

# ARKANSAS DEPARTMENT OF WORKFORCE SERVICES

FY 2018 – FY 2019 STRATEGIC PLAN

**MISSION:** *To support and secure Arkansas' economic vitality through a highly skilled workforce by administering programs and providing efficient services that empower employers and job seekers.*

**VISION:** *To accelerate economic growth and individual prosperity in the state of Arkansas*

**MOTTO:** *"Educate. Employ. Empower."*

**CORE VALUES:** *Leadership, Efficiency, Accountability, Integrity, Results, Transparency*

## 1) ALIGN THE STATE'S WORKFORCE SYSTEM

**ADWS Goal 1 Aligns with Strategy of Arkansas Goals: Grow, Educate, and Quality of Life**

Measurable Objective 1: Increase the number of Arkansans who enter training programs.

Strategy 1: Maximize educational relevance by increasing the enrollments in credential attainment across Workforce Investment and Opportunity Act (WIOA) partners.

Measurable Objective 2: Increase the number of Arkansans who attain employment, upon completion of On the Job Training (OJT) and work experience.

Strategy 1: Work with WIOA partners to develop additional OJT and Work Experience sites.

Measurable Objective 3: Increase the utilization of the workforce system services.

Strategy 1: Develop co-enrollment policies across WIOA partners and increase co-enrollments. Revise assessments across WIOA partner programs to better identify co-enrollment opportunities and the leveraging of resources.

## 2) ENGAGE BUSINESS AND INDUSTRY TO ALIGN ALL ELEMENTS OF A DEMAND-DRIVEN WORKFORCE SYSTEM

**ADWS Goal 2 Aligns with Strategy of Arkansas Goals: Grow, Educate, Healthy, Efficient and Responsive, and Quality of Life**

Measurable Objective 1: Develop personal relationships with businesses through the use of interagency Business Services Teams.

Strategy 1: Align the efforts of WIOA partners and Economic Development in communicating with businesses to determine needs.

Strategy 2: Establish relationships between State and Local Development Teams through official meetings and regular communication that will lead to collaborative visits with businesses.

Measurable Objective 2: Work with Economic Development to analyze potential jobs for skills required when new employers are considering moving to Arkansas or current employers are considering expansion in current occupations.

Strategy 1: Provide enhance details related to Career Readiness Certificate (CRC) attainment and skill levels, by region, to Economic Development for their use in attracting new businesses or current businesses considering expansion.

Measurable Objective 3: Enhance the services available to business by the state's workforce system.

Strategy 1: Develop additional services for businesses, such as customized recruitments, as well as increase the use of currently available services that businesses may not be aware of.

### 3) ENHANCE WIOA PROGRAMS' PARTNERSHIPS

#### ***ADWS Goal 3 Aligns with Strategy of Arkansas Goals: Educate***

Measurable Objective 1: Increase partnerships with internal partners.

Strategy 1: Provide quarterly professional development and training support across WIOA Programs to internal partners.

Measurable Objective 2: Conduct training and strategic planning sessions with the WIOA core and non-core partners on a quarterly basis.

Strategy 1: Establish liaison between the state's workforce systems and conduct regularly scheduled meetings and discussions to identify partners and employer needs.

### 4) GROW THE WORKFORCE

#### ***ADWS Goal 4 Aligns with Strategy of Arkansas Goals: Grow and Efficient and Responsive***

Measurable Objective 1: Create jobs and grow Arkansas's economy through a strong workforce

Strategy 1: Promote business growth, entrepreneurship, and commercialization by providing a workforce that is job ready.

Strategy 2: Build and maintain a quality state government workforce

## 5) TANF DEPENDENCY REDUCTION

### ***ADWS Goal 5 Aligns with Strategy of Arkansas Goals: Grow, Educate, and Quality of Life***

Measurable Objective 1: Enhance the lives of Arkansans and end dependency of needy families by promoting job preparation, work, and marriage.

Strategy 1: Maximize the number of Temporary Assistance for Needy Families (TANF) Families that are participating in activities that are designed to empower and lead to self-sufficiency.

Strategy 2: Enhanced training and professional development opportunities, including new curriculums and more aggressive class schedules.

Strategy 3: Conducting annual statewide TANF Training Conference focused on service delivery enhancement.

Strategy 4: Enhanced technical assistance provision by initial development of TANF Procedures Manual and regular Policy Manual updates.

Strategy 5: Enhanced evaluation and performance reporting for “real-time” program management and development of more Subsidized Employment opportunities for participants.

Strategy 6: Development of Strategic Improvement Teams designed to address specific TANF Program areas of concern.

## 6) ENHANCE THE WORKFORCE

### ***ADWS Goal 6 Aligns with Strategy of Arkansas Goals: Grow, Educate, and Efficient and Responsive***

Measurable Objective 1: Cultivate a high performing, diverse, and well trained workforce that is engaged in continuous learning, improving competencies, and talent retention.

Strategy 1: Develop and utilize individual staff development processes that increase productivity.

Strategy 2: Continue to formalize and document training plans and minimum annual professional development requirements for Local and Central Office TANF staff.

Strategy 3: Review all existing Local and Central Office TANF Program Job Descriptions to ensure that key job duties are in alignment with TANF strategic plan.

Strategy 4: Review all existing Local and Central Office TANF Program Performance Appraisal Forms to ensure that key performance indicators and activities are aligned with TANF strategic plan.

## 7) EFFECTIVE AND RESPONSIVE SERVICES

### ***ADWS Goal 7 Aligns with Strategy of Arkansas Goals: Efficient and Responsive***

Measurable Objective 1: Transform the culture of employment services

Strategy 1: Increase availability of ADWS employment services through innovative technology solutions (UI Hotline)

Strategy 2: Focus state resources on essential services and employ enterprise solutions

Strategy 3: Enlist community support and public-private partnerships to leverage available resources

## 8) PROGRAM EFFICIENCIES

### ***ADWS Goal 8 Aligns with Strategy of Arkansas Goals: Efficient and Responsive***

Measurable Objective 1: Improved Business Processes through Effective Automation and Resource Management

Strategy 1: Improved efficiencies through technological enhancements that will accomplish eligibility determination, improve customer service quality, and access/enhance operational effectiveness.

Strategy 2: Continue the development of an Information Technology (IT) solution for enhanced case management.

Strategy 3: Continue the development and revision of TANF Program Eligibility Determination Policy and Procedures Manual

## 9) IMPROVED COMMUNICATIONS

### ***ADWS Goal 9 Aligns with Strategy of Arkansas Goals: Quality of Life***

Measurable Objective 4: Improved Internal and External Communications

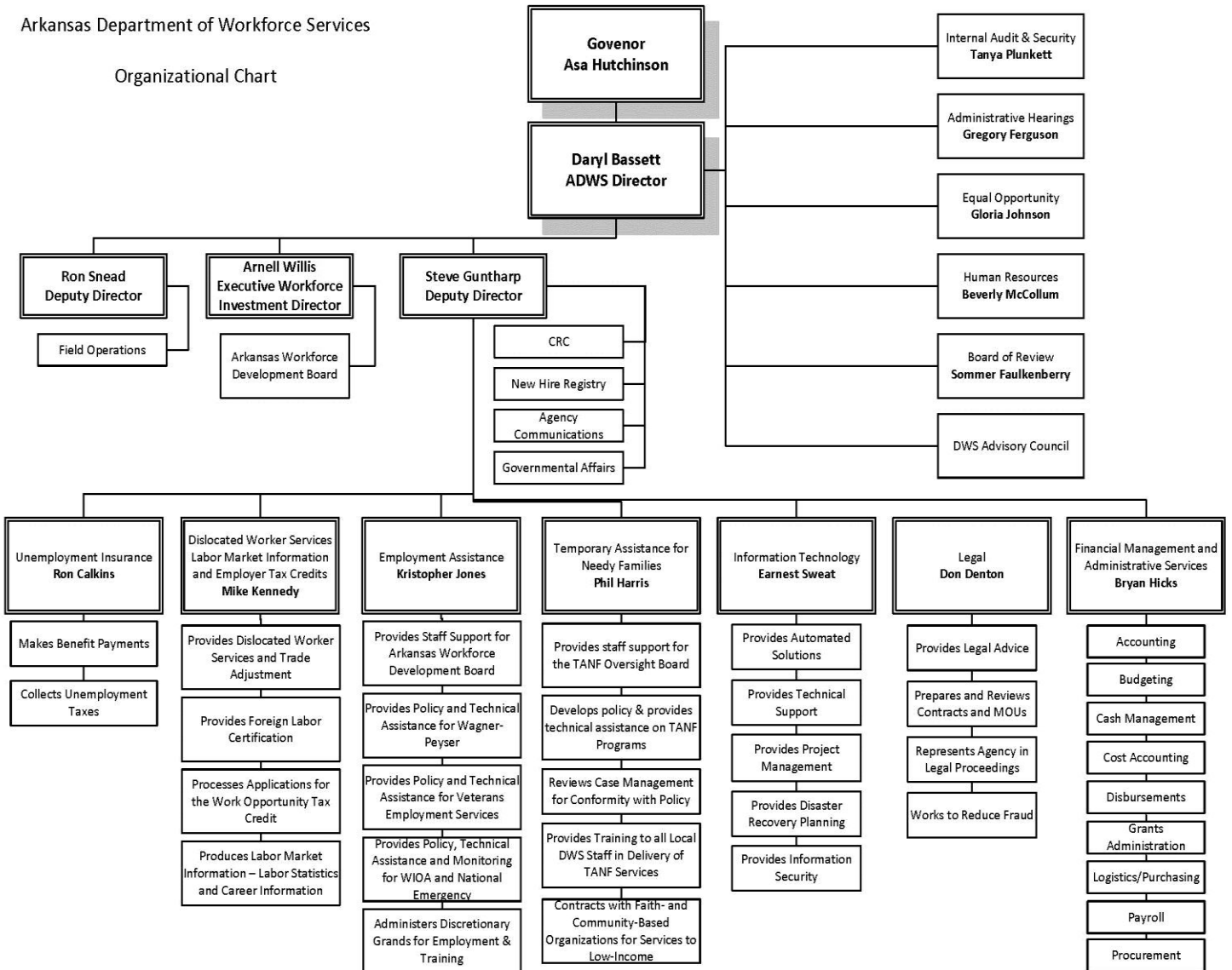
Strategy 1: The complexity of the TANF Program requires ongoing communications with the public, staff, and stakeholders that educates various audiences about TANF's missions, goals, and performance, as well as the benefits and services that the Department provides.

Strategy 2: Proactively develop, maintain, and widely disseminate comprehensive and accurate information about the four (4) TANF Program purposes, our plans, activities, and accomplishments in a timely manner.

Strategy 3: Development of comprehensive TANF Program Annual Report for submission to Governor, Arkansas State Legislature, state partners, and program stakeholders.

APPENDIX: AGENCY PROFILE AND ORGANIZATIONAL CHART

Arkansas Department of Workforce Services  
Organizational Chart



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