

PARTNERS in ***ACTION***

FALL WIOA PARTNERS' MEETING

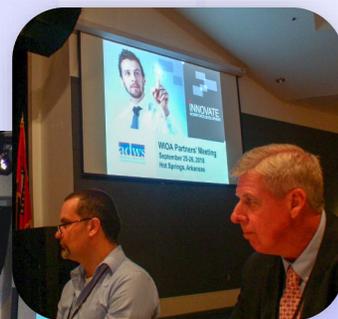
The Regional Director of the U.S. Dept. of Labor's Office of State Systems challenged Arkansas Partners in the Workforce Innovation and Opportunity Act in late September not to leave any worker or potential worker behind.

Frank Stluka delivered the opening talk at the Fall WIOA Partners' Meeting. Noting the rapid decline in the Labor Participation Rate nationally, Stluka said, "We cannot spare people." Jobs are being created, he said, but mostly on the low end of the wage scale.

However, Stluka noted great opportunities exist under WIOA and encouraged agencies to "build sustainable talent-development pipelines that people can enter at different levels." He said there have never been stronger state and Workforce Development boards or better partners than now. He also said the WIOA law places increased emphasis on meeting employer demands, which will open up doors for WIOA partner agencies.



Popular breakout sessions covering topics such as Business Engagement, Veterans Recruitment and Targeted Populations also highlighted the two-day meeting, attended by 264 at the Hot Springs Convention Center.



New Arrow in Business Services Quiver

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ADWS has been approved for a customer relations management (CRM) system that promises to streamline business engagement across WIOA-partner programs.

A nine-month contract with Carahsoft Technology Corporation licenses the agency to use Salesforce, a “Workforce Development Solution” that can be shared with business services staff, program managers and others in the core workforce-development programs.

A joint committee of the General Assembly on Sept. 19 approved the contract, which allows for 35 seats spread across each of the 10 Local Workforce Development Areas, select ADWS state staff in the Central Office and interested WIOA core partners. Carahsoft will provide extensive training over a two-month rollout period.

According to the company’s proposal, Salesforce will

1. Track the business lead, account, contact and activity information
2. Generate Arkansas business-driven, training-program application
3. Promote, educate and onboard the state workforce services team

“One of the key deliverables for Salesforce will be business profiles and needs assessments that can be shared across partner programs on the business services teams at the local level,” ADWS Assistant Director for Employment Assistance Kris Jones said.

Jones hopes the system will eliminate duplication of effort among those charged with educating and engaging employers about state programs to aid job seekers. Without a comprehensive, self-contained system to share information about corporate contacts, busy business owners, CEOs and human resources managers field multiple calls from those representing various facets of the state workforce development system.

“Currently, the system does not have a database containing this information,” Jones said. “Where attempts have been made in the past to consolidate information on this level, there was no system in place to maintain the information beyond that point.”

“...business profiles and needs assessments that can be shared across partner programs. Currently, the system does not have a database containing this information.”

—Kris Jones

Implementation of the Salesforce program coincides with cross-agency business services trainings planned by the Business Engagement Committee of the WIOA Roundtable, chaired by Mark McManus.

See SALESFORCE, p. 10

Innovative ARS Program Aids Court-Involved Youth

Having the confidence to enter the work world requires hope, but that's the quality in shortest supply among the most vulnerable populations. Disabled youth who have run afoul of the law are getting a rare dose of hope in Conway through a new Arkansas Rehabilitation Services (ARS) program that has sprung up there with the cooperation of the juvenile court system.

The Conway Juvenile Court Work Experience Program started this summer as a partnership among ARS, the 20th Judicial Circuit Juvenile Court and Milestones Incorporated, a non-profit specializing in developmental disabilities.

"This special population of students with disabilities who are also involved in the court system at a young age is an at-risk group that has not traditionally been served by Arkansas Rehabilitation Services," said Christy Lamas, ARS Vocational Education Coordinator.

Under WIOA, ARS is encouraged to create innovative programs to work with students with disabilities on pre-employment transition skills. ARS based the design on 30 years of research, including that done by the National Collaborative on Workforce and Disability (NCWD) for Youth, which in 2008 published a report titled *MAKING THE RIGHT TURN: A Guide About Improving Transition Outcomes for Youth Involved in the Juvenile Corrections System*.

