

# ANNUAL REPORT 2014



## Arkansas Department of Career Education

CAREER AND TECHNICAL EDUCATION  
ADULT EDUCATION  
ARKANSAS REHABILITATION SERVICES

Arkansas Department  
**ACE**  
of Career Education

**MIKE BEEBE**  
GOVERNOR

**WILLIAM L. "BILL" WALKER, JR.**  
DIRECTOR





# **A Message** *from the Director*

**December 4, 2014**

**To: The Honorable Mike Beebe, Governor  
The Honorable Members of the Arkansas Legislature  
The Honorable Statewide Elected Officials  
The Citizens of Arkansas**

**I am pleased to submit to you on behalf of the Arkansas Department of Career Education and the State Board of Career Education the 2014 Annual Report. This report contains financial and statistical information, along with highlights of our programs.**

**The State Board of Career Education is the governing board for the Department of Career Education and establishes and maintains system-wide policy and direction in the three areas of agency responsibilities: Career and Technical Education, Adult Education and Arkansas Rehabilitation Services. The Department of Career Education provides day-to-day leadership, technical assistance, and resources to prepare the state's youth and adults to become productive, informed, creative citizens, workers, and, most importantly, leaders.**

**On behalf of the Board and the Arkansas Department of Career Education staff, I thank you for the work that you have done and will continue to do to improve the education and training opportunities in our great state. I look forward to your continued support of our schools, career centers, teachers, students, clients, and communities.**

**If you would like to view this report online, visit [ace.arkansas.gov](http://ace.arkansas.gov). Please do not hesitate to call upon me or my staff to further assist you regarding the contents of this annual report or any other information that you may need.**

**Sincerely,**

**William L. "Bill" Walker, Jr.  
Director**

# State Board of Career Education

**The State Board of Career Education**  
is the governing board for the Department of Career Education.

The State Board of Career Education (SBCE) is composed of seven members appointed by the governor subject to confirmation by the Arkansas Senate. Act 803 of 1997 requires the appointment of one member from each congressional district and three members from the state at large. The members are to be selected from among parents, business, industry, labor, persons with disabilities, minorities, and other groups representative of the many career opportunities available in the state.

The directors of the Department of General Education and the Department of Higher Education serve as ex-officio members, and the director of the Department of Career Education serves as ex-officio secretary.

## Board Members

Phil Taylor, Chairman/ Jonesboro

John Riggs, IV, Vice Chairman/ Little Rock

Richard Smith/ Tillar

Dr. Ann B. Bain/ Little Rock

Martha Dixon/ Arkadelphia

Margarita Solorzano/Springdale

William L "Bill" Walker, Jr., Secretary  
Director, Department of Career Education

Shane Broadway, Ex-Officio Member  
Interim Director, Department of Higher Education

Dr. Tom Kimbrell, Ex-Officio Member  
Director, Department of Education

# ACE

## Two Moves, One Purpose



In October, there was a lot of moving within Arkansas Rehabilitation Services, as the agency expanded to better serve its clients. The Little Rock field office has a new home – located at 907 W. 7th Street. A grand celebration took place to mark the move. The building also houses TAP (Telecommunications Access Program), ICAN (Increasing Capabilities Access Network), and AT @ Work. The building is a one-of-a-kind structure, which offers a storefront face to allow clients and passersby to see the technology that is available.

Governor Beebe, in one of his last public addresses, helped to cut the ribbon on the annexed building at the Arkansas Career Training Institute (ACTI). The former armory provides the space needed to go in-depth with students in cosmetology, construction technology, and automobile maintenance and repair.

"I remember the first day that I walked into this facility. I said to myself that I wanted this place to be where I would send my own daughter. I'm happy to say it has become that place. That's not just because of the commitment and investment of all our partners, but also because of the staff and the students," Director Walker said.

The ribbon-cutting was the crowning moment on a project that started back in 2008. Governor Beebe credited the agency's leadership for never giving up on the expansion.



# Another Year of Accomplishments

# ACE

- Mountain Home High School received the Jeffrey N. Stein Award at the National Career Academy Coalition (NCAC) Annual Conference in October. This year is the first year NCAC has recognized a career academy school that demonstrates an extraordinary commitment to career academies as the change agent for disadvantaged students and has sustained this passion over time.
- Arkansas Rehabilitation Services (ARS) was a partner in the inaugural University of Arkansas for Medical Sciences' (UAMS) Project SEARCH, a yearlong internship for young adults with significant developmental disabilities. The first class of interns began the program in 2013 and graduated in 2014. The interns in UAMS Project SEARCH — a partnership between UAMS, the ACCESS organization, and ARS — worked jobs in patient transport, nutrition services, central supply, the mailroom, human resources, and other areas. They also learned employability skills and life skills to prepare them for successful employment and independent living. Ten of the 11 interns had full-time jobs by graduation.
- The new GED® test was rolled out across the state beginning in January. The new test is computerized in Arkansas, as well as in the rest of the nation. The test was also revised to align with the State Common Core Standards and to measure test-takers' readiness to enter career training or college, as well as to provide the opportunity to earn a high school credential. Governor Mike Beebe provided \$450,000 to offset the cost of the test for test-takers.
- The Arkansas Career Training Institute (ACTI) was awarded accreditation by the Council on Occupational Education (COE) in June, culminating an extensive self-study and an intensive review by a visiting team of professional educators representing member institutions from other states. The Council is the national institution accrediting organization for career and technical education providers and is recognized by the U. S. Department of Education.
- Arkansas FFA shone at the FFA National Convention in October. Marion Fletcher, state program manager for agriculture technology education, was honored with the first-ever National Advisor's Golden Owl Award. Victoria Maloch of Emerson, an agricultural business and pre-law major at the University of Arkansas at Fayetteville, was elected secretary of the National FFA.
- The Adult Education Division is focusing efforts on providing resources and training to local adult education centers to meet the mission of preparing adults to become both college- and career-ready. Eighty percent of local adult education centers now have staff trained as career development facilitators (CDFs). Six career coaches were hired to help adult students develop college and career plans focusing on education and career pathways leading to high-wage, high-skill, and/or high-demand jobs. Seventeen adult education centers covering approximately 30 counties in Arkansas are now served by career coaches.
- The Career and Technical Education Division, along with the Governor's Workforce Cabinet, has provided approximately \$1.5 million to schools for Project Lead the Way (PLTW) programs of study in engineering and biomedical sciences. The number of schools offering PLTW increased by 16 in the 2013-14 school year, bringing the number of PLTW schools in Arkansas to more than 100.
- Employers in Arkansas now have access to the Talent Acquisition Portal® (TAP) to search for qualified job applicants with disabilities. TAP is a new online system that includes both a national talent pool of vocational rehabilitation (VR) clients looking for employment and a job-posting system for businesses looking to hire individuals with disabilities. TAP offers employers the opportunity to post jobs, search candidate résumés based on skill sets and geographic availability, capture job metrics, generate compliance reports, interview candidates, hold online job fairs, and have their jobs seen by individuals with disabilities across the country.
- Career and technical education is being reorganized into career pathways through the development of regional advisory councils, which will identify regional career pathways by high-demand, high-priority, and industry sectors and will target high-priority pathways and programs of study for redesign to meet regional demand. A regional advisory council has been established in Northwest Arkansas, and other regions of the state are in the process of establishing regional advisory councils.

