan wanted to be a nurse and knew she would have to be dedicated to reach her life long goal. She was a very determined young lady and completed her ADN/RN with an overall grade point of 3.67. She has taken a position in Northwest AR as a Registered Nurse

Magan started the program as a youth just hoping to get help to complete her education, but she completed the program a mature young adult with a very bright future and a career of which she can be very proud.



06

Reports

# State Performance Data



ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

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

Customer Satisfaction	Goal	Actual	Number Completed	Number Eligible	Number Included	Response Rate
Participants	86	83.8	501	660	660	75.9
Employers	81	74.3	846	1080	1080	78.3

ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

**Table B - Adult Program Results At-A-Glance**

Performance Items	Negotiated	Actual	Ratio	
			Numerator	Denominator
Entered Employment Rate	89	92	517	562
			902	969
Employment Retention Rate	91	93.1	9930295	800
			676	809
Average Earnings	11500	12413		
Employment And Credential Rate	77	83.6		

ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

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

Performance Items	Public Assistance Services	Veterans		Individuals Disabilities		Older Individuals	
		Num.	Den.	Num.	Den.	Num.	Den.
Entered Employment Rate	91.5	130		23		11	
		142	92	25	100	11	100
Employment Retention Rate	92.7	89		30		12	
		96	85.7	35	85.7	14	92.3
Average Earnings	9279	677369		340741		88854	
		73	14815	23	8885	10	5601
Employment And Credential Rate	82.8	125		25		10	
		151	86.2	29	83.3	12	100



ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

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

Performance Items	Individuals Received Training	Num.	Individuals Core/Intensive Services	Num.
		Den.		Den.
Entered Employment Rate	92.5	409	90	108
		442		120
Employment Retention Rate	93.7	773	89.6	129
		825		144
Average Earnings	12987	9052007	8527	878288
		697		103

ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

**Table E - Dislocated Worker Program Results At-A-Glance**

Performance Items	Negotiated	Actual	Num.
			Den.
Entered Employment Rate	90	93.3	209
			224
Employment Retention Rate	97	99.1	224
			226
Average Earnings	10302	13090	2631139
			201
Employment And Credential Rate	78	86.9	166
			191

ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

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

Performance Items	Veterans	Num.	Individuals Disabilities	Num.	Older Individuals	Num.	Displaced Homemakers	Num.
		Den.		Den.		Den.		Den.
Entered Employment Rate	85	17	66.7	2	87.5	7	80	8
		20		3		8		10
Employment Retention Rate	100	23	100	5	100	10	87.5	7
		23		5		10		8
Average Earnings	13642	272830	8244	41220	13495	94466	10217	61300
		20		5		7		6
Employment And Credential Rate	88.2	15	100	3	71.4	5	75	6
		17		3		7		8



ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

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

Performance Items	Individuals Received Training	Numerator	Individuals Core/Intensive Services	Numerator
		Denominator		Denominator
Entered Employment Rate	94.9	168	87.2	41
		177		47
Employment Retention Rate	98.9	178	100	46
		180		46
Average Earnings	13737	2184127	10643	447012
		159		42

ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

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

Performance Items	Negotiated	Actual	Numerator
			Denominator
Placement in Employment or Education	NA	74.4	614
			825
Attainment of Degree or Certificate	NA	65.1	577
			886
Literacy and Numeracy Gains	NA	13	3
			23

ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

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

Performance Items	Negotiated	Actual	Numerator
			Denominator
Entered Employment Rate	80	86	74
			86
Employment Retention Rate	89	93.7	118
			126
Earnings Change in Six Months	4100	4258	447101
			105
Credential Rate	58	63.4	78
			123



ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

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

Performance Items	Public Assistance Recipients	Num.	Veterans	Num.	Individuals Disabilities	Num.	Out-of-School Youth	Num.
		Den.		Den.		Den.		Den.
Entered Employment Rate	100	21	100	1	50	1	85	68
		21		1		2		80
Employment Retention Rate	87.5	14	100	1	100	2	93	107
		16		1		2		115
Earnings Change in Six Months	2677	34796	0	0	4482	8963	3682	346085
		13		1		2		94
Credential Rate	72.4	21	100	1	33.3	1	62.8	71
		29		1		3		113

ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

**Table J - Younger Youth Results At-A-Glance**

Performance Items	Negotiated	Actual	Num.
			Den.
Skill Attainment Rate	93	96.5	2112
			2189
Diploma or Equivalent Rate	86	91.1	407
			447
Retention Rate	83	88.3	599
			678

ANNUAL REPORT -- PY: 2006 Location: AR  
Generated 09/07/2007

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

Performance Items	Public Assistance Recipients	Num.	Individuals Disabilities	Num.	Out-of-School Youth	Num.
		Den.		Den.		Den.
Skill Attainment Rate	97	917	94.7	107	94.8	218
		945		113		230
Diploma or Equivalent Rate	89.4	101	78.8	26	59	23
		113		33		39
Retention Rate	92.6	50	80	20	82.8	101
		54		25		122



ANNUAL REPORT -- PY: 2006 Location: AR

Generated 09/07/2007

**Table L - Other Reported Information**

Program	12 Mo. Emp. Retention Rate	Num.	12 Mo. Earnings Change/Replace	Num.	Placements Nontraditional	Num.	Wages Unsub.	Num.	Unsub. Related Training	Num.
		Den.		Den.		Den.		Den.		Den.
Adults	88.7	912	7424	6889814	2.7	14	4784	2243628	74	301
		1028		928		517		469		409
Dislocated Workers	94.7	232	140.2	2813105	4.8	10	6077	1191076	74	124
		245		2006490		209		196		168
Older Youth	84.1	106	4263	456138	1.4	1	3096	204332		
		126		107		74		66		

ANNUAL REPORT -- PY: 2006 Location: AR

Generated 09/07/2007

**Table M - Participation Levels**

Program	Total Participants	Total Exiters
<b>Total Adults</b>	27940	21736
Total Adults (self)	25613	20616
WIA Adults	27428	21547
WIA Dislocated Workers	519	189
<b>Total Youth (14 - 21)</b>	2466	768
Younger Youth (14 - 18)	2147	655
Older Youth (19 - 21)	319	113
Out-of-School Youth	492	187
In-School Youth	1974	581

ANNUAL REPORT -- PY: 2006 Location: AR

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**Table N - Cost of Program Activities**

Program Activity	Total Federal Spending	
<b>Local Adults</b>	\$6,157,391.00	
<b>Local Dislocated Workers</b>	\$3,667,813.00	
<b>Local Youth</b>	\$6,608,987.00	
<b>Rapid Response</b>	\$2,651,208.00	
<b>Statewide Required Activities</b>	\$637,809.00	
<b>Statewide Activities</b>	<b>Description</b>	
	AWIB Support	\$809,977.00
	GAE Administration	\$1,472,706.00
	Incumbent Worker Training Program	\$421,283.00
	Outreach	\$325,088.00
	Workforce Innovations Conference	\$79,689.00
	Youth Opportunities Unlimited	\$63,143.00
RRLevi Admin	\$8,746.00	
<b>Total of All Federal Spending Above</b>	<b>\$22,903,840.00</b>	



06

Reports

# Local Performance Data



ANNUAL REPORT -- PY: 2006 Location: Central  
Generated 09/27/2007

**Table O**  
ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator
				Denominator
Total Participants	Adults		1422	
	Dislocated Workers		82	
	Older Youth		13	
	Younger Youth		230	
Total Exitors	Adults		775	
	Dislocated Workers		31	
	Older Youth		6	
	Younger Youth		78	
Customer Satisfaction	Program Participants	86	86	
	Employers	81	78	
Entered Employment Rate	Adults	88	92	12
	Dislocated Workers	94	97	13
	Older Youth	78	100	32
	Younger Youth	78	100	33
Retention Rate	Adults	91	100	3
	Dislocated Workers	97	97	3
	Older Youth	91	100	10
	Younger Youth	83	84	10
Average Earnings (Ad/DW) Earnings Gain (OY)	Adults	12575	13774	101
	Dislocated Workers	12850	14516	121
	Older Youth	4200	7476	385668
				28
				537101
				37
				67287
				9



<b>Credential/Diploma Rate</b>	<b>Adults</b>	78	83	25
				30
	<b>Dislocated Workers</b>	81	91	31
				34
<b>Older Youth</b>		58	60	3
				5
<b>Younger Youth</b>		86	88	53
				60
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	94	137
				146
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	78	73
				94
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	68	63
				93
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	0	0
				2
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		1	2	14



ANNUAL REPORT -- PY: 2006 Location: Eastern  
Generated 09/27/2007

**Table O**  
ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
<b>Total Participants</b>	<b>Adults</b>		459		
	<b>Dislocated Workers</b>		22		
	<b>Older Youth</b>		43		
	<b>Younger Youth</b>		341		
<b>Total Exiters</b>	<b>Adults</b>		277		
	<b>Dislocated Workers</b>		7		
	<b>Older Youth</b>		6		
	<b>Younger Youth</b>		22		
<b>Customer Satisfaction</b>	<b>Program Participants</b>	86	80		
	<b>Employers</b>	81	74		
<b>Entered Employment Rate</b>	<b>Adults</b>	87	95	36	38
	<b>Dislocated Workers</b>	88	91	10	11
	<b>Older Youth</b>	71	80	16	20
	<b>Younger Youth</b>			41	47
<b>Retention Rate</b>	<b>Adults</b>	82	87	18	18
	<b>Dislocated Workers</b>	95	100	21	23
	<b>Older Youth</b>	83	91	60	71
	<b>Younger Youth</b>	83	85	288626	30
	<b>Adults</b>	7090	9621	161065	16
<b>Average Earnings (Ad/DW) Earnings Gain (OY)</b>	<b>Dislocated Workers</b>	7600	10067	61653	15
	<b>Older Youth</b>	4000	4110		



<b>Credential/Diploma Rate</b>	<b>Adults</b>	70	90	27
				30
	<b>Dislocated Workers</b>	75	100	6
				6
	<b>Older Youth</b>	58	43	12
				28
	<b>Younger Youth</b>	86	90	9
				10
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	95	290
				304
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	65	79
				122
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	57	63
				111
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	0	0
				3
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		3	0	14



ANNUAL REPORT -- PY: 2006 Location: City of Little Rock  
Generated 09/27/2007

**Table O**  
ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator
				Denominator
Total Participants	Adults		1685	
	Dislocated Workers		42	
	Older Youth		59	
	Younger Youth		226	
Total Exiters	Adults		1279	
	Dislocated Workers		21	
	Older Youth		28	
	Younger Youth		39	
Customer Satisfaction	Program Participants	86	81	
	Employers	81	72	
Entered Employment Rate	Adults	90	79	22
	Dislocated Workers	92	82	28
	Older Youth	78	50	18
	Younger Youth	83	80	22
Retention Rate	Adults	92	73	1
	Dislocated Workers	97	100	2
	Older Youth	90	100	16
	Younger Youth	83	80	22
Average Earnings (Ad/DW) Earnings Gain (OY)	Adults	13500	13311	13
	Dislocated Workers	8700	10434	15
	Older Youth	4000	1987	135646
				13
				3973
				2



<b>Credential/Diploma Rate</b>	<b>Adults</b>	71	57	16
				28
	<b>Dislocated Workers</b>	80	64	9
				14
	<b>Older Youth</b>	58	0	0
				3
	<b>Younger Youth</b>	86	74	20
				27
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	76	168
				220
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	67	10
				15
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	79	11
				14
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	0	0
				1
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		14	0	3



ANNUAL REPORT -- PY: 2006 Location: North Central

Generated 09/27/2007

**Table O**

ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		3021		
	Dislocated Workers		41		
	Older Youth		16		
	Younger Youth		264		
Total Exiters	Adults		2211		
	Dislocated Workers		5		
	Older Youth		7		
	Younger Youth		170		
Customer Satisfaction	Program Participants	86	85		
	Employers	81	75		
Entered Employment Rate	Adults	90	97	88	91
	Dislocated Workers	97	100	10	10
	Older Youth	79	100	2	2
	Younger Youth	83	98	105	107
Retention Rate	Adults	91	96	135	140
	Dislocated Workers	97	100	21	21
	Older Youth	91	100	1	1
	Younger Youth	83	98	105	107
Average Earnings (Ad/DW) Earnings Gain (OY)	Adults	10500	10765	1173409	109
	Dislocated Workers	10000	10266	205310	20
	Older Youth	4600	5150	5150	1



<b>Credential/Diploma Rate</b>	<b>Adults</b>	79	95	97
				102
	<b>Dislocated Workers</b>	85	100	11
				11
	<b>Older Youth</b>	58	100	3
				3
	<b>Younger Youth</b>	86	94	148
				157
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	100	544
				546
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	92	110
				120
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	87	157
				181
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	0	0
				1
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		2	0	15



ANNUAL REPORT -- PY: 2006 Location: Northeast  
Generated 09/27/2007

**Table O**  
ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		7926		
	Dislocated Workers		87		
	Older Youth		68		
	Younger Youth		463		
Total Exitters	Adults		5471		
	Dislocated Workers		43		
	Older Youth		15		
	Younger Youth		137		
Customer Satisfaction	Program Participants	86	89		
	Employers	81	73		
Entered Employment Rate	Adults	90	92	81	88
	Dislocated Workers	90	100	37	37
	Older Youth	85	91	10	11
	Younger Youth			121	124
Retention Rate	Adults	91	98	31	31
	Dislocated Workers	97	100	20	20
	Older Youth	94	100	54	58
	Younger Youth	83	93	1570713	110
	Adults	13100	14279	446622	30
Average Earnings (Ad/DW) Earnings Gain (OY)	Dislocated Workers	8970	14887	75482	18
	Older Youth	4000	4193		



<b>Credential/Diploma Rate</b>	<b>Adults</b>	78	89	142
				160
	<b>Dislocated Workers</b>	75	89	33
				37
	<b>Older Youth</b>	58	85	17
				20
	<b>Younger Youth</b>	86	100	59
				59
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	97	409
				424
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	71	126
				177
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	41	77
				188
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	0	0
				1
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>	<b>Not Met</b>		<b>Met</b>	<b>Exceeded</b>
		1	0	16



ANNUAL REPORT -- PY: 2006 Location: Northwest  
Generated 09/27/2007

**Table O**  
ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator
				Denominator
Total Participants	Adults		1641	
	Dislocated Workers		101	
	Older Youth		47	
	Younger Youth		160	
Total Exitors	Adults		1364	
	Dislocated Workers		54	
	Older Youth		23	
	Younger Youth		64	
Customer Satisfaction	Program Participants	86	88	
	Employers	81	76	
Entered Employment Rate	Adults	90	92	79 86
	Dislocated Workers	91	95	56 59
	Older Youth	84	78	18 23
Retention Rate	Adults	93	93	110 118
	Dislocated Workers	97	98	53 54
	Older Youth	87	88	22 25
	Younger Youth	83	93	38 41
Average Earnings (Ad/DW) Earnings Gain (OY)	Adults	13100	10204	1010217 99
	Dislocated Workers	11100	12456	560530 45
	Older Youth	4000	4266	102375 24



<b>Credential/Diploma Rate</b>	<b>Adults</b>	77	79	84
				107
	<b>Dislocated Workers</b>	82	84	42
				50
	<b>Older Youth</b>	58	67	20
				30
	<b>Younger Youth</b>	86	90	27
				30
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	94	167
				178
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	61	60
				98
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	57	51
				89
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	17	1
				6
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		3	1	13



ANNUAL REPORT -- PY: 2006 Location: Southeast

Generated 09/27/2007

**Table O**

ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		2473		
	Dislocated Workers		10		
	Older Youth		9		
	Younger Youth		239		
Total Exiters	Adults		2233		
	Dislocated Workers		6		
	Older Youth		6		
	Younger Youth		88		
Customer Satisfaction	Program Participants	86	84		
	Employers	81	79		
Entered Employment Rate	Adults	86	92	72	78
	Dislocated Workers	92	100	12	12
	Older Youth	74	100	5	5
	Younger Youth	83	84	145	172
Retention Rate	Adults	89	93	259	280
	Dislocated Workers	97	100	16	16
	Older Youth	81	91	10	11
	Younger Youth	83	84	145	172
Average Earnings (Ad/DW) Earnings Gain (OY)	Adults	11830	13419	3193783	238
	Dislocated Workers	10200	18169	145348	8
	Older Youth	3900	6521	58691	9



<b>Credential/Diploma Rate</b>	<b>Adults</b>	70	76	108
				143
	<b>Dislocated Workers</b>	85	100	12
				12
	<b>Older Youth</b>	58	33	2
				6
	<b>Younger Youth</b>	86	89	58
				65
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	96	155
				162
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	73	82
				112
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	67	76
				113
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	0	0
				3
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		3	0	14



ANNUAL REPORT -- PY: 2006 Location: Southwest  
Generated 09/27/2007

**Table O**  
ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator
				Denominator
Total Participants	Adults		2289	
	Dislocated Workers		27	
	Older Youth		11	
	Younger Youth		99	
Total Exitors	Adults		1788	
	Dislocated Workers		12	
	Older Youth		3	
	Younger Youth		31	
Customer Satisfaction	Program Participants	86	85	
	Employers	81	79	
Entered Employment Rate	Adults	90	88	71
	Dislocated Workers	88	82	81
	Older Youth	78	86	18
				22
Retention Rate	Adults	89	88	6
	Dislocated Workers	97	100	7
	Older Youth	88	86	61
	Younger Youth	83	87	70
Average Earnings (Ad/DW) Earnings Gain (OY)	Adults	10550	11858	1150179
	Dislocated Workers	10900	14964	97
	Older Youth	4100	5840	254385
				17
				35037
				6



<b>Credential/Diploma Rate</b>	<b>Adults</b>	79	81	71
				88
	<b>Dislocated Workers</b>	78	78	7
				9
	<b>Older Youth</b>	58	71	5
				7
	<b>Younger Youth</b>	86	91	20
				22
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	93	99
				106
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	77	39
				51
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	86	44
				51
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	0	0
				1
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		6	2	9



ANNUAL REPORT -- PY: 2006 Location: West Central  
Generated 09/27/2007

**Table O**  
ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator
				Denominator
Total Participants	Adults		5471	
	Dislocated Workers		17	
	Older Youth		35	
	Younger Youth		59	
Total Exitors	Adults		5609	
	Dislocated Workers		5	
	Older Youth		13	
	Younger Youth		11	
Customer Satisfaction	Program Participants	86	87	
	Employers	81	79	
Entered Employment Rate	Adults	87	97	29 30
	Dislocated Workers	94	78	7 9
	Older Youth	77	92	12 13
Retention Rate	Adults	92	96	42 44
	Dislocated Workers	97	100	10 10
	Older Youth	86	96	22 23
	Younger Youth	83	100	10 10
Average Earnings (Ad/DW) Earnings Gain (OY)	Adults	12425	13870	527050 38
	Dislocated Workers	9950	12806	115257 9
	Older Youth	4000	1563	26571 17



<b>Credential/Diploma Rate</b>	<b>Adults</b>	78	91	71
				78
	<b>Dislocated Workers</b>	83	80	8
				10
	<b>Older Youth</b>	58	75	12
				16
	<b>Younger Youth</b>	86	78	7
				9
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	97	38
				39
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	91	21
				23
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	71	20
				28
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	40	2
				5
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		5	0	12



ANNUAL REPORT -- PY: 2006 Location: Western

Generated 09/27/2007

**Table O**

ETA Assigned # \_\_\_\_\_

Performance Items	Program Group	Negotiated	Actual	Numerator
				Denominator
Total Participants	Adults		760	
	Dislocated Workers		91	
	Older Youth		18	
	Younger Youth		66	
Total Exiters	Adults		542	
	Dislocated Workers		5	
	Older Youth		7	
	Younger Youth		16	
Customer Satisfaction	Program Participants	86	88	
	Employers	81	80	
Entered Employment Rate	Adults	90	93	26 28
	Dislocated Workers	91	100	9 9
	Older Youth	93	100	1 1
Retention Rate	Adults	90	97	37 38
	Dislocated Workers	97	100	7 7
	Older Youth	85	100	4 4
	Younger Youth	83	100	13 13
Average Earnings (Ad/DW) Earnings Gain (OY)	Adults	10330	12305	430679 35
	Dislocated Workers	12750	11646	69875 6
	Older Youth	4600	2721	10882 4



<b>Credential/Diploma Rate</b>	<b>Adults</b>	77	81	35
				43
	<b>Dislocated Workers</b>	82	88	7
				8
	<b>Older Youth</b>	58	67	4
				6
	<b>Younger Youth</b>	86	75	6
				8
<b>Skill Attainment</b>	<b>Younger Youth</b>	93	97	38
				39
<b>Placement in Employment or Education</b>	<b>Youth (14 - 21)</b>	NA	93	14
				15
<b>Attainment of Degree or Certificate</b>	<b>Youth (14 - 21)</b>	NA	83	15
				18
<b>Literacy or Numeracy Gains</b>	<b>Youth (14 - 21)</b>	NA	0	0
				0
<b>Other State Indicators of Performance</b>				
<b>Overall Status of Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		4	0	13



**ARKANSAS WORKFORCE CENTERS**  
**EMPLOYER CUSTOMER SATISFACTION SURVEY RESULTS REPORT**  
**YEAR 2006 (JANUARY 1 - DECEMBER 31)**

	Total Completed	Total Eligible	Response Rate	Mean Value			Local Performance Level
				Q1	Q2	Q3	
Central	79	98	80.6%	8.10	7.58	7.75	78.1
Eastern	35	43	81.4%	7.66	7.43	7.14	74.1
Little Rock	53	66	80.3%	7.68	7.00	6.89	71.9
North Central	67	82	81.7%	7.67	7.42	7.33	74.7
Northeast	86	110	78.2%	7.53	7.19	7.27	73.3
Northwest	180	241	74.7%	7.85	7.33	7.55	75.8
Southeast	67	90	74.4%	8.16	7.73	7.88	79.3
Southwest	76	93	81.7%	8.08	7.64	7.84	78.6
West Central	137	179	76.5%	8.10	7.69	7.92	79.0
Western	66	78	84.6%	8.41	7.88	7.83	80.4
<b>Totals for State</b>	<b>846</b>	<b>1080</b>	<b>78.3%</b>	<b>7.94</b>	<b>7.49</b>	<b>7.60</b>	

**Calculation of ASCI Score:**

Mean Value Minus 1	6.94	6.49	6.60
Divided by 9	0.7709	0.7212	0.7331
Weight Applied	.37150193	.33678779	.2917103
Weighted Value	0.2864	0.2429	0.2139

**State of Arkansas Customer Satisfaction Score      74.3**