"Carl Daughtery (Chief of Field Services for ARS) had a vision to reach these young people prior to commitment in DYS (DHS Div. of Youth Services) facilities, to help bring about positive change in attitudes and behaviors and steer them away from bad choices," said Ms. Lamas, who made a presentation on the new program at the Fall 2018 WIOA Partners' Meeting.

Lamas said she approached Faye Shepherd, then-chief of staff with the 20th Judicial District Court, to explore the possibilities. Shepherd invited Lamas to meet with probation officers to get a feel for what was needed, and the answer was clear—the kind of experience that would allow juvenile offenders to glimpse a productive future as contributing members of society. Shepherd has since moved on to another job within the judicial system, and Leanna Brown took her place as the contact with the 20th Judicial District.

Funding from the Federal Vocational Rehabilitation grant allowed ARS to budget for a pilot program through June 30 2019, when it will be evaluated for possible continuation. Youth with disabilities enrolled in Conway High School who have been referred to or prosecuted in Judge Troy Braswell's juvenile court are the eligible participants. Not all have committed crimes; some are victims of dependent neglect, some are runaways. All have a disability, and almost all have significant difficulty trusting adults.

Probation officers and an ARS certified vocational rehabilitation counselor monitor the academic performance of students who meet those criteria and refer candidates for the program. So far, cohorts of eight and six have been accepted for the eight-week program, but the groups could be as large as 15.

The classroom portion, conducted by Milestones staff, starts with soft-skills and work-readiness training. Such critical subjects as anger management, conflict resolution, accepting authority, accepting feedback and communication are addressed. After a week spent strictly in the classroom, they're placed in work- experience assignments at job sites while continuing their classroom training. For any given week, two local employers—out of a total of seven taking part—host the students. They're paid \$8.50 an hour for up to ten hours a week.

"This program has tremendous potential to expose students with disabilities who are currently in the court system to the strength and potential that lies within them," Lamas said. "We're offering a new direction to students who have made choices not in their best interest."

Lamas said the goal is to continue to improve the program and eventually expand it throughout Arkansas.



Front Row,(L-R), Penny Castilaw, Milestones; Amy Gwatney, Milestones
Back Row, Carl Daughtery, ARS; Leanna Brown, 20th Dist. Court; Andrea Gilliam, ARS; Deandrea Bass-Carrigan, ARS; Juniel Stewart, Milestones

Photo submitted by ARS

New ADWS/Our House Stores Work-Based Learning

A new agreement connecting three employment focused entities—ADWS, the Little Rock Workforce Board and the Our House non-profit serving the central Arkansas homeless population—provides the answer to urgent needs for each.

The pilot project for the Arkansas Work-Based Learning program funds paid work experience in Our House Resale stores in Little Rock and North Little Rock through June 2019. The participants—“job trainees” in Our House parlance—are also required to take classroom, computer-based training at the Our House Career Center to, according to the agreement, “teach work skills, adult education and literacy, and life skills.”

Experienced, Accomplished But Starting Over



How does it feel to go from a stable career in banking and insurance to homeless and seemingly unemployable?

Jeanette Reynolds knows, and it hasn't been a good feeling. But, at the age of 67, she's on her way back up thanks to Our House and an ADWS-funded pilot program.

Ms. Reynolds is one of 11 hired to work at one of the two Our House re-sale stores and enrolled in the WIOA Adult program at the Little Rock Workforce Center as part of a one-year agreement that uses Work-Based Learning funding from ADWS.

They are all temporary residents of the Our House Shelter on East Roosevelt Road in Little Rock. A total of 20 can take part in the paid work-experience before the grant expires at the end of June 2019. They are also receiving computer-based, classroom instructions on general life skills, work-readiness skills, adult education and literacy, and even some training that will result in certificate attainment.

See REYNOLDS, p. 11

Homelessness and unemployment are the only criteria for the trainees to qualify for the program; they are not required to be residents of the Our House Shelter on Roosevelt Road in Little Rock. Staff from the WIOA program in the Little Rock Workforce Center assess them and enroll them in the Title I Adult program at the start of their employment in the stores. Transportation to and from the job sites is a part of the program, and workers are given bus passes by their WIOA case manager as a supportive service.