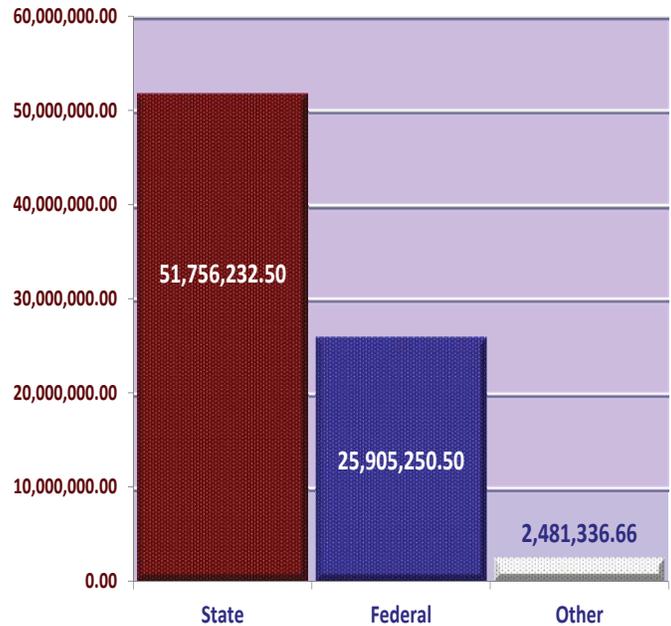
# Financial Breakdown FY 2013 - 14

## Career and Technical Education and Adult Education Expenditures (State FY 14\*)

General Administration .....	5,055,580.68
Secondary Career Centers .....	20,136,362.28
CTE Grants.....	13,441,619.62
Arkansas Works .....	3,757,762.84
CTE Program.....	2,110,066.30
Adult Ed Grants .....	25,658,471.22
Adult Ed Program Services .....	682,974.11
Veterans Approving Agency .....	268,585.34
Other .....	54,544.69
<b>TOTAL.....</b>	<b>72,165,967.08</b>

## Career and Technical Education and Adult Education Revenues

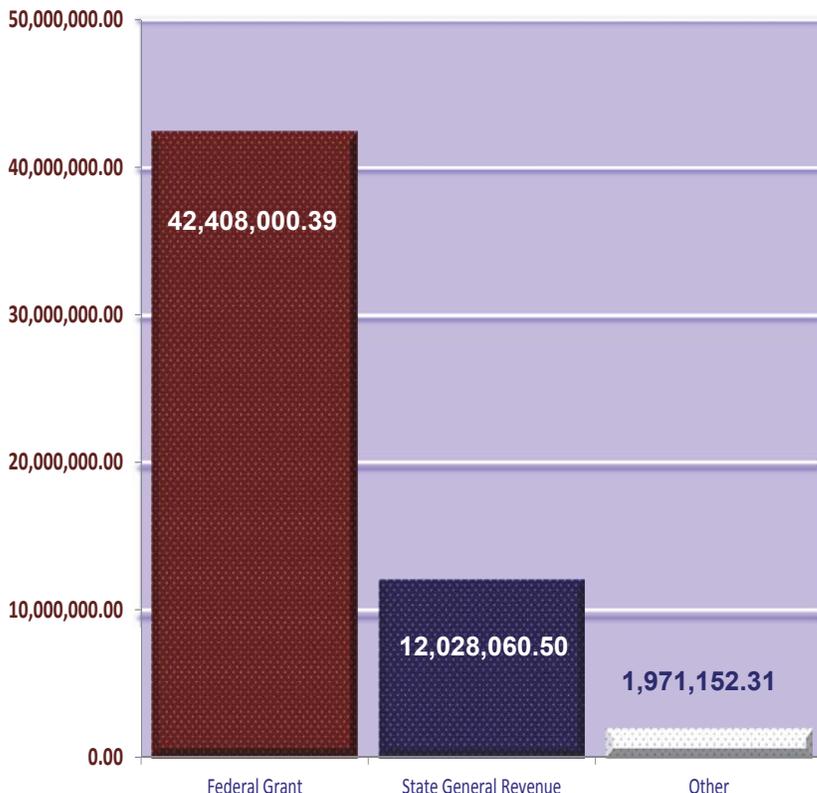
Total: 80,142,820



*Over 90 percent of the funding the agency receives for career and technical education and adult education goes directly to local educational institutions to provide education and training to Arkansas's youth and adults.*

## Arkansas Rehabilitation Services Revenues

Total: 56,407,213.20



## Arkansas Rehabilitation Services Expenditures ( Federal FY 14\*\*)

Central Administration .....	5,754,787.77
Field Program .....	30,493,431.58
Arkansas Career Training Institute ...	18,114,354.40
Special Programs.....	3,748,032.98
<b>TOTAL.....</b>	<b>58,110,606.73</b>

\*The state fiscal year runs July 1 to June 30. All Career and Technical Education and Adult Education data is state fiscal year 2013-14 unless otherwise indicated.

\*\*The federal fiscal year runs October 1 to September 30. All Arkansas Rehabilitation Services data is federal fiscal year 2013-14 unless otherwise indicated.

77 percent (165,722 unduplicated count) of students in grades 7-12 enrolled in career and technical education (CTE) classes in Arkansas public schools. Of that number, 8,865 were enrolled in CTE classes at secondary area career centers, which provide CTE programs to participating high schools within a 25-mile radius.

Arkansas Career and Technical Education (CTE) has created a bold new vision to guide CTE through 2015. The vision is to modernize college- and career-readiness programs through innovation, collaboration, alignment, and accountability for the purpose of providing technical skills development with focus and guidance toward career opportunities for students. This vision is based on four Pillars of Transformation identified as critical to achieving the vision. These pillars are

- Improve the image
- Improve and support program development
- Improve college- and career-readiness
- Improve CTE instruction

The vision and four pillars that support it align with Act 743, which was passed in the 2011 regular session of the Arkansas Legislature. The intent of Act 743 is to establish the Arkansas College and Career Readiness Planning Program; to lower educational costs, shorten a student's time to degree completion, and increase the overall success rate of Arkansas students by reducing the need for remediation; and to ensure that students have the career readiness skills to compete in the global economy.



## State Requirements

Under the *Arkansas Standards of Accreditation*, each high school must offer at least nine units of sequenced career and technical education courses (programs of study) representing three occupational areas. All high school students must have six career focus units in order to graduate.

## Quality Instructors

A total of 2,528 CTE teachers helped students learn the skills to succeed in the world of work and in life. In addition to their teaching duties, CTE instructors serve as advisors for career and technical student organizations.

## Quality Administrators

The Career and Technical (CTE) Leadership Institute was established in 2009 for the purpose of helping educators acquire the necessary leadership skills to ensure successful CTE programs on the local, state, and regional levels. Those accepted into the institute attend quarterly training sessions on leadership and CTE topics over a period of two years. There are 28 participants in the current class.





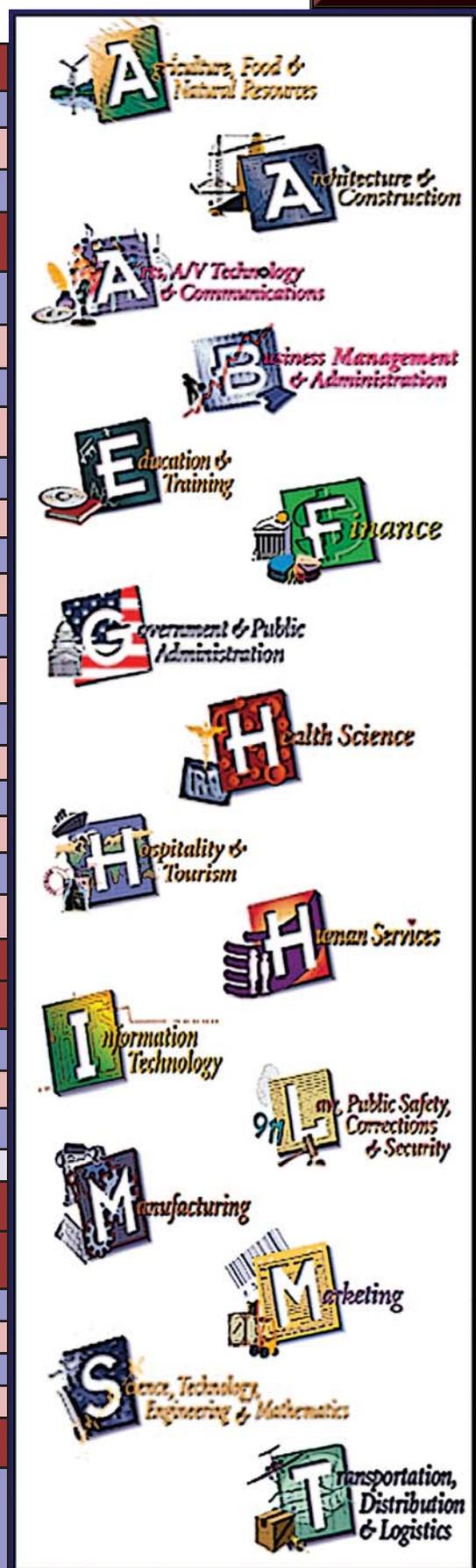
- **Agricultural Science and Technology**—Provides leadership skills to students for a wide variety of careers in global agriculture, including production, processing, marketing, distribution, financing, and development of agricultural commodities and resources.
- **Business and Marketing Technology**—Prepares students for careers in areas such as business and computer technology, E-commerce and E-marketing, network administration, Web services, telecommunications, entrepreneurship, and buying and merchandising.
- **Family and Consumer Sciences**—Prepares students to make informed choices regarding consumer education, food and nutrition, relationships, housing and textiles. Provides skills for careers in the Hospitality and Tourism, Education and Training, and Human Services career clusters.
- **Skilled and Technical Sciences**—Offers programs that prepare students for rewarding careers in high-skill, high-demand, high-wage occupations in the following career clusters: Architecture and Construction; Arts, A/V Technology and Communications; Health Science; Information Technology; Law, Public Safety, Corrections and Security; Manufacturing; STEM (science, technology, engineering and mathematics); and Transportation, Distribution and Logistics.
- **Career Guidance, Exploration and Preparation**—Offers opportunities for students to learn about careers through a progression of activities and courses designed to focus on career awareness (K-5), exploration (middle school) and preparation (high school and postsecondary). These activities and courses include career orientation, career action planning, internships, environmental and spatial technology (EAST) and workforce technology, keystone/capstone projects, senior seminars, and workplace readiness.
- **Support for Special Populations**—Provides vocational assessment, guidance, counseling, and career development to students identified as members of special populations in order to ensure their success in their career-focus programs of study. Transition services to help students move from high school into college or the workplace, and other support services are offered to ensure student success.
- **Jobs for Arkansas's Graduates (JAG)**—Jobs for Arkansas's Graduates (JAG) is the Arkansas affiliate of the national organization, Jobs for America's Graduates. JAG teams educators and employers to provide selected secondary career and technical education students with academic and workplace skills in order to prepare them for success in careers and/or further education and training after high school graduation.

