



Workforce Investment Act Title I-B Annual Report



**Program Year 2004
July 2004 – June 2005**

Prepared By:
Arkansas Workforce Investment Board
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A Message from the Governor

“When Arkansans work together, we get the job done.”

The Workforce Investment Acts at the federal and state levels have led to a workforce investment system that coordinates the goals, strategies and outcomes of all partners. The end result will be a better-educated workforce that will excel in the changing economy. I'm pleased with the progress the Arkansas Workforce Investment Board has made and am excited about the plans to make our workforce development and training resources more accessible to employers and job seekers.

The economic well being of Arkansas families is built on challenging, well-paying jobs. Our state's economy depends on our ability to prepare a trained workforce, provide assistance to Arkansans in locating available jobs and help employers create and maintain a pool of qualified workers. That's the mission of Arkansas Workforce Centers -- bringing people and jobs together through a statewide delivery system. The system offers multiple workforce services in a one-stop location, assisting job seekers and employers. An Arkansas Workforce Center can provide the latest information about job openings, salaries and wages. Self-service assistance, personal assistance and training for those who qualify are available at no charge along with a statewide referral system for connection with other agencies that support workforce development.

Arkansas Workforce Centers can identify skill requirements, develop job listings, recruit and screen potential employees for job openings, provide labor market information and train employees. Few things are more important than creating opportunities for our people. Arkansas Workforce Centers are dedicated to this mission. It's a win-win situation for everyone. When Arkansans work together, we get the job done.



A handwritten signature in black ink that reads "Mike Huckabee".

Governor Mike Huckabee

A Message from the Chairman of the Arkansas Workforce Investment Board

As Chairman of the Arkansas Workforce Investment Board, it is my pleasure to present the Program Year 2004 Workforce Investment Act (WIA) Annual Report. This report encompasses the period of July 1, 2004 through June 30, 2005.

Fortunately, we are making steady progress in improving the state's employment and training systems. Despite significant challenges, our state and local partners are working together toward common goals. This has led to enhanced services for the citizens and employers of Arkansas.

Significant progress has also been made towards aligning our workforce and economic development efforts. These efforts are designed to meet the needs of employers by matching the skills of workers through demand-side strategies. These strategies are a part of our State's overall effort of addressing our Governor's five priorities for AWIB.

During this program year, Arkansas joined a host of other states in becoming a full-fledged member of the Wage Record Interchange System (WRIS). WRIS is an important tool for states to use for performance measurement and reporting under WIA. It also provides increased support for the integration of service delivery and performance measurement within the one-stop system.

This report provides only a surface glimpse into the activities that occurred during the past program year. The performance components of this annual report, however, provide specific information regarding the state's ability to meet (or exceed in many cases), our negotiated goals for the WIA performance measures.

In summary, I am very proud of our system-wide accomplishments and of the many hardworking individuals who continue to work together. Together, we will ensure a successful WIA effort in Arkansas: bringing people and jobs together now and for the future.

Chairman Steve Lux

Central Arkansas

Cecile Teague of Brinkley, Arkansas has participated in the WIA In-School Youth Program in Central Arkansas since June 2001. She attended Brinkley High School and graduated in May of 2005.



During her four years of high school she was a cheerleader, member of the National Honor Society and was selected as the Brinkley Tigers Homecoming Queen. She has worked quietly and efficiently on worksites in the Brinkley area throughout her participation in this program. This past summer she was placed in the office at the Riviana Rice Mill in Brinkley and earned praise from this private business site. Cecile has enrolled at the University of Central Arkansas in Conway for the 2005 Fall School Term. She plans a career in Dentistry. We are proud to be a part of Cecile's achievements during her high school years and her success.

North Central

Ramona Cannon was 40 years old, divorced, and helping to support her young adult son, who still lived at home with her. She had worked in a local factory, was laid off from that job, and then worked at Wal-Mart as a cashier. There were no employment opportunities in the small rural