“It's not just Our House residents, it's for any homeless person,” said Justin Robinson, manager of Our House Resale Stores. “If I didn't have anybody to hire from Our House, I could go to another shelter and hire their people.”

The arrangement helps ADWS meet the WIOA imperative to increase access to employment, training and supportive services “particularly (for) those with barriers to employment,” in the language of the law.

“Partnerships are how we find individuals with barriers to employment, serve those participants better, and help both the individual and the employer succeed,” ADWS Assistant Director for Employment Assistance Kris Jones wrote.

“The Our House pilot demonstrates what can be achieved by partnering local resources that share a common mission by intersecting the supply of those with barriers and employers.”



Arkansas Workforce Development Board meeting at Our House campus, Oct. 9, 2018

Partnership Provides Jobs, Training for Homeless

Robinson, an energetic visionary with a heart for extending a hand up those who need a break, opened the first Our House store on West Markham in Little Rock in 2016 with a big dream and a different business model from other resale and consignment shops.

“Our House, Inc., solely owned and operated the stores,” Robinson said. “One hundred percent of the proceeds went back to the shelter. So, the community support was just phenomenal.”

The store took off. A year later, Robinson persuaded the Our House Board of Directors to fund a second, much larger store in North Little Rock. But for that, he needed more than a handful of volunteers and the few job trainees he could afford to pay out of Our House operating funds.



Justin Robinson

“So, I just saw the need, and we really didn’t have an answer for it to keep growing and keep expanding our programming on campus at Our House,” he said.

Robinson submitted a proposal to ADWS, asking that 20 job training positions to be funded, and he wrote them with specific job descriptions—not just retail customer service positions, but donation center warehouse workers, truck drivers, an administrative assistant, a marketing research and sales associate and others. As of early October, 11 job trainees had been placed in work-experience positions funded by the agreement.

“I try to find out their background and plug people in,” said Robinson, who came to Our House after starting a career as an investigator in law enforcement. “We want them to be happy, and we want them to be able to succeed and move on to unsubsidized employment after this training program and be productive citizens.”

“It’s worth noting how important (Robinson) is to this whole thing,” Our House marketing trainee Phil Vickers said. “He built it all with nothing but just diehard willpower. He’s the backbone of the whole thing.”

Donations are flooding in, thanks in part to the fact that other nearby thrift shops have closed recently. The program is working for the third partner as well.

“This sub-grant award helps us meet our WIOA Adult enrollment goals at a quicker pace,” emailed Stacy Hagan, Operations Manager of the WIOA program at the Little Rock Workforce Center. “That number goes toward our enrollment goal of 50 Adults. We are also hoping it contributes to the Employment Rate second quarter and fourth quarter after-exit goals, as it is giving these homeless individuals work experience and a stable environment to build skills and experience.” Debra McGee is the WIOA Adult case manager at the LRWFC.

A separate work-based learning initiative involving Our House Shelter and the ADWS Temporary Assistance for Needy Families (TANF) program has also been highly successful and was recently extended beyond its scheduled completion date of September 30. The Our House Pipeline to Employment program created an Employer Alliance of businesses to send homeless job seekers. In the second quarter, both the number of employers in the alliance (13) and the number of clients placed in jobs (56) exceeded the goals for the period.

Gunsmithing Problem-Solver

It might surprise donors of merchandise to the Our House Resale Store in North Little Rock to know that the marketing associate there has an unusual college degree in gunsmithing.

Phil Vickers, 38, also has substantial experience in the field of computer technology, having worked for two of the five major computer manufacturers in the world, Gateway and Hewlett-Packard.

He brings advanced problem-solving and troubleshooting skills from both worlds—not to mention a solid understanding of computers and the online sphere—to his position as a marketing trainee. He’s paid for his work at the store through an ADWS grant as part of a Work-Based Learning pilot program, and he gets transportation assistance to go from the Our House Shelter to the job and back.

On their off days, trainees in the program also take classroom instruction to improve work-readiness, adult education and general life skills—curriculum designed to help the homeless get back on their feet.

“We have people who donate collections,” explains Our House Resale Store co-worker Jeanette Reynolds. “They’ve been collecting coins, comic books, baseball cards. So, (Phil) does research to see what the value of the product is. Otherwise, we put it out on the floor, and somebody comes in here and buys it, puts it out on eBay and makes thousands of dollars of profit on the stuff.”