There are 70 JAG programs in Arkansas, serving more than 2,000 students in senior, multi-year, alternative and middle-school programs.



## Student Enrollment Data

Grades 9-12 Enrollments 2013-14	
Number of students in grades 9-12 taking a CTE class	102,559
Total number of students in grades 9-12	140,185
Percent of students in 9-12 taking a CTE class	73%
2013-14 CTE Completers of Programs of Study (duplicated)	
Agriculture, Food and Natural Resources	4,310
Architecture and Construction	410
Arts, A/V Technology and Communications	466
Business, Management and Administration Services	367
Education and Training	359
Finance	696
Government and Public Administration	514
Health Science	1,490
Hospitality and Tourism	233
Human Services	3,459
Information Technology	2,327
Law, Public Safety, Corrections and Security	296
Manufacturing	347
Marketing, Sales and Service	449
Science, Technology, Engineering and Mathematics	226
Transportation, Distribution and Logistics	452
College Retention - Arkansas Public Colleges Only *	
CTE Completers of 2011-12 School Year	
Enrolled in College in fall of 2012-13 School Year	6,736
Retained into Sophomore Year in 2013-14	1,700
Percent Retained	25%
*State public college data based on SSNs	
Placement Survey Information by School District	
CTE Completers of 2012-13	
Further Education and Training	7,860
Military	525
Employment	2,620
Not Employed, Not in Education	641
Graduation Rate for CTE Concentrators*	
*Students who have taken at least two units of credit and who are enrolled in the third and are in the 12th grade (leaving the school system that year)	96.44%





# Adult Apprenticeship

CTE

Apprenticeship programs provide on-the-job training and related classroom instruction through which workers learn the practical and the theory aspects of a highly skilled occupation.

Apprenticeship programs are sponsored by joint employers and labor groups, individual employers and/or employer associations.



There are currently 88 apprenticeship schools across Arkansas training apprentices in a variety of careers such as carpenters, electricians, plumbers, painters, welders, heating and air, sheet metal workers, and iron workers.

A total of 2,725 apprentices are enrolled in these apprentice schools: 1,839 in electrical, 727 in plumbing, and 159 in the other crafts.



# Student Organizations

**DECA: AN ASSOCIATION OF MARKETING STUDENTS**



**SKILLSUSA**

**FCCLA: FAMILY, CAREER AND COMMUNITY LEADERS OF AMERICA**

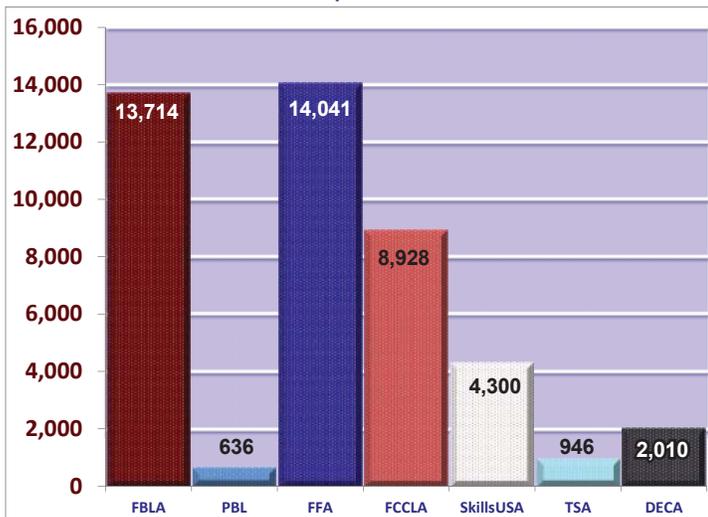
**FBLA & PBL: FUTURE BUSINESS LEADERS & PHI BETA LAMBDA**

**TSA: TECHNOLOGY STUDENT ASSOCIATION**

**HOSA: FUTURE HEALTH PROFESSIONALS**

## CTSO Participation

Total CTSO Membership: 46,778



Career and technical student organizations (CTSOs) help students connect classroom learning with real-life applications and develop leadership skills. The relevance and hands-on experiences help students stay engaged in learning so that they achieve the proficiencies that they will need to be successful in education and training beyond high school and in careers.

In Arkansas, 46,778 students enrolled in career and technical education classes participated in CTSO activities at the middle- and junior-high-school, high-school, and postsecondary levels.

# ACE Picture This: Scenes from the Past Year



**Top 25 GED recipients**



**Reflecting on FFA**



**Strong High School construction technology student inside his project**



**GCPD Scholarship recipient with family**



**SkillsUSA State Competition/ Cosmetology**



**ARA Conference Speaker Shane Broadway**



**Ford/AAA Students Auto Skills competition**



**FCCLA State Leadership Conference**



**AKDC Circle of Life Award recipients: Kidney Donor recognition ceremony**



**Adult Education Legislative Luncheon**



**SpeakJAG National President Ken Smith meets with students, their sponsor and state JAG director Marylene Tate (far right)**



**Project SEARCH Graduation**

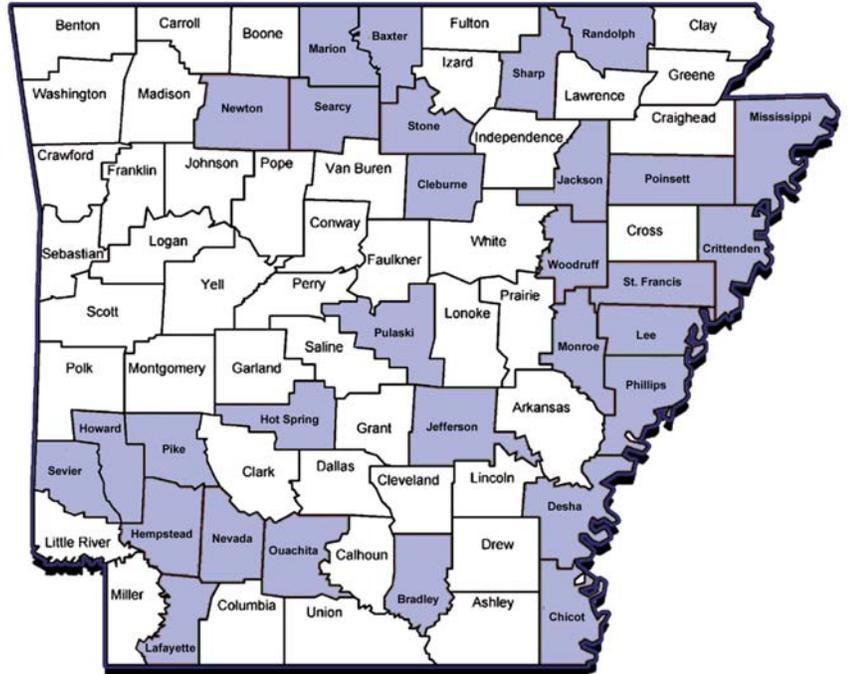




Arkansas Works has three components:

**The Arkansas College and Career Planning System**, a Web-based career planning system powered by Kuder™, is free of charge to any Arkansan and provides a variety of tools such as individual online portfolios; research-based interests, skills, and work values assessments; information on higher education and job training options and costs; financial aid information; and tools for résumé writing and other job search assistance. The Navigator section is designed for middle- and high-school students, and the Journey section is designed for adults.

**The College and Career Coaches Program** is a pilot program funded by the Arkansas Department of Workforce Services through Temporary Assistance for Needy Families (TANF) funding. The College and Career Coaches Program supports Arkansas students in 50 school districts in 30 counties in which unemployment and poverty are high, and the college-going rate is low, as well as in the Little Rock School District. Students in the 8th through 12th grades are served by coaches assigned to middle and high schools in those counties.



**Counties Targeted for College and Career Coaches Program**

<b>Performance Measures: Growth Achievement (Calendar Years 2010 - 2014)</b>
<b>Performance Measure: Smart Core Enrollment</b>
▣ Increased by 17.48% (79.97% to 97.45%)
<b>Performance Measure: College-Going Rate (First-Time Freshmen)</b>
▣ Increased by 21.85% (33.10% to 54.93%)
<b>Performance Measure: ACT Scores</b>
▣ Increased by .68 points (19.53 to 20.08)
<b>Performance Measure: Remediation Rate</b>
▣ Decreased by -5.03% (68.49% to 63.46%)
<b>Performance Measure: Senior Class Students Applying for Financial Aid</b>
▣ Increased by 32.3% (40.2% to 72.5%)

Career coaches provide information and assistance in areas such as academic tutoring, career counseling, mentoring, financial guidance, and other supports necessary for educational access and retention.

**The ACT Academy Program** was implemented in the summer of 2010 as a means to increase the ACT scores of students in 21 identified counties, as well as to reduce college remediation rates and improve the effectiveness of college and career information given to students and their families. ACT academies operate during the summer as well as during the academic year.

## STEM Works/ Project Lead the Way

CTE is a participant in the STEM Works Initiative, which focuses on **Science, Technology, Engineering, and Mathematics (STEM)** education in high schools and colleges as a means of preparing the state's workforce to meet the escalating demand for employees in high-tech fields. STEM Works specifically seeks to overhaul the ways in which Arkansas high school students are provided STEM education and to increase the number of highly qualified STEM teachers. STEM Works includes the New Tech High School Model, EASTCore, Uteach, and Project Lead The Way (PLTW).

CTE promotes the PLTW pre-engineering and biomedical science programs of study, which have proven very successful. More than 100 schools in Arkansas now have PLTW programs, an increase of 16 schools in the 2013-14 school year. To support PLTW, the Department of Career Education and the Governor's Workforce Cabinet have awarded schools approximately \$1.5 million through New Program Start-Up Grants.

## Career Academies

**Career academies** promote high school reform centered in the community and responsive to student and community needs. Career academies operate as small schools-within-schools and are focused around career themes. Career academies integrate technical knowledge with core academics to prepare students to be college- and career-ready. Since the Career Academy Initiative was begun in 2012, 14 schools have received funding grants for investigating, planning, and implementation.

## High Schools That Work

An initiative of the Southern Regional Education Board, **High Schools That Work** is based on the belief that students can master complex academic and technical concepts in a school environment that encourages them to succeed. Related to **High Schools That Work** are **Technology Centers That Work**, which focuses on improvement in secondary career centers of student readiness for college and careers, and **Making Middle Grades Work**, a set of strategies to help students make stronger academic transitions into high school. Arkansas has 44 **High Schools That Work** sites, 15 **Technology Centers That Work** sites, and 2 **Making the Middle Grades Work** sites.

## Microsoft IT Academy

Piloted in the 2012-13 school year, the **Microsoft IT Academy** provide web-based instruction and opportunities to earn industry-recognized certifications, including **Microsoft Office Specialist**, **Microsoft Technology Associate**, and **Microsoft Certified Professional**. All public high schools, adult education centers, and Arkansas Workforce Centers are eligible to access the Microsoft IT Academy curricula. Arkansas is the first state in the nation to offer the Microsoft IT Academy to adults, who can access services at adult education centers and Arkansas Workforce Centers.

In the 2013-14 school year, Arkansas high students earned 2,588 certifications, surpassing the goal of 2,500. In the 2014-15 school year, the partnership will continue for both Microsoft IT Academy and Certiport to develop curricula for all school districts and to give 79 districts access to unlimited testing. (Testing is provided through Certiport.)



Arkadelphia High School students answer questions about their STEM classes for visiting state leaders.

Arkadelphia High School is one of 14 Arkansas high schools that teach students using a project-based curriculum to prepare students for their respective career fields. Students work in groups and participate in thought-probing projects across multiple disciplines. Their teachers don't necessarily lecture; they serve as guides to help students with the lesson at hand. Students use online tools that connect them with other students from across the country. It's part of the state's push to encourage a more focused concentration in science, technology, engineering, and mathematics, or STEM.

## State Approving Agency for Veterans' Training

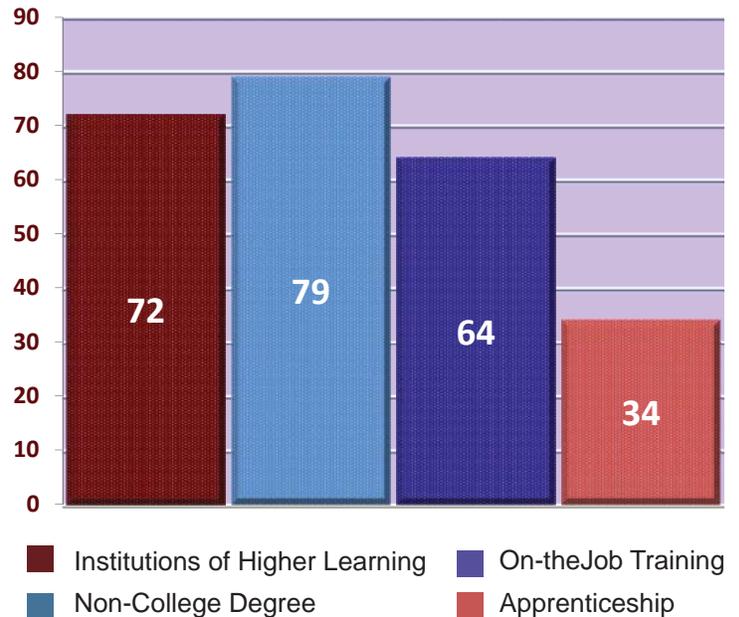
The State Approving Agency for Veterans' Training (SAA) operates under contract with the U.S.

Department of Veterans Affairs to approve or disapprove education and training programs that enroll veterans, to prevent abuses, and to promote quality in veterans' education by evaluating and monitoring education and training programs.

The SAA conducts onsite visits to approved institutions and to those seeking approval. As of August 2011, the SAA was no longer required to approve accredited institutions of higher learning. The SAA also provides technical assistance and engages in outreach activities to encourage eligible individuals to use the benefits provided by the Montgomery GI Bill, often referred to as simply the "GI Bill."

### Number and Type of Approved Providers

Total Providers: 249



# Arkansas Department of Career Education ACE Expo & Job Fair

ACE Expos were developed as a way to create awareness of agency services available to residents of local communities across the state. To date, expos have been held in seven cities and have attracted more than 3,000 individuals.

A reality fair for high school students was added this past year as a way of offering high school students information tailored to their needs and concerns. The reality fair consists of mini-workshops on budgeting, interviewing, dressing for success, and understanding postsecondary education options.

All three divisions of the agency are represented at the expos, along with partner organizations such as the Department of Workforce Services, which brings a Mobile Workforce Center to the expos; Services for the Blind; local colleges; and local adult education centers. The expos also include a job fair to connect jobseekers with employers that are hiring.



Conway



Hot Springs



El Dorado



Little Rock

## Adult Education Delivery System

Adult education services are offered in all 75 Arkansas counties through a network of adult education centers and literacy councils.

Adult education centers extend adult education services in communities within their service areas through satellite sites as a need arises. The number of satellite sites varies according to demand, but there are usually more than 330 satellites operating at any time.

Adult education provides programs to meet diverse educational needs, ranging from basic academic skills to workplace education. All classes are offered free of charge, and flexible scheduling is offered to accommodate students with work and family responsibilities. The following programs are offered:

**Adult Basic Education**—Provides basic skills instruction in reading, writing and math to adult learners functioning below the 9th-grade level.

**General Adult Education/GED® Prep**—Provides instruction to adults functioning between the 9th- and 12th-grade levels. The purpose of these classes is to assist individuals in improving their educational skills, preparing for the GED test or preparing for postsecondary standardized entrance exams. Five areas of instruction are offered: writing skills, social studies, science, reading and, mathematics. Individual instruction is based on the student's entry level and needs.