community where she lived, so she came to the Arkansas Workforce Center at Batesville. She told Fran Ford, case manager, that she had to have a better-paying job in order to support herself and her son, and she was tired of the uncertainty of factory employment. She wanted lasting job stability and a sense of job security. She was interested in the medical field, and decided that she wanted to pursue that career path. In August 2004, Ramona enrolled in the surgical technology program at the University of Arkansas Community College at Batesville. She was eligible for a Pell grant, so WIA provided supportive services; paying her housing and transportation costs. The training was difficult, but Ramona enjoyed it. Then, just when things seemed to be going well, Ramona's son died suddenly and unexpectedly. She was devastated. She made up her mind to drop out of school and just go back to work. When she told her case manager of her decision, Fran convinced her to try just a little longer. On her return to school, her instructors were supportive and understanding, and her classmates chipped in to help her catch up on her coursework. Without all their support, Ramona says she would never have made it. The last phase of her training was clinical training at St. Bernard's Hospital in Jonesboro. She did so well during her clinicals that St. Bernard's offered her a job before she even finished her training. Before she accepted that job, she also had offers from White River Medical Center in Batesville, and Randolph County Medical Center in Pocahontas. She accepted the Pocahontas job, and is now working as a surgical technologist making over \$11 per hour. After just a few months, Ramona has done so well

that she's been given extra responsibilities not normally assigned to surgical techs, and her career future looks much brighter than it did before she began training. Ramona has said, "Without WIA, I never would've made it. I would absolutely have had to drop out. I couldn't have paid my housing and transportation costs without going back to work full-time, and I couldn't work full time and attend the training." Ramona is appreciative of all the help she's received, including WIA, and the WIA staff of the North Central area are very proud of her.

Northwest

On August 27, 2003 46 year old Lenora Picolet came into the Workforce Center in Harrison seeking employment and not knowing what direction to take her life.



After years of marriage and two grown daughters, she found her life turned upside down by a divorce. She left everything and moved

here from Council Grove, Kansas hoping to begin a new life. She met Employment/Training Advisor Betty Ragland. After assessing Lenora and finding she had previously been employed as a teacher's aide for fourteen years with the Unified School District in Council Grove, Kansas, her ETA knew Lenora Picolet would be a great addition to any school district. John Barron, Elementary School Principal from Omaha, was interested. Lenora was sent to meet with him. On September 29,

2003 she was hired by the Omaha School District as a Title I Reading Aide. This was a new beginning for her. All the staff has come to love and depend on her. They have encouraged and supported her, becoming part of her family. On her 5th quarter follow-up, which ended March 31, 2005, she was still employed with the Omaha School District. She has bought a home and plans on making her home here. In an interview with John Barron, he said, "Ms. Picolet is wonderful and I don't know what we would do without her. I wish we had more just like her. You did us a great favor sending her to us. Lenora is a great asset to the Omaha School District."

Southeast

Beatrix Strong is a younger youth who resides in Warren. She is a single parent and has one child. She became a participant in the WIA program at the age of 17, when she had completed the 9th grade. She was basic skills deficient and was in need of employability skills. She was later to overcome these barriers to employment through the assistance of LINKS and Career Connections. Beatrix participated in every paid work experience and every employability class that became available. She became a single parent at an early age, but continued with her high school studies. She was determined to get her high school diploma. She graduated from Warren High School on 05/15/2003.

Beatrix participated in the Summer Youth Employment Program 04. Her job placement during the summer youth program was well aligned with her future educational and employment goals. She was placed at a local adult

daycare as an adult caregiver. She was able to hone her care giving skills while learning to assist others. Beatrix had set her goal early in life to become a registered nurse. While working, she also managed to attend CNA classes in Pine Bluff. As a result, she obtained her CNA License. She said that obtaining her CNA license would enable her to earn much needed higher wages to support she and her child, while attending Registered Nurses Training at the University of Arkansas at Monticello. Upon conclusion of SYEP04, Beatrix entered full time employment with Quality Adult Daycare as a Care Tech. I. She continues to be employed by Quality Adult Daycare as a Care Tech I, as well as working every other weekend for Area Agency on Aging as a certified nurses assistant. She is currently a sophomore at the University of AR at Monticello and is majoring in Nursing. She is on track for graduation in May 2008 from UAM.

Eastern



Kelly Foster was referred to the WIA program by her Camden TEA Case Worker, Ms. Gordon, to help her gain employment and valuable work experience. Kelly, a focused single parent, was determined to get off of public assistance. Kelly was enrolled in the Work Experience Program in the local Workforce Center as a WIA Clerk-Case Manager's Assistant & Relief Workforce Center Receptionist. Through WIA she was

enrolled in Intensive services and even maximized her learning experience by enrolling in courses with the national partner, Manpower. Through Manpower, she completed valuable business related courses to further her career opportunities. After finishing the work experience program through WIA, Kelly was transferred to the AESD office to work as an Intermittent Interviewer. After three months she was hired as a permanent employee by the Department of Workforce Service. Her performance was great. All of her progress reports were nothing less than excellent. She is a people person and loves working with the public. Kelly also received a Pell Grant to go to college at SAU-Tech in East Camden, another dream that came true.

Southwest

Mr. Donald McRae is an older International Paper employee who lost his job when the paper mill closed in Camden in 2001. He was one of the employees who chose to finish his education through the WIA program and the national emergency grant. Mr. McRae enrolled at Southern Arkansas Tech at Camden and completed an Associate Degree of Science; then transferred to Magnolia to complete a Bachelor of Science degree in Social Work. He worked part-time at the hospital in Magnolia as a security guard to help support his family when the needs-related funding from the grant was exhausted. He worked the night shift so he could study. He drove 34 miles home late at night and then drove back 34 miles the next morning to meet classes. He was diligent and made good grades while he was in school. He was

hired by the Department of Human Services in the Child and Family section in Magnolia. He worked hard there and was given the opportunity to go to work for the Social Security Administration in El Dorado. He is working there now and is being very successful. If Mr. McRae had not been faithful and determined to see a very difficult situation through, I don't think his rewards would have been nearly so great. He is a fine man and has sacrificed himself to try to better his family and his own way of life.

Western

“When I started college right out of high school, I didn't know what I was supposed to do with my life and I didn't have the self-esteem or pride to pursue the things I really loved. I had always been involved in music and I loved working with children. But after three semesters of college I took what I thought was the ‘easy way out’ and got married and then stayed home to raise my children. During that time, I volunteer-coached elementary girls' basketball teams for five years and directed my church children's choir program of 40-60 kids for 10 years. I also did some substitute teaching. These endeavors taught me invaluable on-the-job training in teaching, business, and people skills. It was also during this time that my husband of 14 years walked out on me and my two children who were 9 and 12 years old...I was scared to death...Now the thought of returning to school seemed impossible. Nevertheless, I took a leap of faith and applied for scholarships and Pell Grants. My aunt asked me if I had talked to the people at WAEDA about assistance...The

assistance that WAEDA gave me allowed me to register for classes and start back to school. I found out while going to college that adults are very capable of achieving as well as, or better than, traditional students. I stayed on the Dean's List almost every semester I was there. I cherish not only my Bachelor in Arts Music Degree, but also the friends and experience I gained during my time in college. I feel like I was able to regain some of my lost childhood and self-esteem. What's neat is that my children have gained so much from watching my study habits and persistence.

“What's neat is that my children have gained so much from watching my study habits and persistence...My son is now starting college as a music education major like me and has received a full scholarship based on his grades.”

My Jr. High daughter and I were both taking algebra at the same time and were both struggling at first. But after seeing my own persistence, she worked harder too and we both got ‘A's’. My son is now starting college as a music education major like me and has received a full scholarship based on his grades. Before I went back to get my degree, he didn't even want to go to college. I am now starting my first year as a non-traditional High School and Middle School Choir Director in the Waldron School District. It feels great to finally fulfill my passion and to be able to make a living while doing it! I really appreciate WAEDA for helping make that dream come true.”

Sincerely,
Tammy Thiele

Little Rock

Mrs. Resimont is a wife and mother of two teenage children, and lives in the Maumelle area. She had been working with Southwest Airlines for 19 years when the company laid her and 710 of her fellow co-workers off. When Mrs. Resimont came into the Arkansas Workforce Center in August of this year, we had just received a National Emergency Grant from the Department of Labor to assist Southwest Airlines employees. Mrs. Resimont was doing her best to adjust to the new changes the layoff had brought to her doorstep. She asked for our assistance to help minimize or remove the barriers that barred her from re-entering the workforce.



We began with assessments to see where the bulk of her difficulties were. From there we determined that a new look and attitude was needed to pull of the ideal job Mrs. Resimont was aiming for. With interview preparation training, she was given the boost of confidence she needed to follow up on some promising job leads. Because of her determination, Mrs. Resimont was recently offered three promising positions, and has accepted a wonderful job offer at Arvest Bank. Her success has inspired her family as well. Her son will be entering Pulaski Technical College during the spring, her daughter awaits the youth program for this coming summer, and her husband has been able to enhance his skills though some work experience offered through AARP and has found a part-time job.

West Central

The Arkansas Workforce Center in Hot Springs has been an active partner in the development of the new Professional Women's Clothes Closet that celebrated a grand opening on July 12, 2005. The project is a collaborative effort of the Arkansas Workforce Center, Spa Area Business and Professional Women, Potter's Clay Crisis Shelter, the Hot Springs Beauty College, and other partnering organizations, with a focus on women entering or returning to the workplace. Clients will be referred to the Professional Women's Clothes Closet by one of the participating agencies through an established referral process and by appointment only.

By receiving tax deductible donations of clothing, make-up, shoes, nylons, or other items, the Professional Women's Clothes Closet will assist in supplying an interview outfit, assist with make-up, provide a haircut and/or color or perm, and interviewing tips. Upon securing a job, the client may return to the closet to complete her wardrobe for at least one week of work. The project site began as a disaster zone. The building had a roof leak; broken windows; rotted, partially collapsed floors; and old plumbing. Thanks to the Homebuilders Association of Greater Hot Springs and various donations from local building supply stores, the room has been fully restored and looks great! We were provided with ample donations to begin the project including: clothing racks for the floor and walls, a mirror, a screen to provide a private changing area and plenty of professional clothing and accessories to fill the room. The Arkansas Workforce Center in Hot Springs is proud to be a partner in this special project. We look forward to

assisting women with their professional workforce needs and making a difference in our community.

Northeast

Andrew Nix was enrolled into WIA program on 12/17/04. He enrolled as an out-of-school older youth attending GED classes. Andrew took his GED test and passed it on 1/14/05. Andrew received a stipend for his successful completion of the GED. Andrew then completed a job shadow activity with Arkansas Northeastern College in Paragould and started work experience at that site on 3/22/05. Andrew received excellent evaluations and positive comments from his worksite supervisors.

“Andrew says that he took advantage of the Workforce program, not solely for the job opportunities, but more importantly for himself—to be able to say he had accomplished something in his life.”

Andrew continued his job search obligations while planning for additional educational opportunities. Andrew accepted a full time position 7/24/05 with Crowley’s Ridge State Park, working 40 hours per week. Andrew is also being considered for an additional job opportunity part-time at Arkansas Northeastern College. Andrew has not given up his dream of additional educational training; rather, he’s just setting priorities. Andrew says that he took advantage of the Workforce program, not solely for the job opportunities, but more importantly for himself—to be able to say he had accomplished something in his life.

“My name is Robert Marshall. I lost my job with Huntco Steel in January of 2002 at the age of 42, as a result of foreign imports. I had worked there for about seven and a half years and made good money. I didn’t know what I was going to do until I heard that NAFTA was going to help through the WIA branch. This helped me afford to go back to college. With their help, I was able to attend the local junior college and graduate as a registered nurse in May of 2005. Now I have a career at the local hospital as a surgical nurse, making about what I had prior to losing my job. The local WIA people worked with me the entire way to make a difficult situation turn out very well. I would like to take this opportunity to thank two people who helped a great deal—Teresa McDonald and Diana Holt. Thanks! We did it!”

Tammi Sinks, a single mother, came into the Workforce Center seeking summer employment. She was going to start college at ASU that fall, but the only household income was SSI on her mother. After Tammi was deemed eligible, she was placed at Crowley’s Ridge Development Center for summer employment. Tammi started ASU that fall with tuition and book assistance from Arkansas Workforce and financial aid through Pell. She majored in Social Work because she wanted to help people who were in the same situation that her family was in. Since Tammi did such a good job on the summer program and needed money to subsidize her living expenses, she was allowed to continue working at CRDC until December. Tammi graduated this May with her Bachelor’s Degree in Social Work. She is a full-time caseworker at Consolidated Youth Services and earns \$11.89 an hour. She no longer relies on HUD or food stamps for herself and her daughter.

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Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Goal	Actual	Number Completed	Number Eligible	Number Included	Response Rate
Participants	79	84.3	492	653	643	76.5
Employers	76	67.5	901	1007	1007	89.5

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Table B - Adult Program Results At-A-Glance

Performance Items	Negotiated	Actual	Numerator
			Denominator
Entered Employment Rate	84	90.7	694
			765
Employment Rentention Rate	89	94.3	957
			1015
Earnings Change in Six Months	3700	8007	7414445
			926
Employment And Credential Rate	64	76.3	621
			814

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Table C - Outcomes for Adult Special Populations

Performance Items	Public Assistance Services	Numerator	Veterans	Numerator	Individuals Disabilities	Numerator	Older Individuals	Numerator
		Denominator		Denominator		Denominator		Denominator
Entered Employment Rate	81.4	35	83	39	89.3	25	95.5	21
		43		47		28		22
Employment Rentention Rate	87.8	36	94.6	53	89.3	25	96.6	28
		41		56		28		29
Earnings Change in Six Months	5961	226502	7949	357703	6542	170099	7349	191063
		38		45		26		26
Employment And Credential Rate	69.8	30	64.7	22	64.7	11	55.6	5
		43		34		17		9

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Table D - Other Outcome Information for the Adult Program

Performance Items	Individuals Received Training	Numerator	Individuals Core/Intensive Services	Numerator
		Denominator		Denominator
Entered Employment Rate	89.4	431	92.9	263
		482		283
Employment Rentention Rate	94.3	644	94.3	313
		683		332
Earnings Change in Six Months	8542	5278853	6934	2135592
		618		308

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

Performance Items	Negotiated	Actual	Numerator
			Denominator
Entered Employment Rate	99	91.8	390
			425
Employment Rentention Rate	97	97.3	462
			475
Earnings Replacement in Six Months	100	108.5	5498253
			5067182
Employment And Credential Rate	71	79.3	291
			367

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Table F - Outcomes for Dislocated Worker Special Populations

Performance Items	Veterans	Numerator	Individuals Disabilities	Numerator	Older Individuals	Numerator	Displaced Homemakers	Numerator
		Denominator		Denominator		Denominator		Denominator
Entered Employment Rate	84	42	87.5	7	83.3	20	100	7
		50		8		24		7
Employment Rentention Rate	100	56	80	4	100	29	100	6
		56		5		29		6
Earnings Replacement Rate	90.3	726112	111.8	53921	86.7	288347	503.5	57053
		804122		48245		332524		11331
Employment And Credential Rate	78.6	33	100	5	73.7	14	100	2
		42		5		19		2

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Table G - Other Outcome Information for the Dislocated Worker Program

Performance Items	Individuals Received Training	Numerator	Individuals Core/Intensive Services	Numerator
		Denominator		Denominator
Entered Employment Rate	93.5	343	81	47
		367		58
Employment Retention Rate	97.4	412	96.2	50
		423		52
Earnings Replacement Rate	104.7	4811546	145	686707
		4593592		473590

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Table H - Older Youth Results At-A-Glance

Performance Items	Negotiated	Actual	Numerator
			Denominator
Entered Employment Rate	76	83.1	108
			130
Employment Rentention Rate	83	90.3	130
			144
Earnings Change in Six Months	3700	4550	600603
			132
Credential Rate	45	64.2	104
			162

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Table I - Outcomes for Older Youth Special Populations

Performance Items	Public Assistance Recipients	Numerator	Veterans	Numerator	Individuals Disabilities	Numerator	Out-of-School Youth	Numerator
		Denominator		Denominator		Denominator		Denominator
Entered Employment Rate	95.2	20	0	0	50	1	82.3	93
		21		1		2		113
Employment Retention Rate	77.3	17	0	0	100	8	90.2	120
		22		1		8		133
Earnings Change in Six Months	2949	61925	0	0	5626	45011	4413	542816
		21		1		8		123
Credential Rate	86.4	19	0	0	66.7	2	63.6	89
		22		1		3		140

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Table J - Younger Youth Results At-A-Glance

Performance Items	Negotiated	Actual	Numerator
			Denominator
Skill Attainment Rate	82	86.8	2895
			3334
Diploma or Equivalent Rate	61	77.5	447
			577
Retention Rate	60	81.7	402
			492

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Table K - Outcomes for Younger Youth Special Populations

Performance Items	Public Assistance Recipients	Numerator	Individuals Disabilities	Numerator	Out-of-School Youth	Numerator
		Denominator		Denominator		Denominator
Skill Attainment Rate	78.6	198	87.4	118	64.4	145
		252		135		225
Diploma or Equivalent Rate	50	19	77.3	17	55.1	38
		38		22		69
Retention Rate	75.5	37	76.5	13	68.4	67
		49		17		98

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Table L - Other Reported Information

Program	12 Mo. Employment Retention Rate	Numerator	12 Mo. Earnings Change/Replacement	Numerator	Placements Non-traditional	Numerator	Wages Un-subsidized	Numerator	Un-subsidized Related Training	Numerator
		Denominator		Denominator		Denominator		Denominator		Denominator
Adults	89.1	967	6585	6071634	1.4	10	5738	3505637	70.8	305
		1085		922		694		611		431
Dislocated Workers	94.6	487	116.4	5546393	2.1	8	6016	2027529	61.5	211
		515		4766890		390		337		343
Older Youth	80.8	135	3159	448529	0	0	2738	257384		
		167		142		108		94		

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Table M - Participation Levels

Program	Total Participants	Total Exiters
Adults	2567	1042
Dislocated Workers	634	377
Older Youth	399	189
Younger Youth	2891	1037

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Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$7,596,098
Local Dislocated Workers		\$4,811,299
Local Youth		\$6,629,890
Rapid Response		\$1,336,906
Statewide Required Activities		\$386,099
Statewide Allowed Activities	Description	
	AESD Admin	\$1,381,877
	AWIB support	\$693,231
	Conferences	\$71,305
	Grant Writing	\$12,319
	Incumbent Worker	\$161,335
	Public Information	\$12,205
	Youth Algebra Software	\$1,095,563
Total of All Federal Spending Above		\$24,188,127

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Table O - Central
ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		129		
	Dislocated Workers		137		
	Older Youth		23		
	Younger Youth		434		
Total Exiters	Adults		56		
	Dislocated Workers		75		
	Older Youth		11		
	Younger Youth		137		
Customer Satisfaction	Program Participants	79	87.5		
	Employers	76	71.7		
Entered Employment Rate	Adults	86	86.2	25	29
	Dislocated Workers	93	93.5	72	77
	Older Youth	76	100	6	6
	Younger Youth	63	84.6	46	50
Retention Rate	Adults	90	92	93	98
	Dislocated Workers	97	94.9	6	6
	Older Youth	88	100	22	26
	Younger Youth	63	84.6	340253	47
Earnings Change/Replacement	Adults	3800	7239	1303609	1172387
	Dislocated Workers	100	111.2	20981	6
	Older Youth	4300	3497	34	47
Credential/Diploma Rate	Adults	66	72.3	58	73
	Dislocated Workers	74	79.5	5	7
	Older Youth	45	71.4	82	110
	Younger Youth	64	74.5	193	232
Skill Attainment	Younger Youth	83	83.2		
Other State Indicators of Performance					
Overall Status of Performance					
		Not Met	Met	Exceeded	
		3		14	

ANNUAL REPORT -- PY: 2004 Location: AR
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Table O - Eastern
ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		155		
	Dislocated Workers		60		
	Older Youth		66		
	Younger Youth		232		
Total Exiters	Adults		110		
	Dislocated Workers		39		
	Older Youth		12		
	Younger Youth		87		
Customer Satisfaction	Program Participants	79	87.5		
	Employers	76	72.4		
Entered Employment Rate	Adults	71	89	73	82
	Dislocated Workers	76	80.8	21	26
	Older Youth	69	66.7	6	9
	Younger Youth	63	63.1	84	95
Retention Rate	Adults	81	86.4	110	36
	Dislocated Workers	90	92.3	39	19
	Older Youth	81	82.6	23	53
	Younger Youth	63	63.1	84	84
Earnings Change/Replacement	Adults	3600	4989	508829	102
	Dislocated Workers	100	114.5	363839	317835
	Older Youth	3700	5527	127113	23
	Younger Youth	63	63.1	84	84
Credential/Diploma Rate	Adults	51	56.7	17	30
	Dislocated Workers	66	62.5	10	16
	Older Youth	45	45.5	5	11
	Younger Youth	64	48.8	20	41
Skill Attainment	Younger Youth	83	64.2	138	215
Other State Indicators of Performance					
Overall Status of Performance		Not Met	Met	Exceeded	
		5		12	

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Table O - City of Little Rock
ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		40		
	Dislocated Workers		26		
	Older Youth		14		
	Younger Youth		105		
Total Exiters	Adults		9		
	Dislocated Workers		10		
	Older Youth		23		
	Younger Youth		53		
Customer Satisfaction	Program Participants	79	90.0		
	Employers	76	63.7		
Entered Employment Rate	Adults	90	75	6	8
	Dislocated Workers	91	83.3	10	12
	Older Youth	76	55.6	10	18
	Younger Youth	63	50	15	15
Retention Rate	Adults	91	100	6	6
	Dislocated Workers	99	100	14	18
	Older Youth	88	77.8	4	8
	Younger Youth	63	50	128399	13
Earnings Change/Replacement	Adults	4100	9877	81907	79237
	Dislocated Workers	100	103.4	23198	18
	Older Youth	3700	1289	2	4
Credential/Diploma Rate	Adults	58	50	3	9
	Dislocated Workers	66	33.3	3	21
	Older Youth	45	14.3	4	29
	Younger Youth	64	13.8	210	215
Skill Attainment	Younger Youth	83	97.7		
Other State Indicators of Performance					
Overall Status of Performance		Not Met	Met	Exceeded	
		11		6	

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Table O - North Central
ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		307		
	Dislocated Workers		37		
	Older Youth		3		
	Younger Youth		330		
Total Exiters	Adults		100		
	Dislocated Workers		13		
	Older Youth		5		
	Younger Youth		151		
Customer Satisfaction	Program Participants	79	85.9		
	Employers	76	76.7		
Entered Employment Rate	Adults	88	98.4	60	61
	Dislocated Workers	95	100	11	11
	Older Youth	77	100	4	4
	Younger Youth	63	95.8	107	110
Retention Rate	Adults	89	97.3	10	10
	Dislocated Workers	99	100	5	5
	Older Youth	84	100	114	119
	Younger Youth	63	95.8	632998	91
Earnings Change/Replacement	Adults	3300	6956	107426	71666
	Dislocated Workers	100	149.9	32492	4
	Older Youth	3800	8123	66	66
Credential/Diploma Rate	Adults	66	100	8	8
	Dislocated Workers	75	100	5	6
	Older Youth	45	83.3	102	103
	Younger Youth	64	99	477	500
Skill Attainment	Younger Youth	83	95.4		
Other State Indicators of Performance					
Overall Status of Performance		Not Met	Met	Exceeded	17

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Table O - Northeast

ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	ETA Assigned #	
				Numerator	Denominator
Total Participants	Adults		316		
	Dislocated Workers		67		
	Older Youth		99		
	Younger Youth		581		
Total Exiters	Adults		161		
	Dislocated Workers		40		
	Older Youth		66		
	Younger Youth		255		
Customer Satisfaction	Program Participants	79	87.3		
	Employers	76	69.7		
Entered Employment Rate	Adults	87	91.4	138	151
	Dislocated Workers	88	94.6	70	74
	Older Youth	83	90.2	37	41
	Younger Youth	63	83.1	222	227
Retention Rate	Adults	90	97.8	83	84
	Dislocated Workers	99	98.8	32	34
	Older Youth	91	94.1	49	59
	Younger Youth	63	83.1	2049160	201
Earnings Change/Replacement	Adults	4100	10195	787952	610971
	Dislocated Workers	100	129	64847	26
	Older Youth	4300	2494	207	267
Credential/Diploma Rate	Adults	66	77.5	57	74
	Dislocated Workers	66	77	39	53
	Older Youth	45	73.6	59	75
	Younger Youth	64	78.7	893	970
Skill Attainment	Younger Youth	83	92.1		
Other State Indicators of Performance					
Overall Status of Performance					
		Not Met	Met	Exceeded	
		3		14	

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Table O - Northwest
ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		252		
	Dislocated Workers		104		
	Older Youth		44		
	Younger Youth		245		
Total Exiters	Adults		141		
	Dislocated Workers		45		
	Older Youth		27		
	Younger Youth		66		
Customer Satisfaction	Program Participants	79	82.4		
	Employers	76	69.0		
Entered Employment Rate	Adults	91	94.9	186	196
	Dislocated Workers	90	88.7	47	53
	Older Youth	83	94.7	18	19
	Younger Youth	63	85	40	40
Retention Rate	Adults	92	94.7	234	247
	Dislocated Workers	99	100	40	40
	Older Youth	85	88.9	16	18
	Younger Youth	63	85	34	40
Earnings Change/Replacement	Adults	4100	8089	1884848	233
	Dislocated Workers	100	150.4	449859	299043
	Older Youth	3800	4683	79611	17
	Younger Youth	64	90.9	20	22
Credential/Diploma Rate	Adults	62	65.8	25	38
	Dislocated Workers	75	80.6	25	31
	Older Youth	45	70	14	20
	Younger Youth	64	90.9	20	22
Skill Attainment	Younger Youth	83	89.8	230	256
Other State Indicators of Performance					
Overall Status of Performance		Not Met	Met	Exceeded	
		2		15	

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Table O - Southeast
ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		922		
	Dislocated Workers		99		
	Older Youth		63		
	Younger Youth		624		
Total Exiters	Adults		289		
	Dislocated Workers		55		
	Older Youth		12		
	Younger Youth		119		
Customer Satisfaction	Program Participants	79	88.6		
	Employers	76	72.9		
Entered Employment Rate	Adults	76	80.5	103	
	Dislocated Workers	90	94.7	128	36
	Older Youth	73	77.8	38	7
	Younger Youth	63	85.7	7	9
Retention Rate	Adults	88	88.9	40	45
	Dislocated Workers	97	100	5	5
	Older Youth	77	100	3	3
	Younger Youth	63	85.7	6	7
Earnings Change/Replacement	Adults	3300	7436	319737	43
	Dislocated Workers	100	72	48087	66791
	Older Youth	3300	11068	22135	2
	Younger Youth	55	79.8	132	195
Credential/Diploma Rate	Adults	51	67.7	29	38
	Dislocated Workers	68	76.3	5	10
	Older Youth	45	50	75	94
	Younger Youth	55	79.8	414	550
Skill Attainment	Younger Youth	83	75.3		
Other State Indicators of Performance					
Overall Status of Performance					
		Not Met	Met	Exceeded	
		3		14	

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Table O - Southwest
ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		229		
	Dislocated Workers		35		
	Older Youth		27		
	Younger Youth		216		
Total Exiters	Adults		86		
	Dislocated Workers		49		
	Older Youth		15		
	Younger Youth		84		
Customer Satisfaction	Program Participants	79	85.1		
	Employers	76	77.2		
Entered Employment Rate	Adults	76	96.7	58	60
	Dislocated Workers	87	86.2	56	65
	Older Youth	76	84.6	11	13
	Younger Youth	61	83.2	97	108
Retention Rate	Adults	88	89.8	115	116
	Dislocated Workers	95	99.1	6	6
	Older Youth	84	100	79	95
	Younger Youth	61	83.2	796020	99
Earnings Change/Replacement	Adults	3100	8041	1562025	1820653
	Dislocated Workers	100	85.8	49113	6
	Older Youth	3800	8186	6	71
	Younger Youth	61	82.4	79	79
Credential/Diploma Rate	Adults	66	89.9	45	49
	Dislocated Workers	66	91.8	14	16
	Older Youth	45	87.5	56	68
	Younger Youth	61	82.4	196	243
Skill Attainment	Younger Youth	79	80.7		
Other State Indicators of Performance					
Overall Status of Performance					
		Not Met	Met	Exceeded	
		2		15	

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Table O - West Central
ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	Numerator	
				Denominator	
Total Participants	Adults		121		
	Dislocated Workers		38		
	Older Youth		47		
	Younger Youth		61		
Total Exitors	Adults		50		
	Dislocated Workers		35		
	Older Youth		8		
	Younger Youth		58		
Customer Satisfaction	Program Participants	79	87.5		
	Employers	76	71.5		
Entered Employment Rate	Adults	84	80.8	21	26
	Dislocated Workers	93	95.3	41	43
	Older Youth	76	50	2	4
	Younger Youth	63	64.5	47	47
Retention Rate	Adults	90	100	43	46
	Dislocated Workers	95	93.5	5	6
	Older Youth	84	83.3	20	31
	Younger Youth	63	64.5	410771	42
Earnings Change/Replacement	Adults	4000	9780	357975	329887
	Dislocated Workers	100	108.5	27588	5
	Older Youth	3800	5518	32	46
Credential/Diploma Rate	Adults	66	69.6	32	43
	Dislocated Workers	75	74.4	3	6
	Older Youth	45	50	18	22
	Younger Youth	64	81.8	88	91
Skill Attainment	Younger Youth	83	96.7		
Other State Indicators of Performance					
Overall Status of Performance					
		Not Met	Met	Exceeded	
		6		11	

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Table O - Western
ETA Assigned #

Performance Items	Program Group	Negotiated	Actual	Numerator
				Denominator
Total Participants	Adults		96	
	Dislocated Workers		31	
	Older Youth		13	
	Younger Youth		63	
Total Exitters	Adults		40	
	Dislocated Workers		16	
	Older Youth		10	
	Younger Youth		27	
Customer Satisfaction	Program Participants	79	92.4	
	Employers	76	65.4	
Entered Employment Rate Retention Rate	Adults	78	100	24
	Dislocated Workers	90	100	26
	Older Youth	83	100	7
	Adults	88	96.4	54
	Dislocated Workers	99	100	31
	Older Youth	81	96	24
	Younger Youth	63	91.3	21
Earnings Change/Replacement	Adults	3800	6244	343430
	Dislocated Workers	100	145.8	55
	Older Youth	3700	6141	435574
Credential/Diploma Rate	Adults	63	83.3	298712
	Dislocated Workers	68	92.3	153525
	Older Youth	45	91.7	25
	Younger Youth	64	84.6	35
Skill Attainment	Younger Youth	83	90.3	42
Other State Indicators of Performance				
Overall Status of Performance				
		Not Met	Met	Exceeded
		1		16