ACTI Reports Successful TEP Summer

The Arkansas Career Training Institute's summer Transition Employment Program (TEP) for high school students was so successful this year it has spilled over into the school year. All 120 program participants successfully completed two days of training leading to an intense four weeks' of work June 25 to July 20. By the end, 101 successfully completed the temp work assignments.



TEP provides pre-employment transition services to prepare students for careers through focused training and work-based learning. ACTI's TEAM Student Life (TSL) staff worked intensively with the temp employees (program participants), in conjunction with staff from the Hot Springs Workforce Center. The participants reported overall job satisfaction and generally adapted well to schedules and duties, some even asking for more hours than were allocated. Paid work hours were capped at 28 per week, per employee under ADWS guidelines.

This summer, only two of the temp employees needed more than minor coaching to meet job performance expectations. Colin Legare, assistant director of Student Life, served as the direct line manager and he and Rick Ward-Harder provided direct observation and intervention when needed.

The concept for the program was developed in 2010. Over a period of four years, the concept became reality with the inaugural class in 2014 that resulted in 14 completers. Since that time the program grew to the point that additional resources were needed to provide mentoring and administrative support. It was a natural fit to have current adult students from ACTI fill paid extra-help positions to meet the demand. This was accomplished through partnership with the Department of Workforce Services.

Through a memorandum of understanding, ACTI coordinated the hire and supervision of 29 positions through the Department of Workforce Services. This gave adult ACTI students the opportunity to learn as they worked in this program. At the conclusion of the program, 27 ACTI students maintained their employment of the entire time of training and gained invaluable experience, training and skills.

"I think that both DWS and ACE/ARS/ACTI have all learned much from each other in the process and have paved the way for a continuing working relationship in the future," ACTI Director Jonathan Bibb said in an email.

At the end of the summer program, ACTI explored the possibility of retaining 10 of the original 29 for continued temporary help positions throughout the year after the conclusion of this four-week program. After exploring options, ACTI has partnered with the West Central Arkansas Planning and Development District to employ nine students. They are working from 16 to 20 hours per week within Student Life as Residential Assistants.

Bibb said this builds career- and work-experience for them, supplementing work history for resumes, and providing a safe and supportive environment in which to learn necessary employment skills (especially as they relate to the individuals disability) prior to graduation and seeking a full-time job. In addition, these students will become qualified to apply for positions and hired as staff for Student Life or within other campus departments as those positions become available.

The program includes comprehensive vocational evaluation services, focused training to obtain industry recognized credentials and three work-based learning internships. Also, there was specialized services focused on three areas Registered Apprenticeship (NATF), Leadership (UA Cooperative Extension Service) and college and career readiness (Moncrief Institute). The program also included modules on 3-D printing, introduction to machining, and drone basics taught by instructors from National Park College.

Making a Difference

Rick Ward-Harder of ACTI witnessed amazing personal growth in the students during the intensive program this summer.

"Some of these young men and women previously have been homeless, have come from horrific backgrounds, and have faced many serious challenges in their lives that would bring tears to your eyes," Ward-Harder said. "One young man, for example, known as W, has lived a life on the streets. He has no criminal background or other concerns but has been marginalized by society as he was and has been a 'throw-away' youth. He has in the past been hungry, did not have clothing, and used bravado and anger to keep people from becoming close to him - in other words self-protection techniques. W has consistently had difficulty meeting timelines and other employment expectations, he consistently has serious hygiene problems, and has demonstrated serious issues with anger and behavior.

"Since our staff began working with W to get clothing and shoes, he has had perfectly laundered and pressed clothing. He just needed to be shown how and to understand the importance of appearance. He has shown up at least 15 minutes early every day to work including days he was not scheduled for, just to see if he is needed. His room on campus is in neat and orderly fashion, and he has demonstrated an above average skill in interpersonal relationships, which has surprised us all."

HIRE Vets Medallion Program Starting



USDOL Regional VETS Administrator Rob Creel

and Local Office Managers (LOMs) from around Arkansas at the Jobs for Veterans State Grant (JVSG) Annual Training Sept. 16.

The Honoring Investments in Recruiting and Employing (HIRE) American Military Veterans Act of 2017 by Congress established the Medallion Program to recognize employers who set the standard for recruiting, employing, and retaining veterans. LVERs, DVOPs and other veterans' representatives will encourage employers to apply for the program beginning Jan. 19 at the www.hirevets.gov website. The applicants will be categorized by the size of their businesses—small, medium and large—and evaluated according to a set of criteria, including:

- Percentage of new hires during the previous year who are veterans,
- Percentage of veteran employees retained for at least 12 months,
- Percentage of total employees who are veterans, and others.

Businesses that earn either platinum or gold Medallion designation will receive a certificate and digital image of the medallion to display on their websites, in advertising and at public company events, such as job fairs. That recognition should signal the 165,000-a-year transitioning service members which companies are the most veteran-friendly in the country.

"Veterans should be educated and encouraged to seek out Medallion Award businesses," Administrator Creel said, adding the program could be a "veteran magnet."

"These companies can get national recognition and be on a list that 165,000 worldwide TSMs per year could use as a first step," Creel said.

But it's up to the local vet reps to educate and encourage businesses to apply. The program will run off of application fees ranging from \$90 a year for small employers to \$495 a year for large employers. Creel said it will take 4,152 employer-applicants for the program to sustain itself.

Creel acknowledged the application fees could be a sticking point for some businesses at first, "but that cost goes a long way toward (building) goodwill in the community" with the recognition as a veteran-friendly company, he said.

The application window for the program's first year will run from Jan. 19-April 30, 2019.

The administrator encouraged the veterans' reps to educate other employment specialists in local workforce centers about veterans programs and advocate for them. "You need to be making your co-workers smart on veterans' programs," Creel said. "It doesn't take a vet to help a vet. Trust the other people in your local offices. If you don't advocate for our services, you're going to lose them."

The Regional Administrator of the Veterans' Employment and Training Services (VETS) urged local veterans' advocates to prepare for HIRE Vets Medallion Program before the registration period begins in January 2019.

"Be prepared to give a 30-second elevator speech to employers" about the program, Region 4 VETS Administrator Rob Creel told Local Veterans' Employment Representatives (LVERs), Disabled Veterans' Outreach Program (DVOP) specialists, area administrators

PROMISE Fulfilled

Susan Daniel, outgoing Operations Manager of Northwest Arkansas Certified Development Company (NWACDC) at the Fayetteville Workforce Center, was honored at the Fall WIOA Partners' Meeting for outstanding work in the PROMISE Program.

Arkansas PROMISE ended Sept. 30. It used a grant from the U.S. Dept. of Education and the Social Security Administration to help youth receiving disability benefits and their families through paid work experiences.

Five regions in Arkansas took part, including the Northwest region. The Fayetteville WFC was one of the most active offices in the PROMISE program. For

the summer work period that ended in early August, 21 youth who took part in the program in Fayetteville completed their assignments. Twenty-eight of the 29 who participated this summer in Fayetteville received a bonus incentive, and \$10,260 was awarded in bonus incentives to Fayetteville PROMISE youth.

Daniel was presented with a certificate that read, "Thank you for an outstanding PROMISE program that not only yielded remarkable results and inspiring success stories, but also impacted the lives of many PROMISE Youth participants—and for your admirable compassion, hard work, and dedication, which consistently exceeded all expectations."

Daniel plans to retire, effective Dec. 28, 2018.



Photo by Zoë Calkins

Music Teacher with Vision Impairment Earns Award



From the left are Maja Sevo, teacher; Heather Grisby, DHS Division of Services for the Blind (DSB) Vocational Rehabilitation Counselor; and Sarah Ford, principal. Sevo was selected as area Consumer of the Year by DSB. Also, the Springdale Public School System was named as an outstanding business partner by DSB for its commitment to promoting the employment of persons with vision impairment.

Story & photo submitted by DSB

Maja Sevo of Fayetteville, who is visually impaired, has been named the area’s outstanding Consumer of the Year by the Department of Human Services Division of Services for the Blind (DSB).

Sevo is a certified music educator who teaches for the Springdale Public School District at J.O. Kelly Middle School. This summer, she participated in vocal training in New York and Italy with top music professionals.

“This will further her success in teaching,” said DSB Vocational Rehabilitation Counselor, Heather Grisby, who nominated Sevo for the achievement award. “She was selected from the Benton County area because of her determination to overcome adversity, serve others, and succeed at work.”

The award presentation was made at the school where Sevo teaches. The Springdale Public School System, was also recognized by DSB as an outstanding business partner for its commitment to promoting the employment of persons with vision impairment.

Sevo said she experienced retinal detachment in her left eye three times. She could not read with her left eye and could only see colors and some shapes and forms. Sevo also had cataracts, which prevented the physician from removing the silicone oil that a previous doctor had placed on her retina. Once the cataracts were successfully removed, Sevo was able to have the silicone oil removed and the retina has stayed attached with good eye pressure readings.

Despite Sevo’s setbacks with her complex eye surgeries and treatments, she was determined to complete her student teaching and obtain a music teacher position.

“Maja is one of the kindest people you’ll ever meet. She was so thankful for DSB’s assistance,” said Grisby. “DSB provided diagnosis and treatment, counseling and guidance, and reimbursement for transportation to her specialized eye treatments in Detroit. DSB also paid the remaining costs for eye surgeries and eye treatments after insurance.”

Sevo earned a Bachelor’s Degree in Secondary Teaching with a minor in music from the University of Arkansas at Fayetteville. She received a scholarship for college from the Barbara Mashburn Scholarship Foundation. Now she has been chosen to lead the group. Since 1994, the Mashburn Foundation has provided scholarships for gifted vocal music students at UA.

This is the 11th year that DSB has given Consumer of the Year awards to recognize individuals who have managed their rehabilitation plans, gained marketable skills, secured good jobs, and become role models for others. An overall state winner will be selected at the end of the year.

DSB provides vocational rehabilitation services to adults who are blind or severely visually impaired whose goal is successful employment. The division also serves youth and older blind individuals. For information about DSB’s programs and services, visit the DSB website at <http://humanservices.arkansas.gov/dsb/Pages/default.aspx> or call 1-800-960-9270 , 501-682-5463, or deaf relay 711.

Grant Assists Van Buren Construction Skills Class



Spring 2018 Class
Courtesy Crawford Co. Adult Education

An open-enrollment class on the basics of construction is giving adults in Crawford County trade skills and certifications to improve their employability.

The Introduction to Craft Skills class has been offered each semester since January 2017 by Crawford County Adult Education. Completers have a chance to earn certifications for OSHA 10 and National Center for Construction Education and Research (NCCER).

“This is considered a bridge program,” said Debbie Faubus-Kendrick, Director of the Crawford County Adult Ed. Center, “basic skills to get a job, go into an apprenticeship or continue into post-secondary (education).”

The 11-week course is a pilot program funded by a matching grant from the Office of Skills Development. Currently, Crawford County Adult Ed is picking up 50 percent of the costs.

Students are taken through ten modules of training:

- Basic Safety
- Introduction to Construction Math
- Introduction to Technology
- Introduction to Hand Tools
- Introduction to Power Tools
- Introduction to Construction Drawings
- Introduction to Basic Rigging
- Basic Communication
- Basic Employability Skills
- Introduction to Material Handling

“We have speakers come in from different businesses and trades to observe our students building and working together. To date, we have built sheds, benches, dog houses and are in the process of completing a pole barn,” Faubus-Kendrick said.

The pole barn will give future classes shelter for constructing other structures.

Crawford County Adult Ed relies on numerous partnerships to make the program work, including the Van Buren Workforce Center (ADWS), the Western Arkansas Planning and Development District, Arkansas Rehabilitation Services, STEPS, Inc.,

Goodwill, Harbor House, UA-Fort Smith, Arkansas Tech-Ozark, Crawford County District Court, the Crawford County Justice Center, and others. Close to 20 local businesses and union locals are also supporting the Craft Skills class.

The connection with the District Court allows the designation of class participation as an alternative to traditional community service.

The first class in spring 2017 enrolled five students. Now Faubus-Kendrick says they’re averaging about 30 per class.

“The process for enrollment and assessments is just like any other class we offer here at the Crawford County Adult Education Center. Anybody who wants to participate in the class, can,” she said.

SALESFORCE

Cont. from p. 2

The Arkansas Economic Development Commission and the Office of Skills Development in Arkansas Career Education have independently tested Salesforce for about a year. ARCareerEd Deputy Director over OSD Cody Waits called the overall usability of Salesforce “very workable.”

“As with any new software implementation or deployment, there are issues that we have had to overcome specific to how we operate our program and how that information can be transmitted into Salesforce... I believe the implementation of this program can assist with collaboration between divisions as we all become more aware of what services we are providing and who we are providing them to,” Waits said.

Go here to search all Objects (e.g. Accounts, Contacts, and Opportunities)

Search only in Opportunities

The last five Records that relate to the search and you that have read

OPPORTUNITY NAME	STAGE
3 <input type="checkbox"/> 5.3 Federal Partnerships	Working towards 3rd Quarter Targets
4 <input type="checkbox"/> 5.4 WIOA Integration	Achieved 2nd Quarter Targets
5 <input type="checkbox"/> 5.5 Foundations	Achieved 2nd Quarter Targets
	Working towards 3rd Quarter Targets
	Working towards 3rd Quarter Targets

WHAT THE PROGRAM LOOKS LIKE
Screen captures of the Salesforce Customer Relations Management System (entries are fictional)

Files

SUGGESTED FOR YOU

- All
- Accounts
- Campaigns
- Chatter
- Contacts
- Dashboards
- Files
- Groups
- Notes
- OnNet Occupations

NUMBER OF...	CLOSE DATE	STAGE
	2/15/2018	Working towards 3rd Quarter Targo
	9/30/2018	Achieved 2nd Quarter Targets
	9/30/2018	Achieved 2nd Quarter Targets
	9/30/2018	Working towards 3rd Quarter Targo
	9/30/2018	Working towards 3rd Quarter Targo
	9/30/2017	Working towards 3rd Quarter Targo
	5/11/2018	Completed

REYNOLDS

Cont. from p. 4

For Jeanette, the position as Administrative Assistant in the North Little Rock store comes just a few short years after losing her house following the exhaustion of her Unemployment Insurance benefits.

"I was doing fine until I lost my job (in 2013), and everything just snowballed," Jeanette said.

A steady rise up the career ladder from teller to customer service manager at banks in both Little Rock and El Dorado; 35 years a notary public; the first African-American to work in the largest financial institution in Union County; followed by a 14½-year career as a customer-service representative in the insurance field. She lost a lot when a period of unemployment left her depleted of resources.

"I applied for jobs, and nothing happened, you know," she recalled "They'd send me a Dear John letter:

'Somebody more qualified...' and all this kind of stuff."



When a couple of years spent living with her daughter played out, Jeanette turned to Our House. "They were the only (shelter) that specialized in the working homeless," she said.

While working in a security training position, she got to know Our House Thrift Stores Manager Justin Robinson, and before long he put on the full-court press. "He said, 'I need your personality in there. I need you to come to work with me,'" Jeanette recalled.

She sees her job as Robinson's administrative assistant in the North Little Rock store as a springboard to the future. Even after a long, accomplished career followed by unexpected turbulence, she sees positive things ahead.

"I think something else is going to open up, 'cause I want to be the one to say when I retire. I don't want somebody else to have that much control over my life to retire me before I'm ready. That's why I'm back out here."

With her can-do attitude, Jeanette has become an inspiration to other female residents of Our House, some of whom haven't prepared themselves well for life's challenges. "They call me Mother up there now," she said. "I'm like, 'Wait a minute, now. I'm going to move out of this shelter soon, so y'all going to have to find a new mother!'"



VICKERS

Cont. from p. 5

Vickers himself uses eBay to sell items he finds may yield a big price. "The idea is to kind of create a bidding war" he said. "We do auction-style listings every time. So, ideally, two or three or even more people will want the same thing, and they'll escalate the asking price by bidding against each other."

Vickers says he regularly falls back on his training as a gunsmith at the Colorado School of Trades in Lakewood, which "really showed me how to exercise problem-solving at its highest level." The weapons he learned to work on there didn't come with blueprints.

"You have to make sure everything works right, and if you don't know what right is, you have to figure it out," Phil said. "And there is zero tolerance for any sort of mistake. It's a matter of life and death, right down to ten-thousandths of an inch, if you do anything wrong."

Vickers, who said he "always had a shine" for computers growing up, gained most of his tech acumen at HP in Conway. "Officially, I was a floor-level, front-line agent. But, in practice, I was my boss's boss's boss," he said.

"I showed them a way to save their budget a lot by not having to pay for expensive software. They were spending a lot of money contracting out for trouble-shooting software, when they didn't need any software at all."

Still, he was quite unexpectedly fired via Express Mail on the second of two consecutive days off. He cashed out his 401K and looked for jobs that capitalized on his unique set of skills.

Just about four months ago, Phil was on the verge of taking what was likely an \$80,000 a year job with the private defense contractor Dyncorp International to supervise a team of gunsmiths. But just before he accepted the offer, he suffered an arm injury in an altercation with his roommate who he says was mistreating a five-year old child.

"Anyway, I wound up getting a fractured humerus bone, they call it, which is a crappy name for a bone because it's not funny at all," he joked.

Having heard of only one one-armed gunsmith in history—a legend in the field, he says—the Dyncorp job was off the table. "It's not something anybody can picture doing with one hand," Vickers said. And the altercation that left him injured meant he had to leave his roommate's apartment. That quick swing in fortune led him to Our House.

Vickers grew up in Texarkana, Texas, but has ties to Little Rock. His great uncle, Gus Caple, was Pulaski Co. Sheriff in the 1940s and for a time president of the National Sheriffs' Association. Members of Phil's family helped him find Our House. He's glad he did.

"As far as the crew goes, you know, we operate as some sort of family," Vickers said. "And doing the whole non-profit thing, knowing that everything we do goes back to helping those who are in need is worth more than money—that sense of satisfaction that you get."



Vet Reps Honored

Jobs for Veterans State Grants (JVSG) Incentive Award Winners were recognized at the state JVSG Conference in Hot Springs Aug. 16. A certificate and cash award was given for outstanding employment services administered to veterans and eligible spouses during federal fiscal year 2017.

Pictured (L-R) Jack Lytle—Disabled Veterans Outreach Program Specialist (DVOP), ADWS Central Ofc.; Hershel Jones—Local Vets Employment Rep. (LVER), Jonesboro; Russell Cook—LVER, Jacksonville; Jacqueline Martindale—Employment Services (ES), Little Rock; Mary Qualls—DVOP, Batesville; Kristina Davis—DVOP, Mena; Lee Bland—LVER, Little Rock; Sharon Hopper—DVOP, Fayetteville; Michael Harding—DVOP, Monticello; Richard Norris—DVOP, Jonesboro; Stephen Ezelle—DVOP, Hot Springs; Eric Hickson—ES, Malvern (NOT PICTURED: Jeramie Teach—DVOP, Russellville and Tina Smith—DVOP, Searcy.)

Partners in Action

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UPCOMING EVENTS

11/7/2018	Company Hiring Event	Eaton	Mountain Home
11/7/2018	RESEA Job-Search Workshop	Faulkner Co. Library	Conway
11/7-9/2018	Continuing Adult Ed & Literacy Councils State Pre-Conference	El Dorado Conf. Ctr.	Hot Springs
11/8/2018	ARS Fall Job Fair	Area 12	El Dorado
11/9/2018	Ark. Comm. Corrections Re-Entry Workshop	FS Adult Education	Texarkana
11/12/2018	Health Occupations Fair	Ark. Northeastern Coll.	Fort Smith
11/15/2018	Mississippi Co. Transition Fair	Area 5	Blytheville
11/15/2018	Ark. Comm. Corrections Re-Entry Workshop	UALR-Benton	Clarksville
11/15/2018	RESEA Job-Search Workshop	Area 2	Benton
11/27/2018	Ark. Comm. Corrections Re-Entry Workshop	AALRC	Melbourne
11/27/2018	Grant Writing Workshop	AALRC	Little Rock
11/28/2018	Financial Literacy Workshop	Fort Smith Convention Center	Little Rock
11/29/2018	Developing Emotional Intelligence Seminar	Area 3	Fort Smith
11/29/2018	Ark. Comm. Corrections Re-Entry Workshop	ACTI Gymnasium	Heber Springs
11/30/2018	ARS Transition Fair	Armed Forces Reserve Center	Hot Springs
12/1/2018	Veterans Career and Health Expo		Bentonville