## Adult Education Enrollment

- 39,922 students were *served* (less than 12 hours of instruction) in adult education/literacy programs.
- 22,393 of those students were *enrolled* (12 or more hours of instruction).

**English as a Second Language (ESL)**—Provides instruction in speaking, reading, and writing in English to adults whose native language is not English. Adults in ESL classes also receive instruction in learning how to cope in American society. Beginning, intermediate, and advanced ESL classes are available to immigrants at all levels of proficiency in English. English Literacy and Civics Education classes provide instruction to prepare immigrants for the United States citizenship examination.

**Workforce Alliance for Growth in the Economy™ (WAGE)**—Provides academic and basic skills instruction to unemployed and underemployed Arkansans to prepare them for entry-level jobs. An individual who successfully completes the program earns a state-issued certificate in one or more of five areas: Industrial, Clerical, Banking, Customer Service, or Employability.

Location of Adult Education Centers	Number
Two-Year Colleges	21
Four-Year Colleges	2
Public School Districts	15
Technical Institutes	2
Correctional School District	1
<b>Total</b>	<b>41</b>
Literacy Councils	13

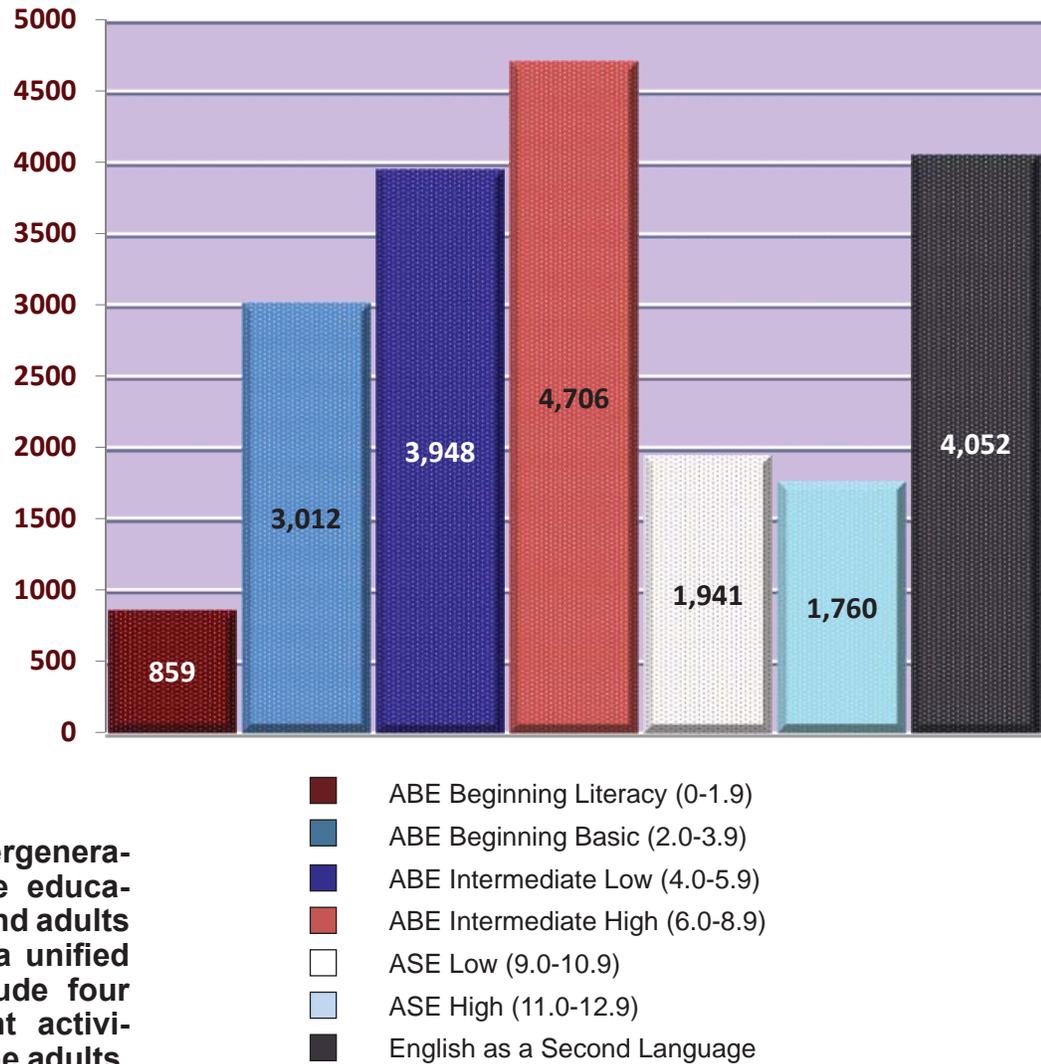


**Workplace Education—** Consists of academic skills classes provided at the worksite, customized classes based upon the results of a literacy task analysis performed for that company or basic education skills classes such as mathematics, reading, and ESL taught in the context of that workplace.

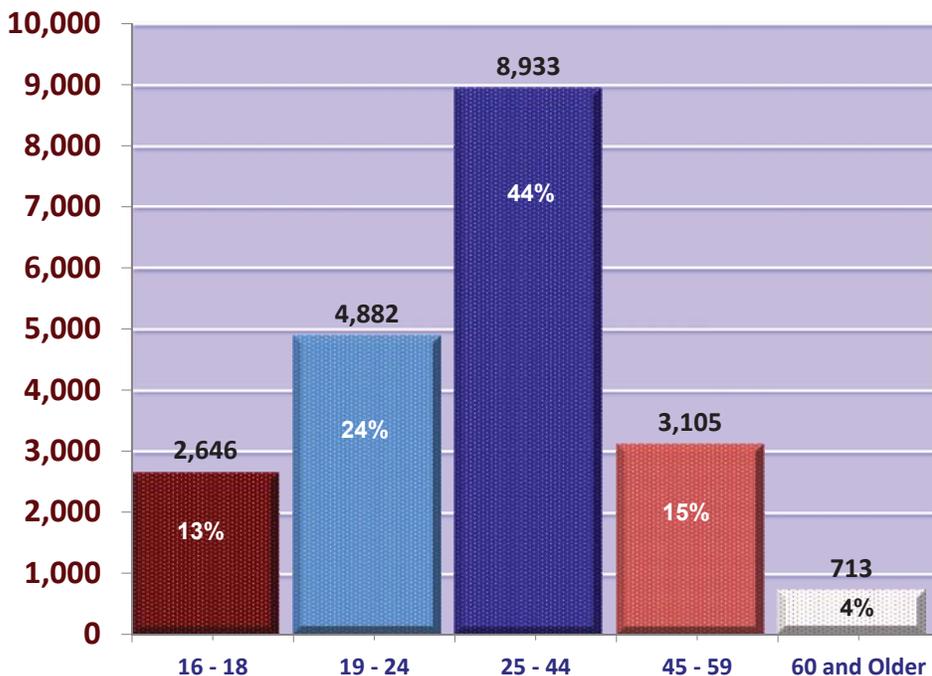
**Computer Literacy—** Provides an introduction to the operation of the computer, basic computer terminology, and uses and applications, including a brief introduction to word processing, spreadsheets, and database management. Computer literacy classes are provided for students enrolled in adult education programs or workplace classes.

**Family Literacy—** Provides intergenerational programs to improve the educational opportunities of children and adults by integrating their needs into a unified program. These programs include four components: child development activities, basic skills instruction for the adults, parenting and life skills development, and parent/child interaction time.

**Grade-Level Equivalent of Adult Education Students**



**Age of Individuals Enrolled in Adult Education**

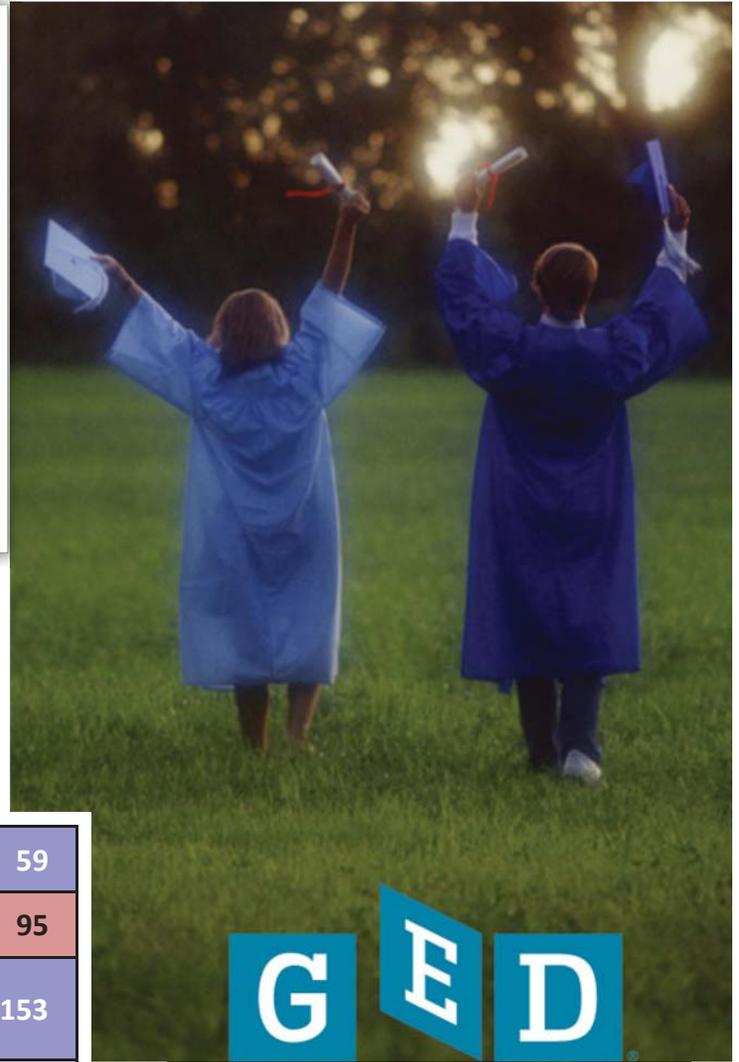
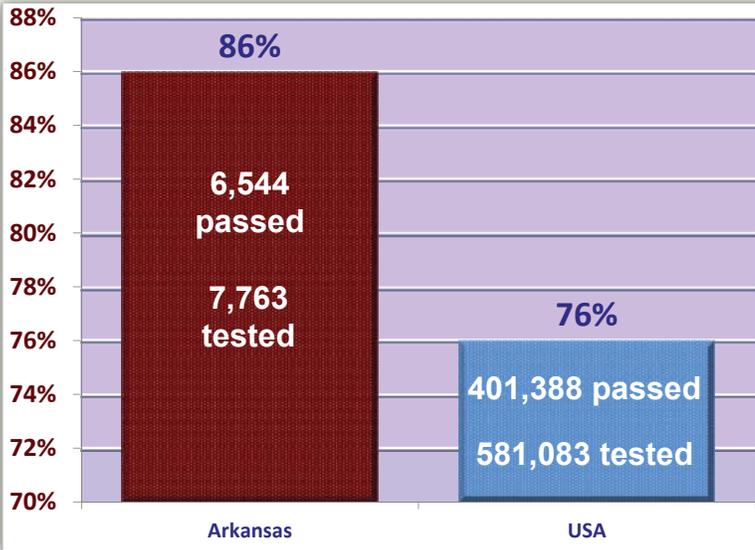


**Correctional Education—** Provides adult education instruction to inmates of local, regional, state, and federal correctional facilities. These services are provided by local adult education programs and also through a grant to the Arkansas Correctional School District.

**Employees**

Adult education and literacy services are provided by teachers, counselors, paraprofessionals, state and local administrators and volunteers. Every adult education teacher holds a state teaching license.

Adult education and literacy instruction was delivered by **195** full-time teachers, **415** part-time teachers and **498** volunteers.



## GED® Test Pass Rate

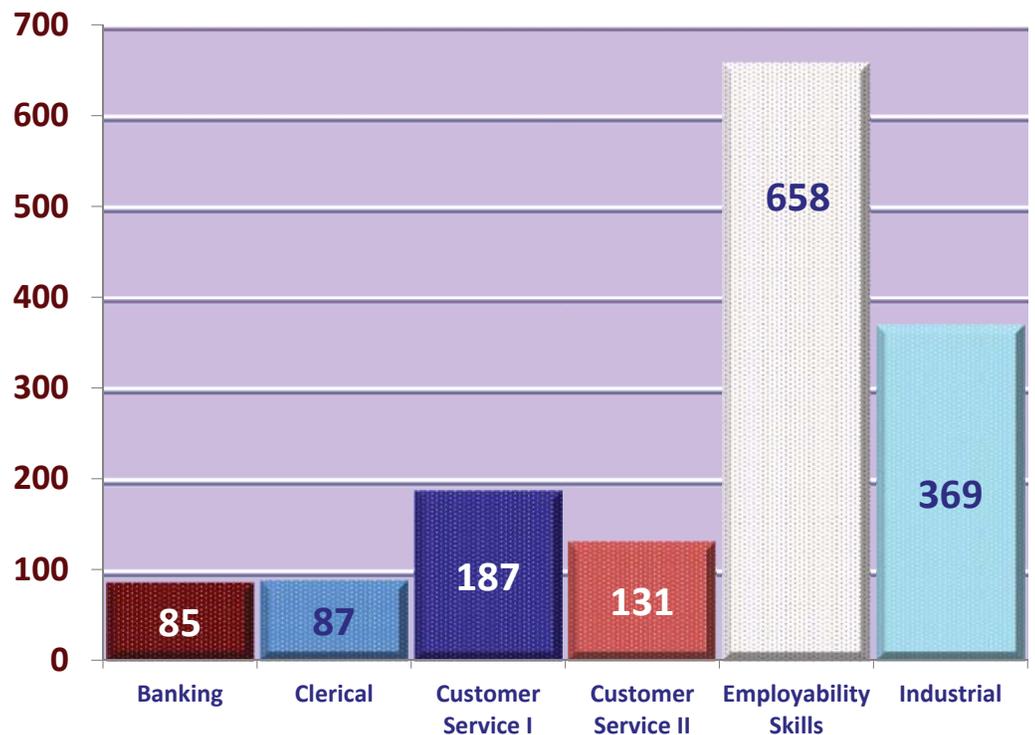
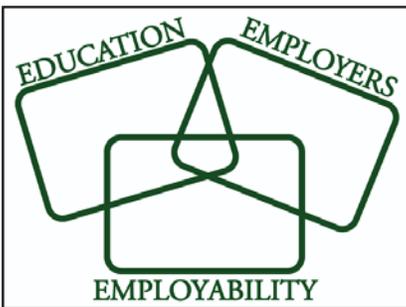
*Calendar Year 2013*

The Arkansas GED test pass rate is consistently higher than the national average pass rate.

Number of GED® Testing Centers in Arkansas	59
Number of Satellite Testing Centers in Arkansas	95
Number of Individuals Certified to Administer the GED® Test in Arkansas	153

## WAGE Certificates Awarded

Total: 1,517



# ARS

# Arkansas Rehabilitation Services



## ARS Field Services

ARS field offices are located throughout the state and serve people with severe disabilities in all 75 counties, as mandated by federal legislation.

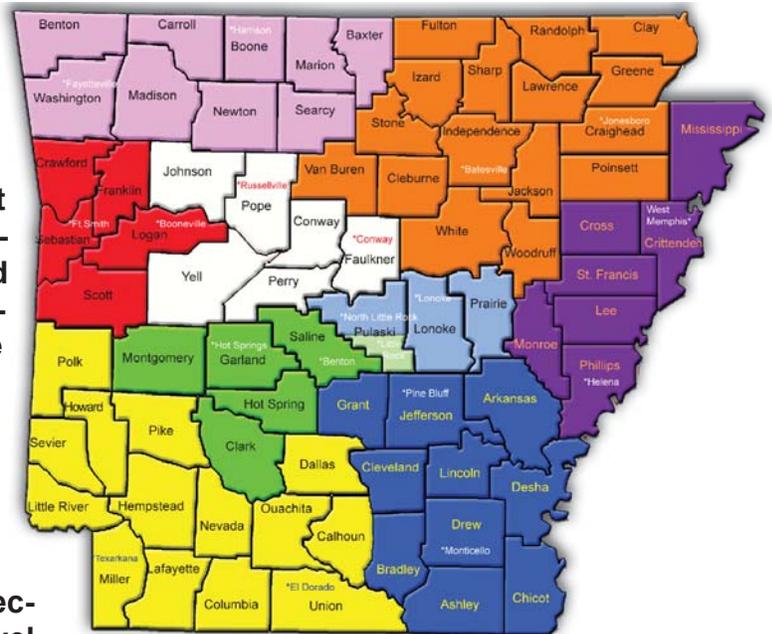
After determining an individual's eligibility for services, the vocational rehabilitation (VR) counselor will work with the client to develop a Individual Plan for Employment (IPE). This plan will consist of components such as postsecondary education, vocational training, integrated employment, continuing employment, or independent living services. The IPE will also document an assessment of the individual's work potential and functional limitations that will further assist in developing a plan with successful employment as the ultimate goal.

A strong emphasis has been placed on ensuring that VR counselors hold the certified rehabilitation counselor (CRC) designation. The Commission on Rehabilitation Counselor Certification® is an internationally recognized certification program that recognizes counselors who demonstrate a higher level of specialized education and training, a thorough understanding of key competency standards based on current practices in the field, adherence to the Code of Professional Ethics for Rehabilitation Counselors, and an ongoing commitment to continuing education.

For the 2014 fiscal year, **87 percent of VR counselors were CRC-certified**, a 34 percent increase since 2010.

There were **3,044** successful closures this fiscal year.

## ARS Districts and Field Office Locations



- |              |               |
|--------------|---------------|
| District I   | District VI   |
| District II  | District VII  |
| District III | District VIII |
| District IV  | District IX   |
| District V   | District X    |

\* Field Offices



## Transition Employment Program (TEP)

Arkansas Transition Program (ATP) and the Arkansas Career Training Institute (ACTI) formed a partnership to develop the Transition Employment Program (TEP), a comprehensive program designed to assist high school students with disabilities that have completed the 11th grade in discovering their skills, abilities, interests, strengths, and career goals through extensive assessments, job readiness skills, and an introduction to the world of work.

ATP/ACTI piloted this historic project in the summer of 2014. Fifteen students from different regions of the state, with a wide range of disabilities, successfully completed five weeks of evaluation and assessment, along with three-week internships (supervised by ACTI staff). One hundred

percent of the youth participated in the Occupational Safety and Health Administration (OSHA) training and are now OSHA-certified Participants' ATP counselors worked with the ACTI staff while the participants were at ACTI. This partnership resulted in intensive and prompt interventions with the youth and their families.

The ATP/ACTI team has decided to expand the second year of TEP to a total of 40 students (in two sessions) and have invited general VR counselors to assist with VR eligibility determinations for the TEP applicants that do not have an ATP vocational counselor (VRTC) assigned to serve their high school. The VRTC's are working to ensure that the inaugural class of 15 students is prepared for their six-week paid work experience in summer 2015.

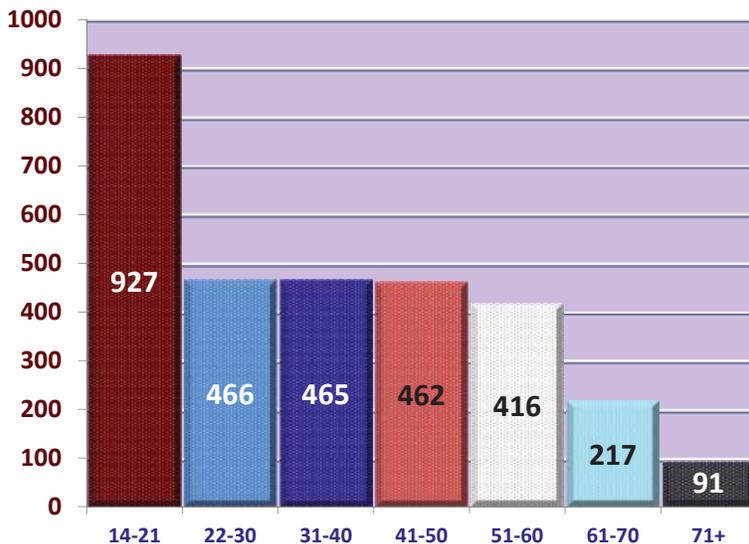
## Return on Investment

- The average case cost for a successful closure was \$4,213.00.
- At the time of application, clients were receiving \$242,795 in Supplemental Security Income (SSI). At the time of closure, this amount was \$180,833, a 25.5% decrease after VR services had been provided.
- At the time of application, clients were receiving \$174,903 in Supplemental Security Disability Income (SSDI). At the time of closure, this amount was \$137,790, a 21.1% decrease after VR services had been provided.

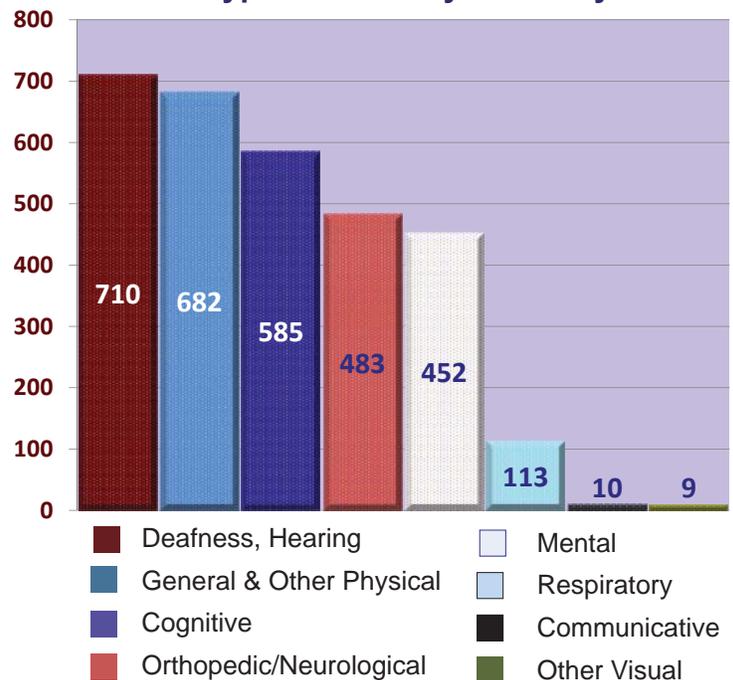
ARS is important not only to individuals and their families, but to the state's economy as a whole. The increased earnings power provides individuals the ability to better provide for their families and adds an economic boost to the state's economy:

- Mean weekly earnings at application was \$195.00.
- The average wage for successful closures was \$416.00 per week.

Age When Applying for Services



Types of Primary Disability





## Increasing Capabilities Access Network \*

Increasing Capabilities Access Network (ICAN) is a 100-percent federally funded grant program that provides assistive technology (AT) access, information, and training to Arkansans with disabilities of any age to help them learn, work, communicate, and live more independently. Because of two office relocations and staff turnover, there was a significant decrease in numbers for the 2013-14 fiscal year.

- 692 individuals received information and/or referral services.
- Approximately 130 individuals received assistive technology training.
- 795 pieces of equipment were loaned.
- 451 pieces of donated equipment with a total retail value of \$416,131.68 were cleaned or refurbished to be provided to Arkansans in need through the program's equipment reutilization program.

\* Federal Fiscal Year 2013-14

## Services for the Deaf and Hard of Hearing (SDHH)

The SDHH staff is knowledgeable of the unique barriers faced by people deaf, deafblind and hard of hearing and is experienced, in collaborating with both the person experiencing the barrier as well as the community at large to develop effective solutions. SDHH provides advocacy, technical assistance and training, and information about resources in Arkansas.



## Interpreter Services Program

The program provides sign language interpreters and video interpreting to assist individuals who are deaf, hard of hearing, or deafblind. Interpreters are located at the following sites:

■ **Arkansas Career Training Institute**—Interpreters assist students in the classroom as well as in medical, counseling, evaluation, or other services.

■ **Field Program**—Three interpreters located in the Little Rock field office assist deaf employees and clients throughout the state. Staff interpreters completed assignments ranging from one hour to several days.

## Supported Employment

Supported employment facilitates competitive work in integrated work settings for individuals with the most severe disabilities for whom competitive employment has not traditionally occurred, and who, because of the nature and severity of their disability, need ongoing support services in order to perform their job. Supported employment provides assistance such as job coaches, transportation, assistive technology, specialized job training, and individually tailored supervision.



The Arkansas Career Training Institute (ACTI) is a comprehensive rehabilitation center, one of eight in the United States and the only one west of the Mississippi River. A center of excellence, ACTI is a 24-hour, 7-day-a-week residential facility with the capacity to accommodate up to 320 residential students. The mission of the center is consistent with the agency mission to provide comprehensive VR services to persons with disabilities. The center receives referrals from field counselors in all 75 counties in Arkansas.

### ACTI provides services that include

- ▣ counseling and case management
- ▣ vocational assessment and evaluation
- ▣ vocational training
- ▣ employability skills development
- ▣ recreation and student living services
- ▣ behavior enhancement and social skills development
- ▣ psychological and medical services
- ▣ job placement

ACTI served **366** clients during state fiscal year 2013-14.

### Career and Technical Education Programs

ACTI provides career and technical education in the following career pathways, with more than 20 specialty areas within these pathways.

All programs currently have national and/or state industry-based certifications:

1. **Auto Collision Repair** - Accredited by the National Automotive Technicians Education Foundation (NATEF).
2. **Auto Service Tech** - Accredited by the National Automotive Technicians Education Foundation (NATEF) .
3. **Business/Sales and Marketing Technology** - Accredited by the National Retail Federation Foundation (NRFF); certifications in IC3, MOS, Customer Service
4. **Certified Nursing Assisting** - State Certified Nursing Assistant (CNA)
5. **Construction Technology** - Accredited by the National Center for Construction Education and Research (NCCER)
6. **Cosmetology** - Cosmetology licensure by State Board of Cosmetology
7. **Culinary Arts** - Safe-Serv and Arkansas Safe Food Handlers certifications
8. **Graphic Communications** – National certification through the Graphic Arts Education and Research Foundation in Screen Printing (GAERF) with seven separate credentials
9. **Health Informatics** – Health Insurance Portability and Accountability Act (HIPAA) certification and Medical Career Assessments (MedCA) certification in medical billing and coding.
10. **Power Equipment Technology** – Accredited by the Equipment and Engine Training Council (EETC)
11. **Welding** – Accredited by the NCCER and the American Welding Society (AWS)

Adult education services are provided to support students in their training areas and to assist them in earning the GED® credential.



## Student Organizations

ACTI students can participate in three career and technical student organizations (CTSOs): **SkillsUSA**, **HOSA: Future Health Professionals**, and **Jobs for Arkansas's Graduates (JAG)**. *We will be adding PBL to the CTSO options in 2015.*

Students participating in **SkillsUSA** have the opportunity to compete at the state level for the right to advance to national competition. Significantly, there are no accommodations in these competitions for students with disabilities, and ACTI students represent ACTI well at both state and national competitions.

**HOSA** members participated in a number of community service projects such as fundraisers for the Happiness Project, which serves the homeless in Garland County. Chapter members also donated their time as volunteers at local nursing homes. In addition, they also competed at the state HOSA convention, earning several medals.

**JAG** members also participate in community service projects. In addition to partnering with HOSA for the Happiness Project, the JAG chapter has begun working with Heifer International to provide livestock to impoverished communities throughout the world. JAG students also attend the National Student Leadership Academy in Washington D.C.

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Beginning this year, ACTI instituted a **Toastmasters** chapter on campus for students to hone their skills in public speaking.

## Internships

Beginning in 2013, ARS began offering **internship opportunities** at ACTI. This initiative was made possible through direct relationships with employers in the Hot Springs area.

*To date 10 employers provide paid and non-paid internship and work-based learning opportunities. To date 156 students have participated in internships.*

On a weekly basis, supervisors from the businesses provide feedback on the quality of the work performed by interns, and based on the measures included on the employer feedback form, the student receives a grade.

## Training for the Workplace

ACTI surpassed its goal of students earning the career readiness certification (CRC), with 73 students earning 6 gold, 30 silver, and 37 bronze certificates. The CRC is a portable evidence-based credential that measures essential workplace skills and is used by employers nationwide in the hiring process. ACTI became a CRC proctoring test site in 2013.

ACTI is also a proctoring test site for the National Professional Certification in Customer Service. Thirteen students earned gold customer service certifications.

Students also excelled in Occupational Safety and Health Administration (OSHA) training, with 169 students completing the general OSHA Safety Awareness class and 16 students completing the Construction OSHA Awareness class.

## Medical Services

The medical clinic provides outpatient medical services five days a week, and registered nurses and a physician provide on-call emergency services 24 hours a day, 7 days a week. Medical services include

- ❑ General outpatient medicine, including treatment of illnesses and minor emergencies and referrals to specialists
- ❑ Prescription renewals
- ❑ Immunizations, wellness checks, and physicals
- ❑ Evaluations for work and training releases

Medical personnel have expertise in rehabilitation medicine. Evaluation, prescription, and training for augmentative and assistive technologies is provided by certified professionals.

The following is a list of employers participating in the program: the United States Park Service, Oaklawn Racing and Gaming, the Eleanor Klugh Jackson House, Abilities Unlimited, Thee Brother's Keeper, Iron World Design-Welding, Ambrosia Bakery, Bill Hall's Printing, Village Springs Health and Rehabilitation, and the Arkansas Career Training Institute.

# Special Programs

ARS

## Telecommunications Access Program (TAP)\*

The Telecommunications Access Program (TAP) is here to keep telephones an integral part of daily life by providing free assistive telecommunications equipment to qualified Arkansans. TAP serves individuals who are deaf, hard of hearing, or deafblind or who have a speech, visual, mobility, or cognitive impairment to ensure they can access the telecommunications

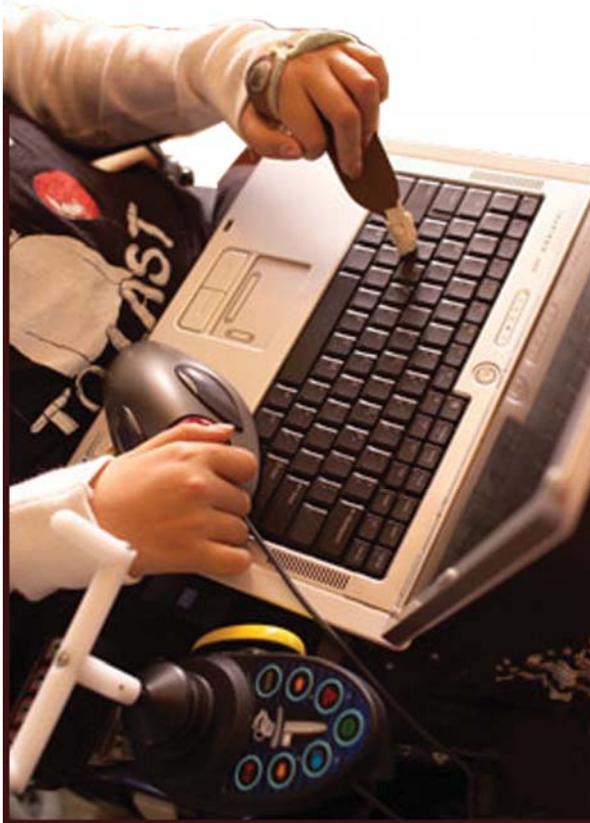


network. To qualify, applicants must be residents of the state of Arkansas, have their own telecommunication service, be disability-certified by a qualified professional, and have an income of \$50,000 or less in order to receive the equipment free. A shared cost option is available for those over income.

TAP is funded through an equipment surcharge of \$0.01 on both landline and wireless phones. The surcharge increased to \$0.02 July 1, 2013.

- 863 clients were served.
- 1,411 pieces of equipment were distributed.
- 93 customer trainings were conducted.
- 48 outreach activities were conducted.

*\* State Fiscal Year 2013-14*



## Assistive Technology @ Work (AT@Work)\*

The Assistive Technology @ Work (AT @ Work) program is designed to assist Arkansas Rehabilitation Services clients and their referring vocational rehabilitation (VR) counselors in selecting and obtaining the appropriate assistive technology.

AT@Work services include

- evaluation/assessment
- assistive technology device selection and procurement
- training and presentations
- technical assistance as relates to work, school or home

Assessments and consultations were provided to 439 individuals.

*\* Federal Fiscal Year 2013-14*

## Learning and Evaluation Center\*

The Learning and Evaluation Center (LEC) provides comprehensive diagnostic and educationally focused psychological and neuropsychological evaluations regarding individuals referred to the program by agency VR counselors. LEC conducted 114 evaluations and provided feedback sessions.

*\* State Fiscal Year 2013-14*



**Arkansas Kidney Disease Commission\***  
**The Arkansas Kidney Disease Commission**

(AKDC) provides assistance to Arkansans who have been diagnosed with end-stage renal disease requiring regular kidney dialysis treatments or who have received kidney transplants.

\* Federal Fiscal Year 2013-14

**Supported Housing Office**

The Supported Housing Office assists ARS clients in obtaining affordable permanent and, when needed, accessible, housing to live stable, productive, and independent lives. Services include

- ▣ Information and referrals
- ▣ Pre-development consultation
- ