

# MESSAGE from the GOVERNOR



Mike Huckabee, Governor

Our state's business and industry leaders compete in a global arena where continuous improvement is necessary for survival. The citizens of Arkansas are up for the challenge, and I'm proud to say that the Arkansas Workforce Investment Board played a vital role in this process during 2002.

Existing Arkansas businesses benefited from the Incumbent Worker Training Program. We provided 82 grants totaling \$1.75 million for Arkansas businesses to train the existing workforce. Six Sigma Black Belt and Lean Manufacturing participants from throughout the state will save their companies literally millions of dollars in production costs due to quality improvement measures. Supervisors will be able to communicate with Spanish-speaking employees and customers, and other individuals will be able to utilize new computer skills in the workplace.

Our unemployment rate was below the national average throughout 2002. Job growth occurred in the areas of construction; trade, transportation, and utilities; financial activities; and education and health services.

We will continue to find creative ways to enhance and support our existing workforce while at the same time preparing our citizens to be a vital part of a constantly evolving global economy.

Arkansas Workforce Centers provide locally developed and operated services linking employers and job seekers through a statewide delivery system. Convenient "one-stop" centers are designed to eliminate the need to visit different locations.

The Centers integrate multiple workforce development programs into a single system, making the resources much more accessible and user friendly to job seekers as well as expanding services to employers.

Arkansas Workforce Centers are designed "by employers for employers" to find and train qualified workers and help job seekers find new opportunities. When it all comes together, it's a winning partnership for Arkansas!



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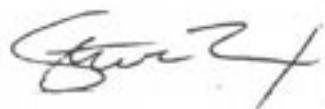
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The Arkansas Workforce Investment Board experienced major changes during the past year. The board staff members moved from west Little Rock to the former Baptist Hospital at One Pershing Circle in North Little Rock. The staff now includes four teams -- Business Relations, Outreach and Development, Workforce Information Analysis and Reporting, and Workforce Systems.

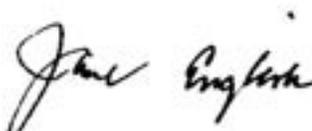
Our Workforce Systems Team developed a certification process for the Arkansas Workforce Centers. Our system will provide employers with workers in existing and emerging occupations and will empower Arkansans to receive employment services as well as job-specific training.

We celebrated successes. The Arkansas Workforce Centers in Russellville and West Memphis were selected to participate in the U.S. Department of Labor National Business Partnership. The Northwest Arkansas Certified Development Company, operator of the Arkansas Workforce Center in Harrison, won the Governor's Quality Achievement Award.

And finally, it was with great sadness that we said goodbye to Joe Warren, who passed away April 28, 2003. Joe served as vice-chairman of the Arkansas Workforce Investment Board, and his contributions to economic development in this state will not soon be forgotten.



Steve Lux, Board Chairman



Jane English, Executive Director

## BOARD MEMBERS

Margaret Abowitz, Potlatch Corp.  
Tom Anderson, Acxiom  
Gilbert Baker, State Senator  
Linda Beene, Department of Higher Education  
Bobby Blount, Association Consulting  
Candis Collins, Union of Needles Trades  
Charles Cunningham, Central Ark. Dev. Council  
Larry Featherstone, All Seasons Carpet & Janitorial  
Howard Fikes, HLF Consulting  
Steve Franks, Department of Workforce Education  
Mary Beth Green, State Representative  
John Hauge, Tom Fitts Tobacco Company  
Mike Huckabee, Governor  
Jim Hudson, Division of Services for the Blind  
Alan Hughes, AFL-CIO  
Catherine Janosky, Global Manufacturing  
Calvin Johnson, University of Arkansas at Pine Bluff  
Kurt Knickrehm, Department of Human Services  
Jim Knight, Real Practices, Inc.  
Steve Lux, Central Moloney, Inc.  
Trevor Meyers, Cloyes Gear and Products, Inc.  
Eddie Miller, Client Assistance Program  
Mike Norton, Northwest Ark. Economic Dev. District  
Jim Pickens, Department of Economic Dev.  
Dalton Price, Jonesboro  
Jim Putlak, Celestica Company  
Ed Rolle, Employment Security Department  
Frank Scroggins, Lafayette County Judge  
Phillip Shirley, Southeast Arkansas College  
Jim Smith, Keith Smith Company  
Arnessa Staten, Arnessa Staten Enterprises  
Joe Warren, Viskase Corporation  
Robert White, State Representative  
Campbell Wilkerson, Georgia-Pacific Corp.  
Ken Wilson, Wilson Corp.  
Barbara Wood, Experience Works  
John Wyvill, Arkansas Rehabilitation Services

# PERFORMANCE OVERVIEW

Arkansas began the process of establishing workforce development goals and measures in 1999 as part of its Workforce Investment Act (WIA) system of performance management that has an outcome-based focus with expectations of success, cost-effectiveness, and accountability. The Program and Performance Evaluation Committee of the Arkansas Workforce Investment Board recommended performance goals that were both challenging and ambitious.

During these first three years of WIA, Arkansas's performance goals have been higher than the national average for at least 15 of the 17 federally mandated measures. Arkansas' measures have been consistently higher than the 10 other states that make up Region IV under the U.S. Department of Labor (DOL).

The task placed on the state is formidable; however, we are continuing to develop the necessary tools to improve customer services.

The emerging network of Arkansas Workforce Centers as well as the cultivation of business and industry relationships provides a fertile learning ground for those who seek job skills, useful direction for those prospective workers who only require minimal help to successfully enter the workforce, and direct placement assistance for those who are "job ready."

During the third program year of WIA program activity, Arkansas's performance results reflected many successes. The state's overall performance exceeded the majority of negotiated goals of the performance measures despite the fact that the state experienced an economic downturn during this measurement period.

## Customer Satisfaction and Response

DOL federal regulations for WIA require each state to collect and report selected customer

satisfaction data for participants who exit all Title I-funded services and for employers who received substantial services and assistance through WIA funding. The state:

- Met and exceeded the negotiated performance standards for the customer satisfaction rate for participants.
- Met and exceeded the negotiated performance standards for customer satisfaction rate for employers.
- Met and exceeded the required contact response rate for employer customer satisfaction.

Despite an increased improvement in our ability to make participant contacts (from 47.7% in 2001 to 64.4% in 2002), we failed to meet the required contact response rate for participant customer satisfaction.

Arkansas's state staff made efforts to correct shortcomings for the customer satisfaction response rate through training for local workforce professionals in case management and participant services. State staff will continue working with local board and program operator staffs as part of our commitment

to continuous improvement of services to customers. It must be noted that improvement was made over the last six months of the program year and that the newly created Office of Performance and Results of the Arkansas Workforce Investment Board is addressing the causative factors for this failure.

## Adult Program

During program year 2002, 3,638 participants were served in Arkansas's Title I-B WIA adult programs, with a total of 1,256 exiters. The state met and exceeded all four of the negotiated performance standards for the adult program.

The state's performance experienced a dramatic increase in the number of adult participant exiters over last year. The overall performance provides evidence of some progress. See ADULT on next page.





the Governor's Dislocated Worker Task Force (GDWTF) reported 76 companies experiencing plant closures and layoffs. These closures and layoffs affected 6,727 workers. However, these figures may not include those company, business, and plant closures and layoffs affecting fewer than 50 employees.

Individuals who received training services in the dislocated worker program had outcomes that exceeded the negotiated levels. Significantly, the gap between outcomes for individuals who received training services and those who received only core and intensive services decreased from last program year.

Due to the fact that the outcomes for individuals who received training services are similar to last program year, it is reasonable that there has been an increase in the quality of core and intensive services being delivered in the Arkansas Workforce Centers.

During program year 2002, the state met and exceeded all four of the negotiated performance standards for the dislocated worker program.

- Arkansas exceeded its entered employment rate performance goal of 84%, with an actual performance level of 91%.

- The state substantially exceeded the dislocated worker earnings replacement in six months performance goal of 103% established by DOL for program year 2002. The actual performance level was 125%.

- As with the adult program, results show that Arkansas exceeded its employment retention rate negotiated performance level of 92%, with an actual performance level of 96% for dislocated workers employed six months or more after entering employment. Arkansas met the employment and credential rate for dislocated workers with an actual performance level of 69%.

- Looking at special populations identified for dislocated workers, individuals with disabilities were found to have a much higher earnings replacement percentage than other dislocated workers.

The actual earnings change, at a rate of 171% for individuals with disabilities, was found to be substantially higher than the negotiated and required performance level of 103% for the regular dislocated worker earnings replacement rate. However, there are no negotiated or required performance levels for these categories.

ADULT continued . . .

in meeting the basic workforce development goals of empowering our citizens to further their individual employment and earnings potential.

- A total of 640 adults were placed in unsubsidized employment during the reporting period, which exceeded the enter employment rate performance goal of 75%, with an actual performance level of 82%.

- The state exceeded the employment retention rate performance goal established by DOL, with 89% of all employed exiters still employed six months or more after entering employment.

- The state exceeded the adult earnings change in six months performance goal, which provides a pre-program and post-program look at earnings changes of participants. The positive earnings change results provide evidence that individuals served through employment and training programs improved substantially following participation in WIA programs.

- Arkansas exceeded the negotiated level and performance goal of 55%, as well as last program year's performance goal of 59%, with a final performance rate of 67% in the employment and credential rate.

- Relative to the special populations for the adult program, the state served public assistance recipients, veterans, individuals with disabilities, and out-of-school youth. However, there are no negotiated or required performance levels for these categories.

### **Dislocated Worker Program**

During the past year, the state experienced increased levels of unemployment. During the period July 1, 2002, through June 16, 2003,

# YOUTH PERFORMANCE

## Older Youth Program

Arkansas met and exceeded three of the four negotiated measures (entered employment, employment retention, and the older youth credential rate) for older youth during program year 2002. After showing continued improvement, Arkansas met performance in the older youth credential rate for the first time since WIA's inception. The performance outcome of 46.7% this program year is up from 31% in 2000 and 36% in 2001.



Summer Youth Graduation Ceremony

As with other states, Arkansas continues to struggle with the successful attainment of credentials for older youth program participants. The design of the credential measure for both older and younger youth includes all youth enrolled in WIA, regardless of whether or not the participant receives a training service for which a credential is an expected result. This creates an unrealistic expectation for older youth who do not receive a training service.

According to DOL's program year 2002 WIA negotiated levels of performance chart, the range of the nationwide negotiated levels for the older youth credential rate in all 50 states is between 30% and 55%. Arkansas is one of only five states with a negotiated performance level of 55% in this measure.

Despite challenges, Arkansas has taken a proactive approach to continue improving performance for this measure. Efforts are being made to better inform and educate local board and program operator staffs about requirements.

The state board has modified its credential definition to allow local boards more flexibility in defining and approving the types of training that result in credentials. The state is encouraging local boards to work with providers to increase the training programs that issue certificates which can be identified as approved credentials.

- The state obtained a performance rate of 78%, which exceeded the negotiated and required rate of 75% for the entered employment rate.

- The state obtained a rate of 82%, which is slightly below the negotiated performance level of 83%. However, this rate is well above the minimum requirement of 80% for the employment retention rate.

- Arkansas failed to meet performance in the older youth earnings change measure by \$10. Arkansas's negotiated level of \$4,075 was the highest rate in the country. The natural average for this measure was \$2,674, which was substantially less than Arkansas's actual performance of \$3,250.

- In reference to outcomes for the older youth special populations, the state served public assistance recipients, veterans, individuals with disabilities, and out-of-school youth. There are no negotiated or required performance levels for these categories.

## Younger Youth Program

During program year 2002, Arkansas met and exceeded all three negotiated measures for the younger youth category.

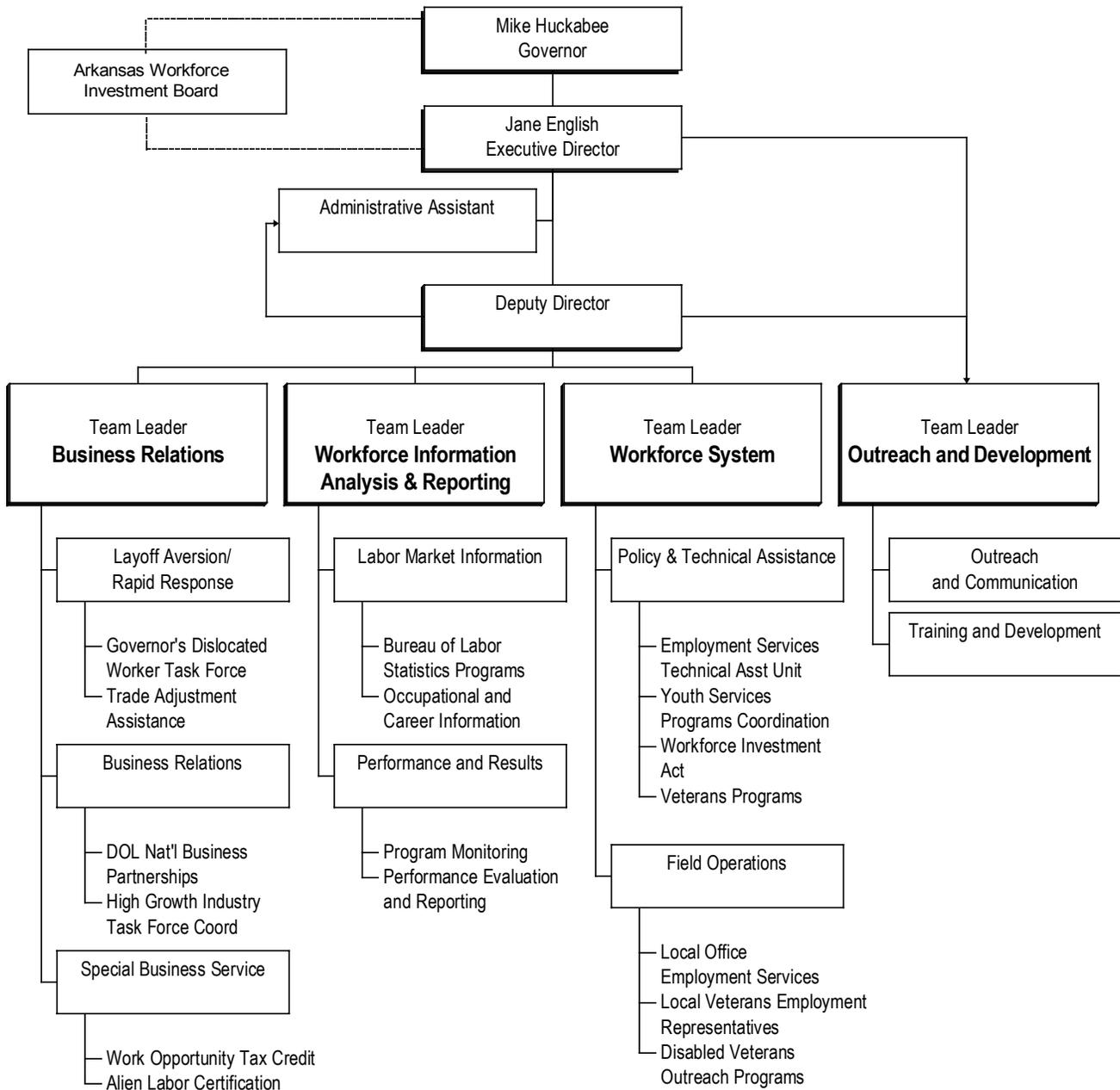
- The negotiated performance level for the skill attainment rate was 80%. The state achieved an outcome of 91%.

- The negotiated performance level for the diploma or equivalent attainment rate was 61%. The state achieved an outcome of 83%.

- The negotiated performance level for the retention rate was 60%. The state achieved an outcome of 71%.

- In reference to outcomes for the younger youth special populations, the state served public assistance recipients, veterans, individuals with disabilities, and out-of-school youth. There are no negotiated or required performance levels for these categories.

# Arkansas Workforce Investment Board ORGANIZATIONAL STRUCTURE



# INTEGRATION

The Bush Administration proposed significant changes in funding to the Workforce Investment Act (WIA) during fiscal year 2002. These proposed changes supported the streamlining of employment and training activities at the state and local level. In Arkansas, WIA Adult, WIA Dislocated Worker, and Wagner-Peyser funding streams financed similar services targeted to similar populations.

After consultation with and approval from Governor Mike Huckabee, Jane English, executive director of the Arkansas Workforce Investment Board (AWIB), and Ed Rolle, director of the Arkansas Employment Security Department (AESD), integrated the employment and training programs administered by both agencies on August 4, 2003.

The integration involved the Employment Assistance and Labor Market Information Sections of AESD and all staff members of AWIB. Four functional teams were established, including Business Relations, Workforce Information Analysis and Reporting, Workforce System, and Outreach and Development.

## **Business Relations Team**

The Business Relations Team provides layoff aversion/rapid response services for companies and workers laid off by downsizing or business closure. This team has a business relations component that works with existing business and industry to determine training needs and skill gaps of the current workforce.

The team alerts business and industry to services available at the Arkansas Workforce Centers and establishes industry sector task forces to determine the required education and skill requirements for high growth industries.

Sections of this team include the Work Opportunity Tax Credit program, which provides tax incentives to employers for hiring people who fall within nine categories determined to be hard to employ, and the Alien Labor Certification Program, which provides approval to employers requesting to hire individuals who are not citizens of this country.

## **Workforce Information Analysis and Reporting Team**

The Workforce Information and Analysis Team includes Labor Market Information, which produces a wide variety of products depicting the employment, earnings, growth, and decline of geographic areas, industries, and occupations. These economic indicators are valuable to employers and economic planners.

The team also includes a performance and results branch to provide oversight of the performance measurements mandated by both federal and state requirements for all partners under the Arkansas Workforce Center umbrella.

## **Workforce System Team**

The Workforce System Team includes policy and technical assistance for the Workforce Investment Act and Wagner-Peyser programs as well as certification criteria development and implementation for the Arkansas Workforce Centers.

The certification program will assure a high standard of quality for services and programs administered through the Arkansas Workforce Centers. In addition, this team also oversees the field operations of state employment services staff located statewide.

## **Outreach and Development Team**

The Outreach and Development Team focuses on public information and outreach to ensure that Arkansans are aware of services available through the Arkansas Workforce Centers.

In addition, the team focuses on grant development. Grant development includes identifying potential funding opportunities from federal, state, private, and corporate funding sources. The development team promotes and facilitates the writing of creative and innovative proposals by local boards, state boards, and partners.

# INCUMBENT WORKER TRAINING

The Arkansas Workforce Investment Board offered \$1.75 million to businesses through its Incumbent Worker Training Program.

The program funded projects that supported the skill development of existing employees, thereby increasing the productivity and growth of the company. Training projects ranged from Six Sigma and Lean Manufacturing to safety, computer, and Spanish language instruction.



When the city of Morrilton lost more than 1,000 jobs in the late 1990s, economic development officials learned that collaboration can be the key to survival.

In 2002, the Conway County Economic Development Corporation utilized a \$78,180 Incumbent Worker Training Program grant to train 49 employees representing 17 companies.

Jeremy Bingham of Sound-Craft Systems thought IWTP was “a great tool to bring the companies, employees, and community together, making for a stronger economic area to withstand the hard times and grow in the good times.”

Company Name	Product	Amount	Type of Training
American Railcar Industries	Rail Tanker Cars	\$14,746.00	Leadership, Team
American Railcar Industries	Rail Tanker Cars	\$15,425.00	Management, Team
Waterloo Industries	Metal Cabinets	\$14,992.00	Production, Inventory
L.A. Darling Co.	Metal Store Fixtures	\$120,000.00	Lean Manufacturing
Kimberly Clark Corporation	Personal Hygiene	\$48,236.00	Computer
Consumer Testing Laboratories	Testing Equipment	\$8,253.36	Supervisory, Leadership
Emerson	Appliance Motors	\$14,000.00	Manufacturing Performance
Ozark Aircraft Systems	Refurbished Aircraft	\$9,660.00	Leadership
Arkansas Timber Products Assoc.	Wood Products	\$144,000.00	Logger, Forester
Raytheon Aircraft Company	New Aircraft	\$175,000.00	Manufacturing
Agricultural Productivity Companies	Irrigation Equipment	\$9,962.00	Computer
Kawneer Co., Inc., and Alcoa	Aluminum Storefronts	\$9,000.00	Spanish Language, Safety
Crafton, Tull, and Associates	Architectural Firm	\$20,494.00	Leadership, Team
Preformed Line Products Co.	Pole Hardware, Splice Cases	\$18,500.00	Continuous Improvement
IPSCO Tubulars	Steel Tubing	\$27,094.00	Team, Communication
American Greetings	Greeting Cards	\$11,250.00	Safety, Emergency Response
Creative Foods, LLC	Condiments, Food	\$3,861.00	Robotics
Arkansas Automobile Dealers	Trade Association	\$92,500.00	ASE Certification, Sales
Dassault Falcon Jet	Jet Aircraft	\$33,750.00	Team, Communication
Anchor Packaging	Plastics	\$21,000.00	Lean Mfg. Certification
Anchor Packaging	Plastics	\$24,000.00	Management, Supervisory
La-Z-Boy Furniture, Inc.	Residential Furniture	\$8,700.00	Drawing, 3D Modeling
Love Box Company	Wood Pallets, Crates	\$8,226.00	Supervisory
SMI Steel - Arkansas	Steel Rolling Mill	\$6,544.09	Hydraulics, Pneumatics
SMI Steel - Arkansas	Steel Rolling Mill	\$12,199.03	Drive Systems Installation, Maintenance, Diagnostics
Emerson	Appliance Motors	\$57,600.00	Continuous Improvement
Loreal	Cosmetics	\$3,017.00	Chemist Assistants
Riverside Furniture	Wood Furniture	\$2,536.20	Leadership, Supervisory
Equipment Services	Automobile Sales and Service	\$175,000.00	BAAN Software
Conway County Economic Development Corp.	Economic Development	\$78,180.00	Basic Workplace Skills
Russellville Industry Council	Non-Profit Training Consortium	\$24,953.09	Computer, Welding, Communication, Diversity, Conflict Management
Chem-Fab Corporation	Aircrafts Parts Manufacturer	\$52,467.25	Six Sigma Methodology
FM Corporation	Structural Foam Plastics, Plastic Injection Molding	\$3,350.00	Linux Technology
Ark. Wood Manufacturers Assoc.	Trade Association	\$42,524.66	Wood Industry Apprenticeship
Airborne Nacelle Services Inc.	Custom Aircraft Sheet Metal Fabrication	\$3,750.00	Aircraft Blueprint Reading
Monticello Econ. Dev. Comm. Training Consortium	Training Consortium	\$6,750.00	Leadership
Great Lakes Chemical Corporation	Bromine Manufacturing	\$12,408.32	Chemical Process Engineering
First State Bank	Banking Services	\$13,575.00	Computer, Customer Service, Compliance, New Hires
Peabody Little Rock	Hotel, Conference Center	\$9,925.00	Computer, Customer Service
3M Industrial Minerals	Manufacturing, Mining	\$21,360.00	Leadership
Arkansas Hospitality Assoc.	Trade Association	\$15,000.00	Front Desk Certification
Arkansas Hospitality Assoc.	Trade Association	\$22,000.00	Barcoding Certification
Arkansas Hospitality Assoc.	Trade Association	\$42,000.00	ServSafe Certification
Arkansas Hospitality Assoc.	Trade Association	\$33,750.00	Room Attendant Certification
Arkansas Hospitality Assoc.	Trade Association	\$62,000.00	Customer Service
Rockline Industries	Converted Paper Products	\$9,600.00	Lean 101
Tyson Foods, Inc.	Poultry Processing	\$175,000.00	Job Site Communication
Polymer Group, Inc.	Non-Woven Textiles	\$9,999.00	Six Sigma GRAPHIX Process
Kimberly Clark Corporation	Personal Care	\$10,500.00	SMART 10
Colson Casters Corporation	Casters	\$9,999.00	Six Sigma
Wal-Mart	Retailer	\$12,000.00	AutoCAD 2002
Gerber Products Company	Baby Food	\$14,000.00	Computer, Maintenance
Hoffinger Industries, Inc.	Pools, Water Filtration	\$9,999.00	Six Sigma
Polk County Industrial Development Corporation	Industrial Development Corp.	\$20,300.00	Basic Electricity, Aircraft Structures, Safety, Forklift
Preformed Line Products Company	Pole Lines, Splice Cases	\$9,999.00	ASQ, Customized Projects
Allen Canning Company	Canned Vegetables	\$4,020.00	Spanish for Supervisors
DaySpring Cards	Greeting Cards	\$53,000.00	Adobe Photoshop and Illustrator
Cooper Homes, Inc.	Manufactured Homes	\$2,680.00	AutoCAD 2002

# Incumbent Worker Training Case Studies



## **Chem-Fab Corporation**

Chem-Fab Corporation of Hot Springs received a \$52,467.25 grant for five employees to attend Six Sigma Black Belt classes conducted by the American Society of Quality (ASQ).

Chem-Fab officials expect savings in the hundreds of thousand dollar range as a direct result of this training.

Results include higher quality of product and administrative efforts; better, quicker customer service; control of variations in all aspects of the company; and focused, driven guidance to investigate problems.

The initial five Black Belt students are creating Green Belt training classes at Chem-Fab for additional employees. The classes also will be offered to Chem-Fab's sister companies and local businesses in Central Arkansas.

Chem-Fab shared its positive results at a roundtable discussion hosted by the Arkansas Workforce Center in Hot Springs, which was attended by several Arkansas companies. Chem-Fab also arranged a tour for students and professors from Henderson State University as part of its community relations effort to share the educational benefits of Six Sigma training.

Chem-Fab Corporation is currently utilizing Lean Manufacturing and Six Sigma to address over 30 opportunities to sustain and grow business, and the five training participants are assigned to a full-time Continuous Improvement Department. Projects are reviewed on a monthly basis to determine what steps should be taken to sustain the success of the program.

## **DaySpring Cards**

DaySpring Cards of Siloam Springs, a subsidiary of Hallmark Cards, received a \$53,000 grant to train 34 employees to use graphic design software such as Adobe Photoshop and Illustrator. Prior to these workshops, employees produced artwork by hand rather than digitally.

According to Mike Sypult, computer training specialist with University of Arkansas Continuing Education, an internal study conducted by Hallmark Cards showed that traditional artists can produce approximately eight pieces of artwork each month. In comparison, a digital artist produces 400 or more pieces per month.

"This grant enabled DaySpring traditional artists to become trained in digital applications in order for the company to remain competitive and retain jobs in Arkansas," Sypult said.



## **SMI Steel**

SMI Steel in Magnolia received two grants worth a total of \$18,743.12 to train 22 employees to install, maintain, and troubleshoot drive systems of the Siemens 6SE70 CUVU.

Prior to this training, no SMI Steel employees had experience with the Siemens equipment. The grant provided hands-on lab activities. Participants now use this new technology to reduce costs associated with equipment downtime and to remain competitive.

# Employers of the Year



The Arkansas Workforce Investment Board and Lt. Gov. Win Rockefeller honored eleven "Employers of the Year" at the 2003 Arkansas Workforce Development Conference, held May 21-23. These employers made distinctive contributions to economic development.

## **Conestoga Wood Specialties**

Conestoga Wood Specialties of Jacksonville is the cabinet industry's leading supplier of wood doors and components.

Johnny White, human resources manager for Conestoga Wood Specialties, needed high-quality job applicants to keep his manufacturing plant open. After touring Conestoga, representatives from the Arkansas Workforce Centers offered to prescreen applicants for positions at the company. Potential employees filled out paperwork and completed a skills assessment at the Arkansas Workforce Centers.

Conestoga Wood Specialties has hired more clients from the Arkansas Workforce Centers than any other employer in Central Arkansas. Eighteen clients were placed with Conestoga between September and December of 2002.

## **Georgia-Pacific Corporation**

Georgia-Pacific Corporation of Crossett employs

1,592 employees in its Paper Operations facility. Five tissue paper machines produce Angel Soft, Quilted Northern, Brawny, and Sparkle consumer products.

Georgia-Pacific works closely with the Arkansas Workforce Centers in Ashley County to screen potential employees. The company helped establish a Pulp and Paper Program at Forest Echoes Technical Institute which resulted in the creation of 150 new jobs and a \$150 million expansion at the Crossett facility in 1997. Georgia-Pacific awards scholarships annually and created an engineering and information technology intern program with the Crossett School District.

## **Gerber Products Company**

Gerber Products Company of Fort Smith manufactures infant and toddler foods and employs approximately 600 individuals.

According to Amanda Moses, "Gerber is a company dedicated to employees and overall improvement to workforce development initiatives." Gerber received a \$14,000 incumbent worker training grant to provide maintenance and supervisory courses for its employees, who will continue to be paid through an in-kind company match during training.

# BUSINESS PARTNERSHIPS

## **Nestle**

Nestle USA announced in July of 2001 that it would build a \$165 million frozen food manufacturing facility in Jonesboro. This state-of-the-art facility includes 325,000 square feet of manufacturing space.

More than 10,000 job applications were received when job screening began in mid-2002. Key Nestle representatives from Ohio, South Carolina, and Utah coordinated job fairs with representatives from the Arkansas Workforce Centers and Employment Security Department.

According to Judy Duncan, "Nestle concentrated on hiring local individuals and made extra efforts to interview and hire workers laid off due to increased foreign trade."

## **Ouachita Industries**

Ouachita Industries is a private, non-profit community service organization that operates a thrift store, workshop, child care facility, and group living home. Ouachita Industries provides training and work experience for Workforce Investment Act youth participants, many of whom are rewarded with offers of permanent employment. The organization hired a WIA client and dislocated worker as its production manager.

## **Raytheon Aircraft Company**

Raytheon Aircraft Company employs over 353 people in the manufacturing area and another 150 in its service/maintenance facility. The company received a \$175,000 incumbent worker training grant for the Horizon, a new technology aircraft that will be built in Little Rock.

## **Rock-Tenn Company**

Rock-Tenn Company of Harrison is a leading manufacturer of 100% recycled paperboard. The Harrison location produces folding paperboard cartons.

According to staff at the Arkansas Workforce Center at Harrison, Rock-Tenn personnel director Jeff Johnson and his staff hire referrals whenever possible. Placements from the Arkansas Workforce Center have included an individual on an Adult Work Experience Contract and another individual who was a displaced homemaker.

## **Toys R Us**

On October 1, 2002, the U.S. Department of Labor unveiled a National Labor Partnership with Toys R Us. The Arkansas Workforce Center at Jacksonville initiated weekly communication with the North Little Rock Toys R Us store manager regarding job openings. Several Central Arkansas Workforce Centers screened job seekers and scheduled interviews. The partnership proved to be a success as 12 clients were hired at the North Little Rock Toys R Us store during its busiest season.

## **Tyson Foods**

Tyson Foods of Dardanelle has utilized the Arkansas Workforce Centers to hire and upgrade skills of employees. According to Jan Campbell, this interaction has shown "how Tyson pursues excellent relationships, fairness, and equal opportunity with employees and the community." Campbell describes Tyson as "a very involved and dedicated member of the economic environment" whose "community involvement is maintained with integrity and care."

## **Whirlpool Corporation**

Whirlpool Corporation of Fort Smith has 4,200 employees. The Arkansas Workforce Center at Fort Smith is Whirlpool Corporation's primary source of referrals for new hires. Whirlpool and the Arkansas Workforce Centers have one common goal -- family self-sufficiency. The Fort Smith location has been in business since 1966. Over the past 36 years, Whirlpool has made a significant contribution to the local economy.

## **White County Medical Center**

White County Medical Center of Searcy conducts a Medical Achieve Program that helps unemployed and underemployed individuals begin careers in the medical community. Tuition is paid by WIA funds, and the curriculum includes classes for dietary and nursing assistants, housekeeping, time management, CPR, computer skills, and problem solving. White County Medical Center offers employment to many of the Medical Achieve graduates.

# LOCAL AREAS



## Training Opportunities

Roy Vanderford and John Metcalf (top) from the Corporation for a Skilled Workforce provided board training for all ten Local Workforce Investment Areas in May and June of 2003.

"Creating Effective Workforce Boards in Arkansas" provided information about how local needs can be assessed and how the local board can take a leadership role in managing community workforce issues.

Jodie Sue Kelly of Cygnet Associates also provided in-depth training for workforce professionals. Her subjects included "Case Management for WIA Performance," "Recruiting and Motivating Youth," "Case Manager's Role in Job Retention," "Getting Employers Involved in Retention," and "Strategic Exiting, Follow-up, and Power Boosters for Performance."

**CASE MANAGER AWARDS:** Twelve case managers from Arkansas Workforce Centers were honored for outstanding service to clients during 2002-2003. These case managers received a desktop computer for use in a resource room and mouse pads featuring the Arkansas Workforce Center logo.

Outstanding case managers included: Karen Henry, Harrison (pictured above); Anita Adams and Teresa McDonald, Blytheville; Betty Martin, Brinkley; Debbie Carroll, Pine Bluff; Donna Rainey and Sonya Ryburn, El Dorado; George Vickers, Little Rock; Fran Ford, Batesville; Vergia Hunt, Jacksonville; Lois Lonetree, Van Buren; and Karen McDaniel, Hot Springs.



**QUALITY:** The Northwest Arkansas Certified Development Company won the Governor's 2003 Arkansas Quality Achievement Award, which is presented to organizations that demonstrate significant commitment to the practice of quality principles. Governor Mike Huckabee and AWIB executive director Jane English visited staff members of the Arkansas Workforce Center in Harrison (left).

## Department of Labor selects West Memphis, Russellville sites for National Business Partnership

The U.S. Department of Labor, Employment and Training Administration, has chosen the Arkansas Workforce Centers in Russellville and West Memphis to participate in the National Business Learning Partnership.

This national program matches local areas that have adapted to a demand-driven workforce system with local areas ready to accelerate the transition.

A National Business Learning Partnership Kick-Off occurred October 28-30, 2003, in Chicago. Russellville and West Memphis personnel met their mentors and developed action plans during this event.

Russellville will partner with Pikes Peak, Colorado, and West Memphis will work with Springfield, Massachusetts.

These mentor relationships will continue through July 2004 with progress reports issued the following September.

Key components of the National Business Learning Partnership include assessment and fulfillment of employer needs, fee for service, and activities of local boards.

The mentors from Colorado and Massachusetts will help the Arkansas Workforce Centers in Russellville and West Memphis develop a demand-driven system focused on employers.



**RESOURCE ROOM:** Amanda Isbell, AWIB staff; Margaret Dickerson, Arkansas Workforce Center at Hot Springs; and Jan Campbell, West Central administrator

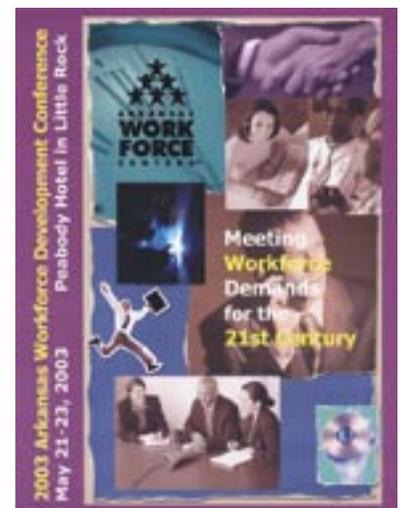
## Conference

Approximately 350 workforce development professionals from Arkansas, Louisiana, and Texas attended the 2003 Arkansas Workforce Development Conference, held May 21-23, 2003, at the Peabody Hotel in Little Rock.

The conference was based on the theme "Meeting Workforce Demands for the 21st Century." The event included 40 workshops as well as the inaugural Arkansas Workforce Center "Employer of the Year" and "Alumni Awards."

The eleven "Employer of the Year" winners were honored at a special luncheon on May 21 hosted by Lt. Gov. Win Rockefeller, and "Alumni Award" recipients and their case managers were treated to lunch on May 23.

Conference participants viewed a video tribute to the employer and alumni award winners and also saw footage filmed at Incumbent Worker Training Program sites through Arkansas.



# PARTICIPANT PROFILES

## Randi Gardner

Randi was 14 years old when he entered the younger youth program offered by the Northwest Arkansas Certified Development Company.

During the summer of 2002, he had no idea that he would begin developing work related skills that would open up future employment opportunities. His only expectation that year was to get a summer job. Randi's success that summer was mediocre. He had a few confrontations with his supervisor that resulted in an unfavorable evaluation.



With a year of maturity under his belt and additional job coaching encounters, Randi got a second

chance to test his employability. In the summer of 2003, Randi worked at Jim's Razorback Pizza, where he proved himself to be a valuable "family" member. Randi's successful summer work experience landed him a permanent position at the pizza parlor. His final evaluation was outstanding, and he was given a \$1 raise.

## Vicki Stringfellow

Vicki Stringfellow was a dislocated worker from Adelphia Business Solutions. She visited the Arkansas Workforce Center at Little Rock for job placement assistance and computer training in May 2002. Vicki was referred to Arkansas Rehabilitation Services for new hearing aids. She went to job interviews but thought her age (over 50) was a factor in not been chosen. She stayed informed about job fairs and accepted a position on July 30, 2003, as a systems manager at Delux Media. Her starting salary was \$50,000.

## Rodney Breaux

Rodney Breaux first visited the Arkansas Workforce Center at Jacksonville looking for a summer job at the age of 17. He entered the WIA Youth Program and gained job experience

through Youth Opportunities Unlimited (Y.O.U.) at the University of Arkansas at Fayetteville.

Rodney graduated from Jacksonville High School and enrolled in the WAGE Program to enhance his computer skills. He was then referred to Conestoga Wood Specialties in Jacksonville, where he now works as a framer and wood inspector. He has received several bonuses for perfect attendance.

## Phyllis Gereaux

Phyllis Gereaux was working as a waitress to support her son. She realized that she could not become self-sufficient without an education and additional skills.

Phyllis visited the Arkansas Workforce Center at Hot Springs for career counseling and to develop an individual employment plan. She enrolled in business office technology at Quapaw Technical Institute.

Phyllis completed an internship with the Community Service Office in Hot Springs and is now employed as a full-time accounting specialist.

## German Martinez

German Martinez first visited the Arkansas Workforce Center in Harrison on November 1, 2002. He had been working various jobs since moving from Los Angeles, California.

German entered core services and utilized resume and job searching services. Since German is bilingual in Spanish and English, we assured him that the job search would be rewarding.

German worked various jobs in the area for a few months before we found the position that was made for him. Arrangements were made for German to interview with the Washington County Assessor's Office. German was hired as a permanent employee and enjoys his work.



## WIA PARTICIPANT STORIES

### Debra Harms

Debra Harms became a dislocated worker after 12 years of employment with Montgomery Wards. When the store closed, Debra was 46 years old and had two children in college.

Debra received career counseling and funding from WIA to pursue a bachelor's degree in early childhood education. She maintained a 4.0 grade point average and was graduated Summa Cum Laude from Arkansas State University on December 14, 2001. At the age of 49, she was ranked first out of a graduating class of 532.

Debra currently teaches seventh grade at Gosnell Public Schools. She also teaches part-time for the College Preparatory Program at Mississippi County Community College.

### Carrie Swanigan

Carrie Swanigan was working as a counter attendant at McDonald's, trying to support her four children, when she first visited the Arkansas Workforce Center at Brinkley. Carrie scored high on all of her assessments and was enrolled at East Arkansas Community College in Forrest City with the assistance of WIA funds. She then transferred to the University of Arkansas at Little Rock and graduated in December 2002. Carrie was offered a contract with the Little Rock School District. She currently teaches at Baseline Elementary School.

### Benjamin Browning

Benjamin Browning came into the Arkansas Workforce Center at Jonesboro in the summer of 2002 desperately seeking funding for the fall semester at Arkansas State University. Benjamin was a senior with an engineering major. He had a 2.9 grade point average and was determined to finish, but he could not make enough money at his \$7 an hour warehouse job to pay his living expenses for another year. Benjamin's engineering courses were difficult, and he knew he could not work full-time and graduate in May 2003. We were able to fund his last two semesters, and he graduated May 9, 2003, from Arkansas State University with a bachelor of science degree in engineering.

Shortly after graduation, Benjamin accepted a job with the Arkansas Highway and

Transportation Department with a salary of \$36,200. He is grateful for the assistance from the Arkansas Workforce Center and says he would not have been able to graduate without our help.

### Misti Kinney

Misti Kinney was referred to the Arkansas Workforce Center in March 2003 by the Department of Human Services. She was a 20 year old single mother of three children.

Misti visited the Workforce Center 15 hours each week for typing and Microsoft tutorials. She frequently offered help to others in the resource room. Misti enrolled in the Welfare to Work program and became



the front desk receptionist at the Arkansas Workforce Center at Fayetteville.

Misti was invaluable to the Fayetteville office; however, the transition was not always smooth. She had child care problems, no permanent housing, and unreliable transportation. Misti was often absent or late to work. We worked to get a back-up system into place for child care and enrolled her into supportive services to provide gasoline.

In September, a position opened at the Washington County Assessor's Office. She was then dually enrolled as an older youth for an extended work experience. Misti became a permanent employee on November 24, 2003. She has learned the system, is great with customers, and has been put in charge of the filing system.

### Sherri Lynne Tatum

Sherri Lynne Tatum was a dislocated worker who visited the Arkansas Workforce Center in April 2001. Her goal was to become a Licensed Practical Nurse (LPN). Sherri graduated with honors from the Baptist Health System LPN School on March 8, 2002. She was immediately hired by Baptist Hospital in Little Rock and currently works on the cardiac floor.

# Youth Activities



**CHECK THIS OUT:** Courtney McNealey (top) receives her first summer paycheck from Lennox.

## World of Difference Youth Conference

More than 275 youth attended the World of Difference Summer Conference 2003, which was sponsored by the Youth Council of the Workforce Investment Board of Eastern Arkansas. The conference was held August 4-6 at the Wynne Community Center.

The conference brought together the WIA Title I youth provider and 11 youth groups from a five county area.

Conference presenters included former University of Texas head coach Fred Akers. His session with adult youth leaders was geared at helping them motivate, mentor, and counsel youth. Jason Dorsey, co-author of the *Chicken Soup for the Soul* series, also spoke at the event.

Businesses provided funds for a computer as well as \$500 and \$1,000 savings bonds. These prizes were awarded to youth who exhibited leadership and a passion for learning.

**SMILES:** Robert Criner (right) enjoyed the Arkansas County Summer Employment Program.



## Jackson wins JAG award

Connie Jackson, director of North Central Arkansas Development Council, received the bronze eagle "Above and Beyond Award" at the 20th Annual Training Seminar of Jobs for America's Graduates (JAG) in Chicago, Ill.

Jackson was honored for her efforts to promote the JAG program at Batesville and Bald Knob High Schools.

JAG is a broad-based school-to-work program designed to prepare students for success in the workplace, whether their careers begin immediately after high school graduation or require them to complete post-secondary education or training. Students must master 37 core competencies that will make them more employable and better workers.



## YOUTH AND THE WORKPLACE

When Arkansas County students arrived for their first day of academic instruction class, little did they know what was in store for them. In addition to work experience, the Central Arkansas Planning and Development District incorporated an academic enrichment class into its Summer Employment Program. The goal of the academic enrichment class was to improve math, reading, and employability skills for participants.

Their youth instructor, Arkansas Workforce Center career specialist Christy Levey, was late: first five, then 10, then 15 minutes late. The students asked resource coordinator Patty Bush where she was.

"I don't know," was Bush's reply. "This isn't like her; she's never late. I'm sure she'll be here soon," she said, trying to calm the fidgeting teenagers.

Just then, the door opened from the back of the room and out stepped someone dressed in sagging shorts with clearly visible boxer shorts, a baseball jersey at least two sizes too big, a blue bandana tied around her head, dark sunglasses, and dirty, unlaced tennis shoes. The students were speechless as the intruder, none other than Levey, plunked herself down on the chair in front of them and demanded a job.

The reaction was immediate and unanimous: "We wouldn't hire you!"

"Why not?" she demanded. She noisily popped the gum in her mouth and propped her foot on the table in front of them. "Hey, I need a job ... hold on, I gotta call comin' in."

She reached in her pocket, pulled out a cell phone, and proceeded to conduct a conversation with a friend about an ensuing party. She finished the call and turned to face the students.

"Okay, now where was I? Oh yeah, I want a job ... so what you got for me?"

Again the students went into a torrent of explanations as to why they wouldn't hire her. Levey held up her hands, rose from her chair, took off her glasses and said, "Okay, then since you know so much about it, I want you to take the paper in front of you and list all the things I have done wrong since I walked in this room." The students grabbed pencils and started compiling their lists while Levey made a hasty

retreat to change clothes before anyone else came into the Center. This was only the beginning of an eight-week adventure into the work world for these youth.

"I could have talked for hours about work ethics and proper attire and not have made the impact that a short 10 minute performance had on them," Levey explained.

The "performance" was not the only creative activity the youth experienced. During fraction instruction, the youth were given a tape measure and told to measure all types of objects including tables, books, pencils, each other's heights, and even the resource coordinator's face.

The youth worked as a team each week, rehashing the previous week's work activities. They brainstormed ways to combat workplace boredom, handle irritating co-workers, and budget their new income.

"When I first received the challenge to teach these youth, I was a little daunted," Levey admitted. "But my years of substitute teaching and my love for young people took over. I wanted the students to learn not only from books and hand-outs. I wanted them to experience learning in a way that they would never forget."

Apparently Levey was on to something. According to the youth's final test scores at the end of the program, their basic skill levels rose by an average of three grade levels. Work maturity levels also increased by as much as ten percentage points.

"When they completed their final tests and Patty gave us the scores, I don't know who was more excited ... the students or us," Levey said.

As for the employment aspect of the program, the youth's supervisors and employers have all expressed a desire to have the youth return again next year, and some employers have even requested more youth for their sites.

"I truly believe that the success of our program didn't rely on just one component. It was a combination of teamwork – both at work and in class – combined with staff and employers who believed in the youth's abilities to achieve their dreams ... no matter what those dreams were," Levey said. "Patty and I can hardly wait to get started on next year's program."



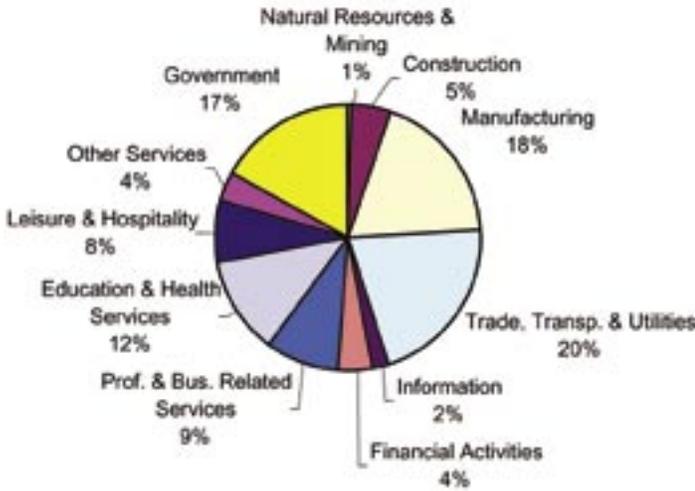
# APPENDIX



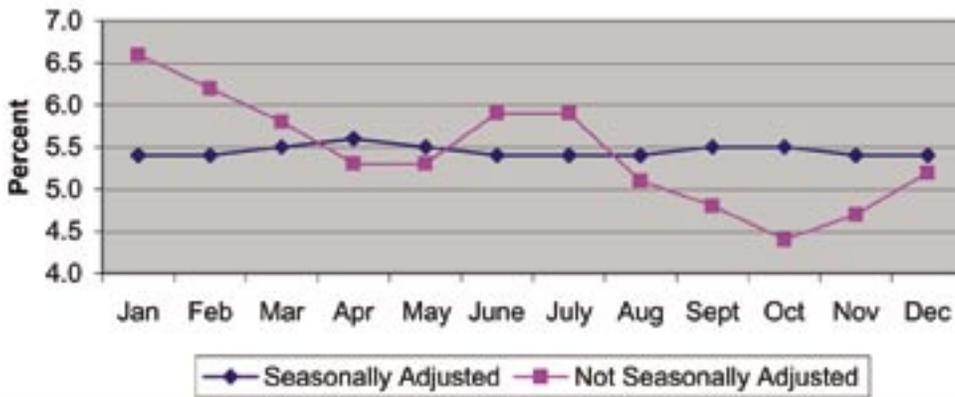
# ECONOMIC INDICATORS

Arkansas's unemployment rate was below the national average throughout 2002. Job growth occurred in the areas of construction; trade, transportation, and utilities; financial activities; and education and health services.

	2002
Total Nonfarm	1,147,800
Natural Resources & Mining	6,800
Construction	54,900
Manufacturing	214,400
Trade, Transp. & Utilities	241,600
Information	20,300
Financial Activities	49,900
Prof. & Bus. Related Services	100,800
Education & Health Services	135,500
Leisure & Hospitality	87,600
Other Services	40,900
Government	195,000

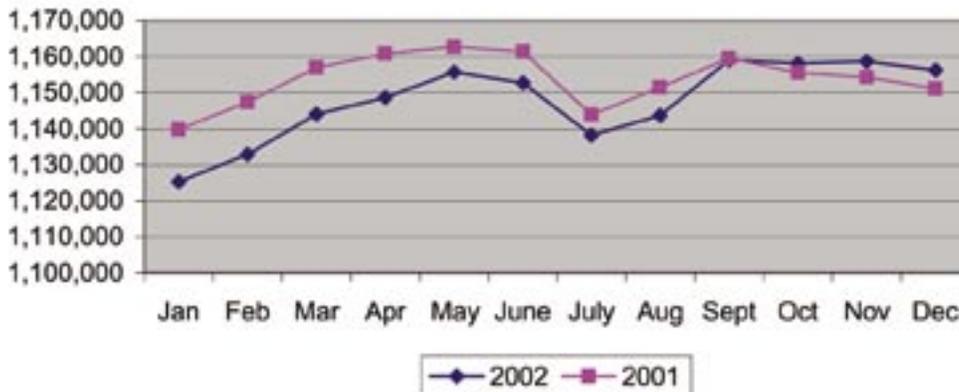


**State of Arkansas  
2002 Unemployment Rates**



2002	Seasonally Adjusted	Not Seasonally Adjusted
Jan	5.4	6.6
Feb	5.4	6.2
Mar	5.5	5.8
Apr	5.6	5.3
May	5.5	5.3
June	5.4	5.9
July	5.4	5.9
Aug	5.4	5.1
Sept	5.5	4.8
Oct	5.5	4.4
Nov	5.4	4.7
Dec	5.4	5.2

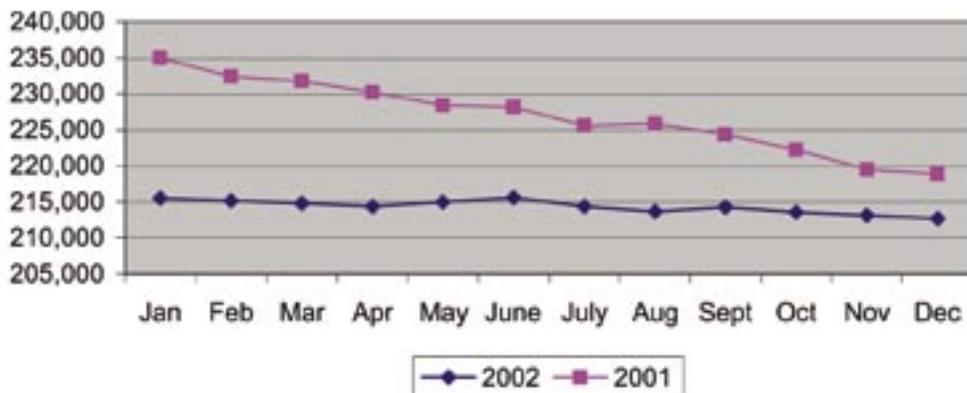
**Nonfarm Payroll Jobs  
State of Arkansas**



	2002	2001
Jan	1,125,300	1,139,800
Feb	1,132,800	1,147,300
Mar	1,144,100	1,157,000
Apr	1,148,600	1,160,800
May	1,155,600	1,162,800
June	1,152,600	1,161,300
July	1,138,200	1,143,900
Aug	1,143,700	1,151,500
Sept	1,159,000	1,159,600
Oct	1,158,200	1,155,500
Nov	1,158,700	1,154,200
Dec	1,156,300	1,151,000

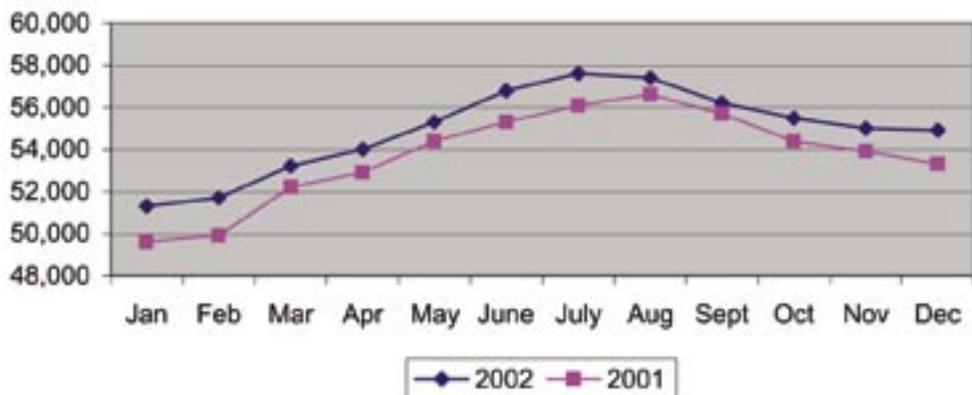
# NONFARM PAYROLL JOBS

**Manufacturing Jobs  
State of Arkansas**



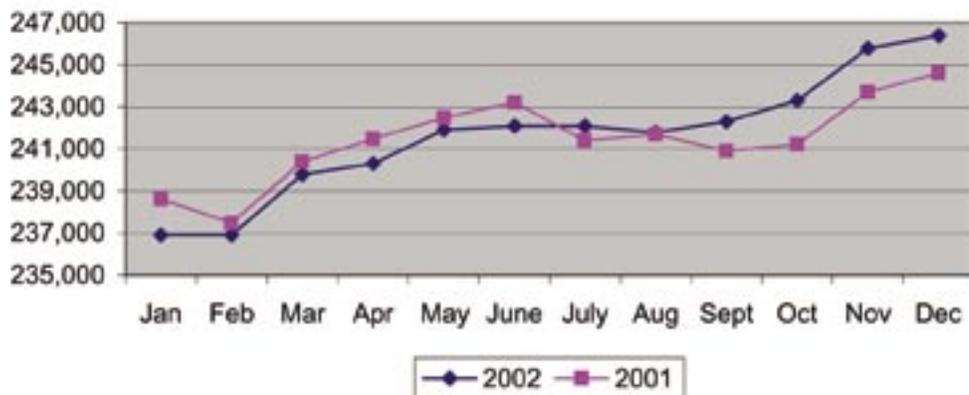
	2002	2001
Jan	215,500	235,000
Feb	215,200	232,400
Mar	214,800	231,800
Apr	214,400	230,200
May	215,000	228,400
June	215,600	228,200
July	214,400	225,600
Aug	213,700	225,900
Sept	214,300	224,400
Oct	213,600	222,200
Nov	213,100	219,500
Dec	212,700	218,900

**Construction Jobs  
State of Arkansas**



	2002	2001
Jan	51,300	49,600
Feb	51,700	49,900
Mar	53,200	52,200
Apr	54,000	52,900
May	55,300	54,400
June	56,800	55,300
July	57,600	56,100
Aug	57,400	56,600
Sept	56,200	55,700
Oct	55,500	54,400
Nov	55,000	53,900
Dec	54,900	53,300

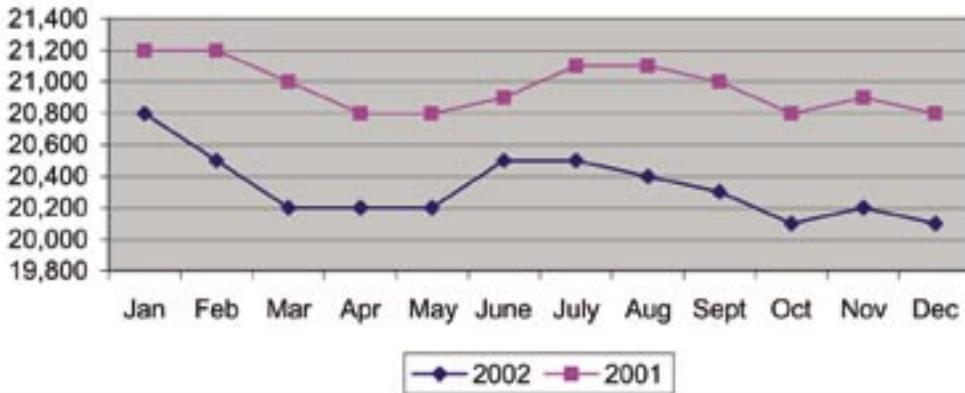
**Trade, Transp., & Utilities Jobs  
State of Arkansas**



	2002	2001
Jan	236,900	238,600
Feb	236,900	237,500
Mar	239,800	240,400
Apr	240,300	241,500
May	241,900	242,500
June	242,100	243,200
July	242,100	241,400
Aug	241,800	241,700
Sept	242,300	240,900
Oct	243,300	241,200
Nov	245,800	243,700
Dec	246,400	244,600

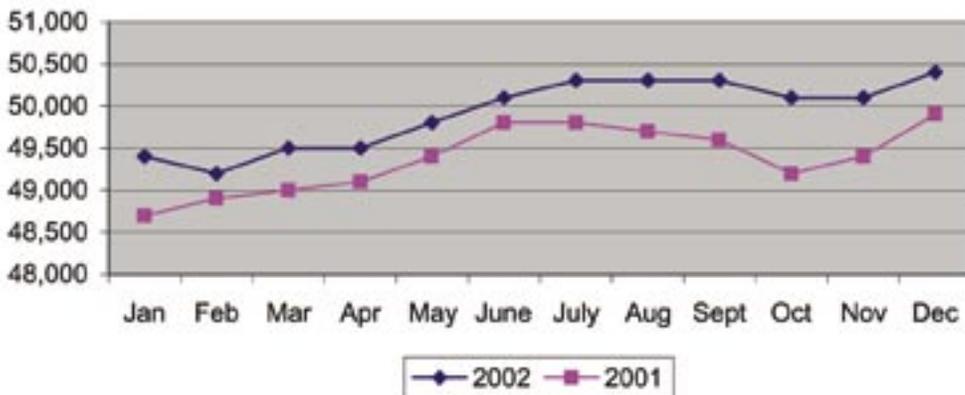
# ECONOMIC INDICATORS

**Information Jobs  
State of Arkansas**



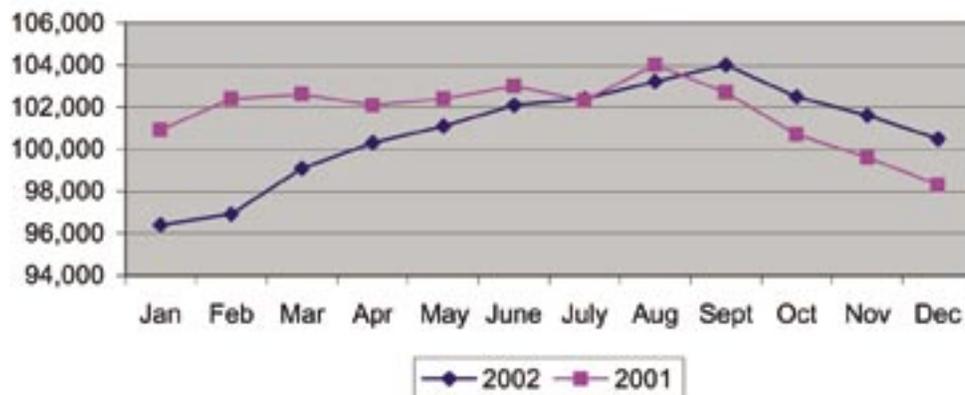
	2002	2001
Jan	20,800	21,200
Feb	20,500	21,200
Mar	20,200	21,000
Apr	20,200	20,800
May	20,200	20,800
June	20,500	20,900
July	20,500	21,100
Aug	20,400	21,100
Sept	20,300	21,000
Oct	20,100	20,800
Nov	20,200	20,900
Dec	20,100	20,800

**Financial Activities Jobs  
State of Arkansas**



	2002	2001
Jan	49,400	48,700
Feb	49,200	48,900
Mar	49,500	49,000
Apr	49,500	49,100
May	49,800	49,400
June	50,100	49,800
July	50,300	49,800
Aug	50,300	49,700
Sept	50,300	49,600
Oct	50,100	49,200
Nov	50,100	49,400
Dec	50,400	49,900

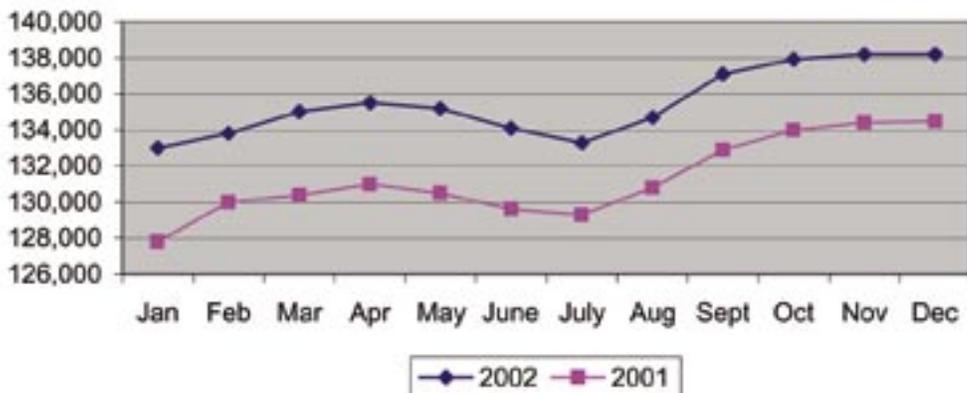
**Professional & Business Services  
State of Arkansas**



	2002	2001
Jan	96,400	100,900
Feb	96,900	102,400
Mar	99,100	102,600
Apr	100,300	102,100
May	101,100	102,400
June	102,100	103,000
July	102,400	102,300
Aug	103,200	104,000
Sept	104,000	102,700
Oct	102,500	100,700
Nov	101,600	99,600
Dec	100,500	98,300

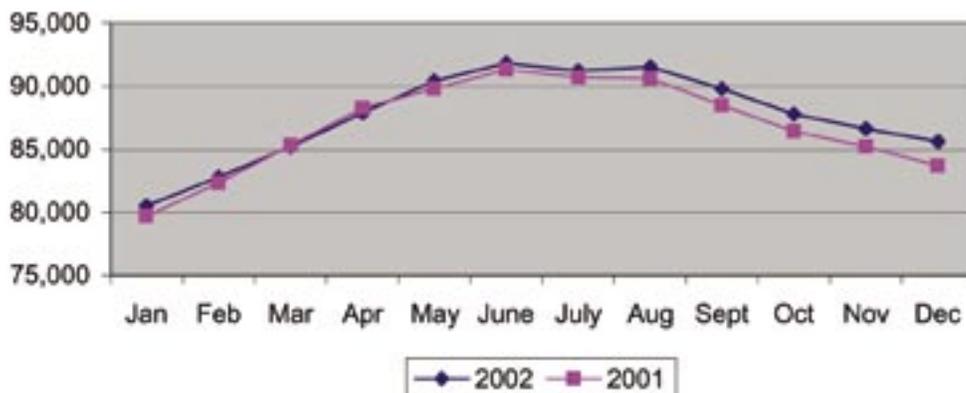
# NONFARM PAYROLL JOBS

**Education & Health Services  
State of Arkansas**



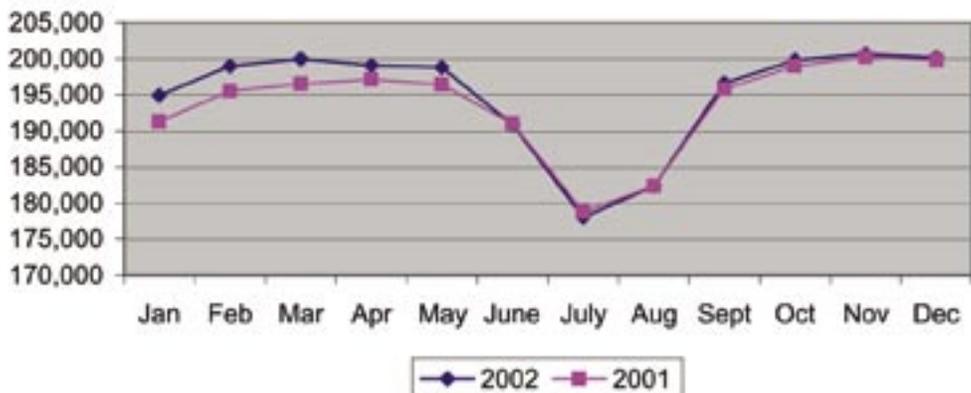
	2002	2001
Jan	133,000	127,800
Feb	133,800	130,000
Mar	135,000	130,400
Apr	135,500	131,000
May	135,200	130,500
June	134,100	129,600
July	133,300	129,300
Aug	134,700	130,800
Sept	137,100	132,900
Oct	137,900	134,000
Nov	138,200	134,400
Dec	138,200	134,500

**Leisure & Hospitality Jobs  
State of Arkansas**



	2002	2001
Jan	80,500	79,700
Feb	82,800	82,300
Mar	85,200	85,300
Apr	87,900	88,300
May	90,400	89,800
June	91,800	91,300
July	91,200	90,700
Aug	91,500	90,600
Sept	89,800	88,500
Oct	87,800	86,400
Nov	86,600	85,200
Dec	85,600	83,700

**Government Jobs  
State of Arkansas**



	2002	2001
Jan	194,900	191,300
Feb	199,000	195,500
Mar	200,000	196,500
Apr	199,100	197,100
May	198,800	196,400
June	190,900	191,000
July	178,000	178,800
Aug	182,400	182,400
Sept	196,600	195,800
Oct	199,800	199,000
Nov	200,700	200,200
Dec	200,100	199,800

# WIA PERFORMANCE MEASURES

Table A provides the results of the customer satisfaction surveys conducted for PY 2002. The results were calculated as follows.

## Program Participant Customer Satisfaction

The weighted average of participant ratings on each of three questions regarding overall satisfaction is reported on a 0 – 100-point scale. The score is a weighted average, not a percentage. The three questions asked of the participants are as follows.

1. Utilizing a scale of 1 to 10 where “1” means “Very Dissatisfied” and “10” means “Very Satisfied,” what is your overall satisfaction with the services provided?
2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? “1” now means “Falls Short of Your Expectations” and “10” means “Exceeds Your Expectations.”
3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? “1” now means “Not very close to the Ideal” and “10” means “Very Close to the Ideal.”

## Employer Customer Satisfaction

The weighted average of employer ratings on each of three questions regarding overall satisfaction is reported on a 0 – 100-point scale. The score is a weighted average, not a percentage. The same three questions asked of participants were asked of employers.

For both the participant and employer surveys, the Actual Performance Level for the State has been computed by using the American Customer Satisfaction Index (ACSI). The ACSI was developed by the National Quality Research Center at the University of Michigan Business School. The index is co-sponsored by the American Society for Quality, Claes Fornell International (CFI) Group, and the University of Michigan Business School. Because the ACSI has a demonstrated record of tracking performance over time, many private and public employers have used it extensively as a key component in assessing “continuous improvement” in performance. Local levels of satisfaction were calculated using a non-ACSI weighting procedure and then results were aggregated to obtain the state level outcomes, using the ACSI methodology.

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

Customer Satisfaction	Negotiated Performance Levels	Actual Performance Level - American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	78	81.8	821	2342	1294	63.4%
Employers	72	72.8	820	4895	1006	81.5%

Table B provides performance measures for the adult program. The measures are calculated as follows.

### Entered Employment Rate

Counting only adult participants who were not employed at registration, the number of adults who have entered employment by the end of the first quarter after their exit divided by the number of adults who exited the program during the quarter.

### Employment Retention Rate

Counting only adult participants who are employed in the first quarter after their exit from the program, the number of adults who are still employed in the third quarter after their exit, divided by the number of adults who exited the program during the quarter.

### Earnings Change in Six Months

Counting only adult participants who are employed in the first quarter after their exit from the program, the total of their post-program earnings during the second and third quarter after their exit less their pre-program earnings in the second and third quarters prior to registration divided by the number of adults who exited the program during the quarter. Unemployment wage records are the only data source for this measure.

### Employment and Credential Rate

Counting only adult participants who received training services, the number of individuals who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of individuals who exited services during the quarter.

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Entered Employment Rate</b>	75.0%	82.7%	640
			774
<b>Employment Retention Rate</b>	82.0%	89.0%	878
			986
<b>Earnings Change in Six Months</b>	\$3,500	\$4,310	\$3,844,575
			892
<b>Employment and Credential Rate</b>	55.0%	67.8%	554
			817

Table C provides additional performance outcomes for selected populations within the adult program. The following definitions apply to these populations.

**Public Assistance Recipients** – Individuals who receive federal, state, or local government cash payments for which eligibility is determined by a needs or income test. The receipt of public assistance status may occur at any time the individual is receiving services including at time of registration or during public assistance. Receipt of foster child payments is not counted as public assistance.

**Veterans** – Individuals who served in the active U.S. military, naval, or air service and who were discharged or released from such service under conditions other than dishonorable.

**Individuals with Disabilities** – Individuals with any disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).

**Older Individuals** – Individuals aged 55 years or older at the time of registration.

**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	72.0%	54	79.7%	51	75.8%	25	85.7%	30
		75		64		33		35
Employment Retention Rate	85.9%	61	79.5%	62	97.2%	35	92.5%	37
		71		78		36		40
Earnings in Change in Six Months	\$4,616	\$295,435	\$3,793	\$254,116	\$5,346	\$176,409	\$3,133	\$115,933
		64		67		33		37
Employment and Credential Rate	51.4%	37	71.4%	50	65.4%	17	88.2%	15
		72		70		26		17

Table D provides data useful for comparing outcomes for individuals receiving services in the adult program. Training services are those activities described in WIA section 134(d)(4)(D), including, but not limited to, occupational skills training, on-the-job training, cooperative education programs, skill upgrading and retraining, job readiness training, and adult education and literacy activities. Core services are defined in WIA section 134(d)(2) and include such activities as intake, initial assessment, provision of employment statistics information, and job search and placement assistance. Intensive services are enumerated at WIA section 134(d)(3)(C) and may include services such as specialized assessment, diagnostic testing, group counseling, individual counseling and career planning, development of an individual employment plan, and case management.

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	81.4%	421	85.2%	219
		517		257
Employment Retention Rate	88.2%	612	91.1%	266
		694		292
Earnings Change in Six Months	\$4,523	\$2,844,770	\$3,802	\$999,805
		629		263

Table E provides performance measures for the dislocated worker program. The measures are calculated as follows.

**Entered Employment Rate**

Counting only dislocated worker participants who were not employed at registration, the number of dislocated workers who have entered employment by the end of the first quarter after their exit divided by the number of dislocated workers who exited the program during the quarter.

**Employment Retention Rate**

Counting only dislocated worker participants who are employed in the first quarter after their exit

from the program, the number of dislocated workers who are still employed in the third quarter after their exit, divided by the number of dislocated workers who exited the program during the quarter.

#### Earnings Change in Six Months

Counting only dislocated worker participants who are employed in the first quarter after their exit from the program, the total of their post-program earnings during the second and third quarters after their exit less their pre-program earnings in the second and third quarters prior to registration divided by the number of dislocated workers who exited the program during the quarter.

#### Employment and Credential Rate

Counting only dislocated worker participants who received training services, the number of individuals who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of individuals who exited services during the quarter.

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

	Negotiated Performance Level	Actual Performance Level	
<b>Entered Employment Rate</b>	84.0%	91.7%	397
			433
<b>Employment Retention Rate</b>	92.0%	96.5%	383
			397
<b>Earnings Replacement in Six Months</b>	103.0%	125.2%	\$3,642,231
			\$2,909,625
<b>Employment and Credential Rate</b>	55.0%	69.2%	258
			373

Table F provides additional performance outcomes for selected populations within the dislocated worker program. In addition to the definitions provided under Table C, the following definition is applicable.

Displaced Homemaker – An individual who has been providing unpaid services to family members in the home and (1) has been dependent on the income of another family member but is no longer supported by that income; and (2) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
<b>Entered Employment Rate</b>	92.9%	52	100.0%	14	86.5%	32	84.2%	16
		56		14		37		19
<b>Employment Retention Rate</b>	98.1%	51	92.9%	13	96.9%	31	93.8%	15
		52		14		32		16
<b>Earnings Replacement Rate</b>	112.7%	\$460,260	171.4%	\$113,413	115.1%	\$366,024	147.1%	\$107,255
		\$408,532		\$66,185		\$317,919		\$72,904
<b>Employment and Credential Rate</b>	81.0%	34	50.0%	6	77.4%	24	64.7%	11
		42		12		31		17

Table G provides data useful for comparing outcomes for individuals receiving services in the dislocated worker program. The definitions for core, intensive and training services are the same as cited under Table D.

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	92.8%	346	85.0%	51
		373		60
Employment Retention Rate	96.2%	333	98.0%	50
		346		51
Earnings Replacement Rate	127.0%	\$3,186,521	113.7%	\$455,710
		\$2,508,954		\$400,671

Table H provides performance measures for the older youth program (19-21 years old). The measures are calculated as follows.

**Entered Employment Rate**

Counting only older youth participants who were not employed at registration and were not enrolled in post-secondary education or advanced training in the first quarter after exit, the number of older youth who have entered employment by the end of the first quarter after their exit divided by the number of older youth who exited the program during the quarter.

**Employment Retention Rate**

Counting only older youth participants who were not employed at registration and were not enrolled in post-secondary education or advanced training in the third quarter after exit, the number of older youth who are still employed in the third quarter after their exit, divided by the number of older youth who exited the program during the quarter.

**Earnings Change in Six Months**

Counting only older youth participants who are employed in the first quarter after exit and are not enrolled in post-secondary education or advanced training in the third quarter after exit, the total of their post-program earnings during the second and third quarter after exit less their pre-program earnings in the second and third quarters prior to registration divided by the number of older youth who exited the program during the quarter.

**Employment and Credential Rate**

The number of older youth participants who were employed, enrolled in post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of individuals who exited during the quarter.

**Table H – Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0%	78.0%	92
			118
Employment Retention Rate	83.0%	82.2%	88
			107
Earnings Change in Six Months	\$4,075	\$3,250	\$295,750
			91
Credential Rate	55.0%	46.7%	70
			150

Table I provides additional performance outcomes for selected populations within the older youth program. In addition to the definitions provided under Table C, the following definition is applicable.

Out-of-School Youth – An eligible youth, at the time of registration, who is a school dropout or who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed.

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

Reported Information	Public Assistance		Veterans		Individuals with Disabilities		Out-of-School Youth	
	<b>Entered Employment Rate</b>	47.1%	8 17	100.0%	1 1	50.0%	5 10	81.7%
<b>Employment Retention Rate</b>	75.0%	6 8	100.0%	1 1	57.1%	4 7	72.0%	36 50
<b>Earnings Change in Six Months</b>	\$3,107	\$15,537 5	\$5,403	\$5,403 1	\$5,907	\$29,534 5	\$3,027	\$118,066 39
<b>Credential Rate</b>	25.0%	5 20	00.0%	0 1	25.0%	3 12	49.2%	31 63

Table J provides performance measures for the younger youth program (14-18 years old). The measures are calculated as follows.

**Skill Attainment Rate**

Counting only in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills, the sum of all basic, work readiness, and occupational skills attained divided by the sum of all basic, work readiness, and occupational skill goals.

**Diploma or Equivalent Attainment Rate**

Counting only youth participants who register without a diploma or equivalent, the number of youth who attained a secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of younger youth who exited during the quarter excluding those still in secondary school at exit.

**Retention Rate**

The number of younger youth found in one of the following categories in the third quarter after exit divided by the number of younger youth who exited during the quarter, excluding those still in secondary education at exit.

- Post secondary education
- Advanced training
- Employment
- Military Service
- Qualified apprenticeships

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

	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
<b>Skill Attainment Rate</b>	80.0%	90.5%	2,846
			3,144
<b>Diploma or Equivalent Attainment Rate</b>	61.0%	82.9%	282
			340
<b>Retention Rate</b>	60.0%	70.6%	223
			316

Table K provides additional performance outcomes for selected populations within the younger youth program. The definitions used under Table C and Table I are applicable.

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

<b>Reported Information</b>	<b>Public Assistance Recipients</b>		<b>Individuals with Disabilities</b>		<b>Out-of-School Youth</b>	
<b>Skill Attainment Rate</b>	88.9%	648	88.8%	142	74.6%	173
		729		160		232
<b>Diploma or Equivalent Attainment Rate</b>	80.3%	53	73.7%	14	44.4%	16
		66		19		36
<b>Retention Rate</b>	49.2%	30	68.4%	13	56.7%	38
		61		19		67

Table L contains data as required by WIA sections 136(d) and 185(d). Due to the length of time and the availability of wage record data required for the 12-month measures, there is no reportable data at this time. Outcomes are recorded as Not Applicable (N/A). The following definitions are used for this table.

**Nontraditional Employment** – Employment in an occupation or field of work for which individuals of the participant’s gender comprise less than 25% of the individuals employed in such occupation or field of work. The determination may be made using either state or national data.

**Wages at Entry Into Employment** – This information is reported for individuals who exited in the first quarter of the program year and the last three quarters of the previous program year. UI wage records are the only data source for this measure. Individuals who are not employed in the first quarter after exit are excluded. Adults and older youth who are employed at registration are excluded. Older youth in both employment and post-secondary training in the first quarter after exit are included in the denominator. Older youth who are not employed, but who are in post-secondary education or advanced training in the first quarter after exit are excluded.



## WIA Program Year 2002 Financial Statement

	Available	Expended	% Expended	Obligated	% Obligated	Balance
<b>Adult</b>						
WIA Title I	11,417,047	7,961,158	69.7%	3,389,897	99.4%	65,992
<b>Dislocated Worker</b>						
WIA Title I	4,891,611	3,505,885	71.7%	1,385,726	100.0%	-
<b>Youth</b>						
WIA Title I	13,387,653	9,684,544	72.3%	3,689,961	99.9%	13,148
<b>Local Administration</b>						
WIA Title I	3,496,920	2,310,039	66.3%	1,176,881	100.0%	-
<b>Rapid Response</b>						
WIA Title I	2,238,503	1,953,908	87.3%	-	87.3%	284,595
<b>Statewide Activities</b>						
WIA Title I	9,226,212	6,112,348	66.2%	2,900,759	97.7%	213,105

The table above reflects expenditures incurred during Program Year 2002.

### Average Cost Per Service Provided

	Total Expenditures	Number of Services Provided	Average Cost Per Service
<b>Adult Program</b>			
Core Services*	2,059,438.17	2,240	919.39
Intensive Services	221,674.55	9,972	222.79
Training Services	3,680,044.69	2,233	1,648.03
Total Adult Program	7,961,157.41	1,445	551.14
<b>Dislocated Worker Program</b>			
Core Services	1,500,186.69	629	2,385.03
Intensive Services	936,044.72	3,494	267.90
Training Services	1,069,653.59	894	1,196.48
Total Dislocated Worker Program	3,505,885.00	5,017	698.80

The table above provides expenditure information for core, intensive, and training services provided through the adult and dislocated worker programs. The expenditure amounts are broken into a per service cost for each service type and funding stream. Excluded from this analysis are expenditures incurred by the administrative entities for program purposes.

### Youth Program Cost Per Participant

<b>Total Youth Program Expenditures</b>	\$9,684,544.00
Youth Program Participations	
Older Youth	748
Younger Youth	3,330
Total Youth Program	4,078
<b>Cost Per Participant</b>	\$2,374.83

**Table O – Local Performance  
Central Arkansas Workforce Investment Area (1 of 10)**

<b>Local Area Name: Central Arkansas</b>	Total Participants Served	Adults	165	
		Dislocated Workers	237	
		Older Youth	29	
		Younger Youth	440	
<b>ETA Assigned #05010</b>	Total Exitters	Adults	48	
		Dislocated Workers	62	
		Older Youth	9	
		Younger Youth	18	
		<b>Negotiated</b>	<b>Actual</b>	
<b>Customer Satisfaction</b>	Program Participants	80.0%	89.2%	
	Employers	74.0%	74.0%	
<b>Entered Employment Rate</b>	Adults	78.0%	89.5%	
	Dislocated Workers	87.0%	93.5%	
	Older Youth	75.0%	100.0%	
<b>Retention Rate</b>	Adults	83.0%	94.4%	
	Dislocated Workers	94.0%	97.7%	
	Older Youth	90.0%	100.0%	
	Younger Youth	62.0%	66.6%	
<b>Earnings Change/ Earnings Replacement in Six Months</b>	Adults	\$3,900	\$5,003	
	Dislocated Workers	102.0%	108.0%	
	Older Youth	\$5,000	\$2,964	
<b>Credential/Diploma Rate</b>	Adults	57.0%	81.8%	
	Dislocated Workers	57.0%	71.1%	
	Older Youth	57.0%	100.0%	
	Younger Youth	63.0%	100.0%	
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	85.6%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b> 1	<b>Met</b> 16	<b>Exceeded</b> 15

**City of Little Rock Workforce Investment Area (2 of 10)**

<b>Local Area Name: City of Little Rock</b>	Total Participants Served	Adults	61	
		Dislocated Workers	50	
		Older Youth	28	
		Younger Youth	110	
<b>ETA Assigned #05005</b>	Total Exitters	Adults	38	
		Dislocated Workers	12	
		Older Youth	1	
		Younger Youth	11	
		<b>Negotiated</b>	<b>Actual</b>	
<b>Customer Satisfaction</b>	Program Participants	80.0%	66.0%	
	Employers	74.0%	71.2%	
<b>Entered Employment Rate</b>	Adults	86.0%	73.1%	
	Dislocated Workers	88.0%	88.7%	
	Older Youth	75.0%	00.0%	
<b>Retention Rate</b>	Adults	90.0%	82.7%	
	Dislocated Workers	98.0%	92.7%	
	Older Youth	90.0%	00.0%	
	Younger Youth	62.0%	00.0%	
<b>Earnings Change/ Earnings Replacement in Six Months</b>	Adults	\$4,500	\$3,491	
	Dislocated Workers	100%	117.2%	
	Older Youth	\$3,800	\$00.00	
<b>Credential/Diploma Rate</b>	Adults	57.0%	44.2%	
	Dislocated Workers	57.0%	33.3%	
	Older Youth	57.0%	00.0%	
	Younger Youth	63.0%	00.0%	
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	100.0%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b> 14	<b>Met</b> 3	<b>Exceeded</b> 3

**Table O – Local Performance Continued  
Eastern Arkansas Workforce Investment Area (3 of 10)**

<b>Local Area Name: Eastern Arkansas</b>	Total Participants Served	Adults	155	
		Dislocated Workers	86	
		Older Youth	161	
		Younger Youth	285	
<b>ETA Assigned #05055</b>	Total Exiters	Adults	37	
		Dislocated Workers	14	
		Older Youth	41	
		Younger Youth	35	
		<b>Negotiated</b>	<b>Actual</b>	
<b>Customer Satisfaction</b>	Program Participants	80.0%	83.0%	
	Employers	74.0%	71.0%	
<b>Entered Employment Rate</b>	Adults	65.0%	66.7%	
	Dislocated Workers	71.0%	75.0%	
	Older Youth	68.0%	83.3%	
<b>Retention Rate</b>	Adults	79.0%	70.0%	
	Dislocated Workers	89.0%	100.0%	
	Older Youth	84.0%	83.3%	
	Younger Youth	62.0%	11.8%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,500	\$1,547	
	Dislocated Workers	119.0%	55.8%	
	Older Youth	\$3,900	\$6,778	
<b>Credential/Diploma Rate</b>	Adults	57.0%	33.3%	
	Dislocated Workers	57.0%	00.0%	
	Older Youth	57.0%	11.1%	
	Younger Youth	63.0%	88.2%	
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	61.4%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b> 10	<b>Met</b> 7	<b>Exceeded</b> 7

**North Central Arkansas Workforce Investment Area (4 of 10)**

<b>Local Area Name: North Central Arkansas</b>	Total Participants Served	Adults	399	
		Dislocated Workers	37	
		Older Youth	17	
		Younger Youth	382	
<b>ETA Assigned #05020</b>	Total Exiters	Adults	249	
		Dislocated Workers	23	
		Older Youth	12	
		Younger Youth	158	
		<b>Negotiated</b>	<b>Actual</b>	
<b>Customer Satisfaction</b>	Program Participants	80.0%	79.0%	
	Employers	74.0%	71.4%	
<b>Entered Employment Rate</b>	Adults	79.0%	95.0%	
	Dislocated Workers	89.0%	100.0%	
	Older Youth	76.0%	100.0%	
<b>Retention Rate</b>	Adults	82.0%	94.7%	
	Dislocated Workers	98.0%	97.8%	
	Older Youth	80.0%	95.8%	
	Younger Youth	62.0%	89.6%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,100	\$3,321	
	Dislocated Workers	101.0%	127.1%	
	Older Youth	\$4,075	\$3,727	
<b>Credential/Diploma Rate</b>	Adults	56.0%	91.5%	
	Dislocated Workers	56.0%	95.0%	
	Older Youth	56.0%	83.3%	
	Younger Youth	63.0%	93.8%	
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	98.0%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b> 4	<b>Met</b> 13	<b>Exceeded</b> 13

**Table O – Local Performance Continued  
Northeast Arkansas Workforce Investment Area (5 of 10)**

<b>Local Area Name: Northeast Arkansas</b>	Total Participants Served	Adults	806
		Dislocated Workers	336
		Older Youth	158
		Younger Youth	774
<b>ETA Assigned #05050</b>	Total Exiters	Adults	406
		Dislocated Workers	195
		Older Youth	72
		Younger Youth	351
		<b>Negotiated</b>	<b>Actual</b>
<b>Customer Satisfaction</b>	Program Participants	80.0%	84.0%
	Employers	74.0%	76.2%
<b>Entered Employment Rate</b>	Adults	78.0%	82.9%
	Dislocated Workers	84.0%	85.9%
	Older Youth	82.0%	84.6%
<b>Retention Rate</b>	Adults	84.0%	95.1%
	Dislocated Workers	96.0%	98.4%
	Older Youth	90.0%	90.9%
	Younger Youth	62.0%	62.5%
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$4,000	\$5,709
	Dislocated Workers	107.0%	140.8%
	Older Youth	\$5,000	\$2,751
<b>Credential/Diploma Rate</b>	Adults	56.0%	70.5%
	Dislocated Workers	56.0%	61.8%
	Older Youth	56.0%	66.7%
	Younger Youth	63.0%	64.9%
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	96.3%

**Northwest Arkansas Workforce Investment Area (6 of 10)**

<b>Local Area Name: Northwest Arkansas</b>	Total Participants Served	Adults	308	
		Dislocated Workers	82	
		Older Youth	50	
		Younger Youth	191	
<b>ETA Assigned #05025</b>	Total Exiters	Adults	174	
		Dislocated Workers	35	
		Older Youth	29	
		Younger Youth	80	
		<b>Negotiated</b>	<b>Actual</b>	
<b>Customer Satisfaction</b>	Program Participants	80.0%	87.0%	
	Employers	77.0%	73.1%	
<b>Entered Employment Rate</b>	Adults	91.0%	91.8%	
	Dislocated Workers	84.0%	94.4%	
	Older Youth	82.0%	90.0%	
<b>Retention Rate</b>	Adults	90.0%	90.8%	
	Dislocated Workers	98.0%	98.0%	
	Older Youth	84.0%	84.2%	
	Younger Youth	62.0%	83.3%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$4,500	\$4,975	
	Dislocated Workers	104.0%	123.4%	
	Older Youth	\$4,075	\$3,661	
<b>Credential/Diploma Rate</b>	Adults	56.0%	64.4%	
	Dislocated Workers	56.0%	85.1%	
	Older Youth	57.0%	57.1%	
	Younger Youth	63.0%	75.8%	
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	84.7%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		2	15	14

**Table O – Local Performance Continued  
Southeast Arkansas Workforce Investment Area (7 of 10)**

<b>Local Area Name: Southeast Arkansas</b>	Total Participants Served	Adults	872	
		Dislocated Workers	312	
		Older Youth	120	
		Younger Youth	591	
<b>ETA Assigned #05045</b>	Total Exiters	Adults	57	
		Dislocated Workers	1	
		Older Youth	28	
		Younger Youth	80	
		<b>Negotiated</b>	<b>Actual</b>	
<b>Customer Satisfaction</b>	Program Participants	80.0%	00.0%	
	Employers	74.0%	77.0%	
<b>Entered Employment Rate</b>	Adults	79.0%	62.6%	
	Dislocated Workers	88.0%	88.9%	
	Older Youth	82.0%	45.5%	
<b>Retention Rate</b>	Adults	86.0%	76.6%	
	Dislocated Workers	94.0%	87.5%	
	Older Youth	83.0%	64.7%	
	Younger Youth	62.0%	31.9%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,400	\$4,008	
	Dislocated Workers	111.0%	163.2%	
	Older Youth	\$3,100	\$2,373	
<b>Credential/Diploma Rate</b>	Adults	56.0%	53.1%	
	Dislocated Workers	56.0%	59.3%	
	Older Youth	56.0%	16.3%	
	Younger Youth	63.0%	33.3%	
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	76.1%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b> 12	<b>Met</b> 5	<b>Exceeded</b> 5

**Southwest Arkansas Workforce Investment Area (8 of 10)**

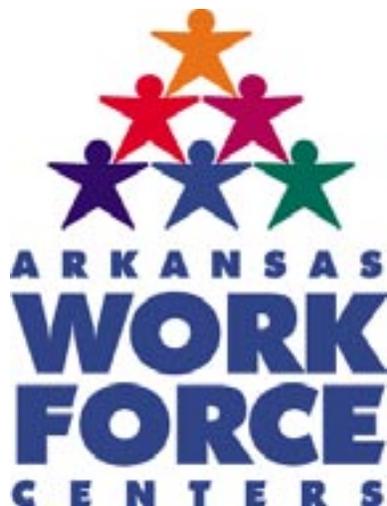
<b>Local Area Name: Southwest Arkansas</b>	Total Participants Served	Adults	585	
		Dislocated Workers	313	
		Older Youth	96	
		Younger Youth	355	
<b>ETA Assigned #05040</b>	Total Exiters	Adults	112	
		Dislocated Workers	21	
		Older Youth	8	
		Younger Youth	37	
		<b>Negotiated</b>	<b>Actual</b>	
<b>Customer Satisfaction</b>	Program Participants	80.0%	80.1%	
	Employers	74.0%	80.0%	
<b>Entered Employment Rate</b>	Adults	70.0%	93.7%	
	Dislocated Workers	86.0%	90.2%	
	Older Youth	82.0%	90.9%	
<b>Retention Rate</b>	Adults	83.0%	86.6%	
	Dislocated Workers	91.0%	100.0%	
	Older Youth	84.0%	75.0%	
	Younger Youth	62.0%	63.2%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,300	\$4,624	
	Dislocated Workers	111.0%	137.0%	
	Older Youth	\$4,100	\$1,592	
<b>Credential/Diploma Rate</b>	Adults	57.0%	73.1%	
	Dislocated Workers	57.0%	60.5%	
	Older Youth	57.0%	25.0%	
	Younger Youth	63.0%	76.5%	
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	82.4%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b> 3	<b>Met</b> 14	<b>Exceeded</b> 14

**Table O – Local Performance Continued  
West Central Arkansas Workforce Investment Area (9 of 10)**

<b>Local Area Name:</b> West Central Arkansas	Total Participants Served	Adults	145	
		Dislocated Workers	115	
		Older Youth	31	
		Younger Youth	114	
<b>ETA Assigned #05030</b>	Total Exitters	Adults	66	
		Dislocated Workers	43	
		Older Youth	20	
		Younger Youth	85	
		<b>Negotiated</b>	<b>Actual</b>	
<b>Customer Satisfaction</b>	Program Participants	80.0%	89.0%	
	Employers	74.0%	76.3%	
<b>Entered Employment Rate</b>	Adults	75.0%	89.7%	
	Dislocated Workers	88.0%	94.6%	
	Older Youth	75.0%	81.8%	
<b>Retention Rate</b>	Adults	84.0%	94.0%	
	Dislocated Workers	93.0%	96.2%	
	Older Youth	90.0%	66.7%	
	Younger Youth	62.0%	70.0%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,900	\$6,031	
	Dislocated Workers	100.0%	160.0%	
	Older Youth	\$4,075	\$2,070	
<b>Credential/Diploma Rate</b>	Adults	57.0%	74.6%	
	Dislocated Workers	57.0%	80.0%	
	Older Youth	57.0%	75.0%	
	Younger Youth	63.0%	88.9%	
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	97.9%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b> 2	<b>Met</b> 15	<b>Exceeded</b> 15

**Western Arkansas Workforce Investment Area (10 of 10)**

<b>Local Area Name:</b> Western Arkansas	Total Participants Served	Adults	142	
		Dislocated Workers	70	
		Older Youth	58	
		Younger Youth	88	
<b>ETA Assigned #05035</b>	Total Exitters	Adults	69	
		Dislocated Workers	35	
		Older Youth	26	
		Younger Youth	36	
		<b>Negotiated</b>	<b>Actual</b>	
<b>Customer Satisfaction</b>	Program Participants	80.0%	86.3%	
	Employers	74.0%	75.1%	
<b>Entered Employment Rate</b>	Adults	71.0%	86.4%	
	Dislocated Workers	84.0%	100.0%	
	Older Youth	82.0%	100.0%	
<b>Retention Rate</b>	Adults	85.0%	95.8%	
	Dislocated Workers	95.0%	94.4%	
	Older Youth	75.0%	85.7%	
	Younger Youth	62.0%	90.0%	
<b>Earnings Change/Earnings Replacement in Six Months</b>	Adults	\$3,700	\$3,859	
	Dislocated Workers	102%	89.7%	
	Older Youth	\$3,700	\$4,141	
<b>Credential/Diploma Rate</b>	Adults	56.0%	62.5%	
	Dislocated Workers	56.0%	72.2%	
	Older Youth	56.0%	62.5%	
	Younger Youth	63.0%	80.0%	
<b>Skill Attainment Rate</b>	Younger Youth	82.0%	100.0%	
<b>Overall Status of Local Performance</b>		<b>Not Met</b> 2	<b>Met</b> 15	<b>Exceeded</b> 15



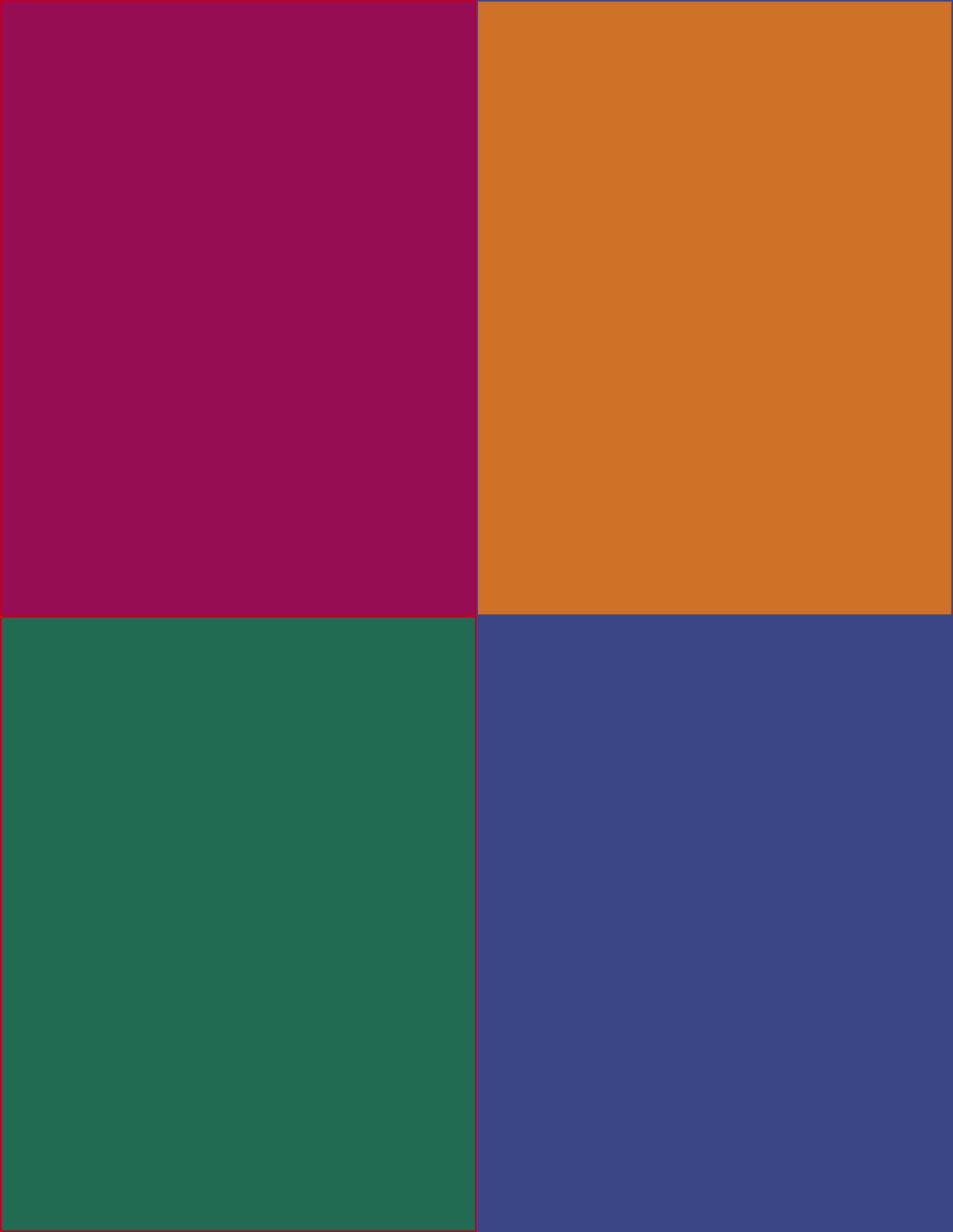
**Arkansas Workforce Investment Board**

Steve Lux, Chairman  
Jane English, Executive Director

**Physical Address:**  
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North Little Rock, AR 72114

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**[www.arworks.org](http://www.arworks.org)**



## WIA Annual Report Data

State Name: AR

Program Year: 2002

**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	78	81.8	821	2,342	1,294	63.4
Employers	72	72.8	820	4,895	1,006	81.5

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	82.7	640
			774
Employment Retention Rate	82	89	878
			986
Earnings Change in Six Month	3,500	4,310	3,844,575
			892
Employment and Credential Rate	55	67.8	554
			817

**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	72	54	79.7	51	75.8	25	85.7	30
		75		64		33		35
Employment Retention Rate	85.9	61	79.5	62	97.2	35	92.5	37
		71		78		36		40
Earnings Change in Six Months	4,616	295,435	3,793	254,116	5,346	176,409	3,133	115,933
		64		67		33		37
Employment and Credential Rate	51.4	37	71.4	50	65.4	17	88.2	15
		72		70		26		17

**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	81.4	421	85.2	219
		517		257
Employment Retention Rate	88.2	612	91.1	266
		694		292
Earnings Change in Six Months	4,523	2,844,770	3,802	999,805
		629		263

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	84	91.7	397
			433
Employment Retention Rate	92	96.5	383
			397
Earnings Replacement in Six Months	103	125.2	3,642,231
			2,909,625
Employment and Credential Rate	55	69.2	258
			373

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	92.9	52	100	14	86.5	32	84.2	16
		56		14		37		19
Employment Retention Rate	98.1	51	92.9	13	96.9	31	93.8	15
		52		14		32		16
Earnings Replacement Rate	112.7	460,260	171.4	113,413	115.1	366,024	147.1	107,255
		408,532		66,185		317,919		72,904
Employment And Credential Rate	81	34	50	6	77.4	24	64.7	11
		42		12		31		17

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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	92.8	346	85
373			60	
Employment Retention Rate	96.2	333	98	50
		346		51
Earnings Replacement Rate	127	3,186,521	113.7	455,710
		2,508,954		400,671

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	75
Employment Retention Rate	83	82.2	118
			88
Earnings Change in Six Months	4,075	3,250	107
			295,750
Credential Rate	55	46.7	91
			70
			150

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	47.1	8	100	1	50	5	81.7
	17		1		10		60	
Employment Retention Rate	75	6	100	1	57.1	4	72	36
		8		1		7		50
Earnings Change in Six Months	3,107	15,537	5,403	5,403	5,907	29,534	3,027	118,066
		5		1		5		39
Credential Rate	25	5	0	0	25	3	49.2	31
		20		1		12		63

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

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	80
			3,144
Diploma or Equivalent Attainment Rate	61	82.9	282
			340
Retention Rate	60	70.6	223
			316

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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	88.9	648	88.8	142	74.6	173
		729		160		232
Diploma or Equivalent Attainment Rate	80.3	53	73.7	14	44.4	16
		66		19		36
Retention Rate	49.2	30	68.4	13	56.7	38
		61		19		67

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.5	479	4,303	2,207,556	2	13	3,414	2,184,861	80.4	229
		560		513		640		640		285
Dislocated Workers	93.3	361	126.2	3,820,877	2	8	4,362	1,731,631	62.9	117
		387		3,028,670		397		397		186
Older Youth	81.3	65	3,029	202,937	1.1	1	2,246	206,632		
		80		67		92		92		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>3,638</b>	<b>1,256</b>
<b>Dislocated Workers</b>	<b>1,638</b>	<b>441</b>
<b>Older Youth</b>	<b>748</b>	<b>246</b>
<b>Younger Youth</b>	<b>3,330</b>	<b>891</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$9,819,361.00</b>
<b>Local Dislocated Workers</b>		<b>\$4,967,818.00</b>
<b>Local Youth</b>		<b>\$4,700,952.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$1,603,017.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$3,867,687.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	<b>Program Activity Description</b>	<b>\$1,874,023.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$26,832,858.00</b>

# WIA Annual Report Data

State Name: AR

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: North Central	Total Participants Served	Adults	399
		Dislocated Workers	37
		Older Youth	17
		Younger Youth	382
	Total Exiters	Adults	249
		Dislocated Workers	23
		Older Youth	12
		Younger Youth	158

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	79	
	Employers	74	71.4	
Entered Employment Rate	Adults	79	95	
	Dislocated Workers	89	100	
	Older Youth	76	100	
Retention Rate	Adults	82	94.7	
	Dislocated Workers	98	97.8	
	Older Youth	80	95.8	
	Younger Youth	62	89.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	3,321	
	Dislocated Workers	101	127.1	
	Older Youth (\$)	4,075	3,727	
Credential / Diploma Rate	Adults	56	91.5	
	Dislocated Workers	56	95	
	Older Youth	56	83.3	
	Younger Youth	63	93.8	
Skill Attainment Rate	Younger Youth	82	98	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	13	13

# WIA Annual Report Data

State Name: AR

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Northeast Arkansas Workforce Investment Board	Total Participants Served	Adults	806
		Dislocated Workers	336
		Older Youth	158
		Younger Youth	774
	Total Exiters	Adults	406
		Dislocated Workers	195
		Older Youth	72
		Younger Youth	351

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	84
	Employers	74	76.2
Entered Employment Rate	Adults	78	82.9
	Dislocated Workers	84	85.9
	Older Youth	82	84.6
Retention Rate	Adults	84	95.1
	Dislocated Workers	96	98.4
	Older Youth	90	90.9
	Younger Youth	62	62.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	5,709
	Dislocated Workers	107	140.8
	Older Youth (\$)	5,000	2,751
Credential / Diploma Rate	Adults	56	70.5
	Dislocated Workers	56	61.8
	Older Youth	56	66.7
	Younger Youth	63	64.9
Skill Attainment Rate	Younger Youth	82	96.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1	16	16

# WIA Annual Report Data

State Name: AR

Program Year: 2002

Table O: Summary of Participants

<b>Local Area Name:</b> Northwest Arkansas Local Workforce Investment Board	<b>Total Participants Served</b>	Adults	308
		Dislocated Workers	82
		Older Youth	50
		Younger Youth	191
	<b>Total Exiters</b>	Adults	174
		Dislocated Workers	35
		Older Youth	29
		Younger Youth	80

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	87	
	Employers	77	73.1	
Entered Employment Rate	Adults	91	91.8	
	Dislocated Workers	84	94.4	
	Older Youth	82	90	
Retention Rate	Adults	90	90.8	
	Dislocated Workers	98	98	
	Older Youth	84	84.2	
	Younger Youth	62	83.3	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,500	4,975	
	Dislocated Workers	104	123.4	
	Older Youth (\$)	4,075	3,661	
Credential / Diploma Rate	Adults	56	64.4	
	Dislocated Workers	56	85.1	
	Older Youth	57	57.1	
	Younger Youth	63	75.8	
Skill Attainment Rate	Younger Youth	82	84.7	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	15	14

# WIA Annual Report Data

State Name: AR

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Workforce Investment Board of Eastern Arkansas	Total Participants Served	Adults	155
		Dislocated Workers	86
		Older Youth	161
		Younger Youth	285
	Total Exiters	Adults	37
		Dislocated Workers	14
		Older Youth	41
		Younger Youth	35

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	83	
	Employers	74	71	
Entered Employment Rate	Adults	65	66.7	
	Dislocated Workers	71	75	
	Older Youth	68	83.3	
Retention Rate	Adults	79	70	
	Dislocated Workers	89	100	
	Older Youth	84	83.3	
	Younger Youth	62	11.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	1,547	
	Dislocated Workers	119	55.8	
	Older Youth (\$)	3,900	6,778	
Credential / Diploma Rate	Adults	57	33.3	
	Dislocated Workers	57	0	
	Older Youth	57	11.1	
	Younger Youth	63	88.2	
Skill Attainment Rate	Younger Youth	82	61.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		10	7	7

# WIA Annual Report Data

State Name: AR

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Central Arkansas Planning & Development District Board	<b>Total Participants Served</b>	Adults	165
		Dislocated Workers	237
		Older Youth	29
		Younger Youth	440
	<b>Total Exiters</b>	Adults	48
		Dislocated Workers	62
		Older Youth	9
		Younger Youth	18

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	89.2	
	Employers	74	74	
Entered Employment Rate	Adults	78	89.5	
	Dislocated Workers	87	93.5	
	Older Youth	75	100	
Retention Rate	Adults	83	94.4	
	Dislocated Workers	94	97.7	
	Older Youth	90	100	
	Younger Youth	62	66.6	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	5,003	
	Dislocated Workers	102	108	
	Older Youth (\$)	5,000	2,964	
Credential / Diploma Rate	Adults	57	81.8	
	Dislocated Workers	57	71.1	
	Older Youth	57	100	
	Younger Youth	63	100	
Skill Attainment Rate	Younger Youth	82	85.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	16	15

# WIA Annual Report Data

State Name: AR

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Southwest AR PDD	Total Participants Served	Adults	585
		Dislocated Workers	313
		Older Youth	96
		Younger Youth	355
	Total Exiters	Adults	112
		Dislocated Workers	21
		Older Youth	8
		Younger Youth	37

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	80.1	
	Employers	74	80	
Entered Employment Rate	Adults	70	93.7	
	Dislocated Workers	86	90.2	
	Older Youth	82	90.9	
Retention Rate	Adults	83	86.6	
	Dislocated Workers	91	100	
	Older Youth	84	75	
	Younger Youth	62	63.2	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	4,624	
	Dislocated Workers	111	137	
	Older Youth (\$)	4,100	1,592	
Credential / Diploma Rate	Adults	57	73.1	
	Dislocated Workers	57	60.5	
	Older Youth	57	25	
	Younger Youth	63	76.5	
Skill Attainment Rate	Younger Youth	82	82.4	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	14	14

# WIA Annual Report Data

State Name: AR

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> West Central Arkansas Planning & Development	<b>Total Participants Served</b>	Adults	145
		Dislocated Workers	115
		Older Youth	31
		Younger Youth	114
	<b>Total Exiters</b>	Adults	66
		Dislocated Workers	43
		Older Youth	20
		Younger Youth	85

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	89	
	Employers	74	76.3	
Entered Employment Rate	Adults	75	89.7	
	Dislocated Workers	88	94.6	
	Older Youth	75	81.8	
Retention Rate	Adults	84	94	
	Dislocated Workers	93	96.2	
	Older Youth	90	66.7	
	Younger Youth	62	70	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	6,031	
	Dislocated Workers	100	160	
	Older Youth (\$)	4,075	2,070	
Credential / Diploma Rate	Adults	57	74.6	
	Dislocated Workers	57	80	
	Older Youth	57	75	
	Younger Youth	63	88.9	
Skill Attainment Rate	Younger Youth	82	97.9	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	15	15

# WIA Annual Report Data

State Name: AR

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Western AR EDA	Total Participants Served	Adults	142
		Dislocated Workers	70
		Older Youth	58
		Younger Youth	88
	Total Exiters	Adults	69
		Dislocated Workers	35
		Older Youth	26
		Younger Youth	36

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	86.3
	Employers	74	75.1
Entered Employment Rate	Adults	71	86.4
	Dislocated Workers	84	100
	Older Youth	82	100
Retention Rate	Adults	85	95.8
	Dislocated Workers	95	94.4
	Older Youth	75	85.7
	Younger Youth	62	90
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	3,859
	Dislocated Workers	102	89.7
	Older Youth (\$)	3,700	4,141
Credential / Diploma Rate	Adults	56	62.5
	Dislocated Workers	56	72.2
	Older Youth	56	62.5
	Younger Youth	63	80
Skill Attainment Rate	Younger Youth	82	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	2	15	15

# WIA Annual Report Data

State Name: AR

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Little Rock Workforce Investment Board	<b>Total Participants Served</b>	Adults	61
		Dislocated Workers	50
		Older Youth	28
		Younger Youth	110
	<b>Total Exiters</b>	Adults	38
		Dislocated Workers	12
		Older Youth	1
		Younger Youth	11

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	80	66	
	Employers	74	71.2	
Entered Employment Rate	Adults	86	73.1	
	Dislocated Workers	88	88.7	
	Older Youth	75	0	
Retention Rate	Adults	90	82.7	
	Dislocated Workers	98	92.7	
	Older Youth	90	0	
	Younger Youth	62	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,500	3,491	
	Dislocated Workers	100	117.2	
	Older Youth (\$)	3,800	0	
Credential / Diploma Rate	Adults	57	44.2	
	Dislocated Workers	57	33.3	
	Older Youth	57	0	
	Younger Youth	63	0	
Skill Attainment Rate	Younger Youth	82	100	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		14	3	3

# WIA Annual Report Data

State Name: AR

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southeast Arkansas EDD	Total Participants Served	Adults	872
		Dislocated Workers	312
		Older Youth	120
		Younger Youth	591
	Total Exiters	Adults	57
		Dislocated Workers	1
		Older Youth	28
		Younger Youth	80

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	80	0
	Employers	74	77
Entered Employment Rate	Adults	79	62.6
	Dislocated Workers	88	88.9
	Older Youth	82	45.5
Retention Rate	Adults	86	76.6
	Dislocated Workers	94	87.5
	Older Youth	83	64.7
	Younger Youth	62	31.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	4,008
	Dislocated Workers	111	163.2
	Older Youth (\$)	3,100	2,373
Credential / Diploma Rate	Adults	56	53.1
	Dislocated Workers	56	59.3
	Older Youth	56	16.3
	Younger Youth	63	33.3
Skill Attainment Rate	Younger Youth	82	76.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	12	5	5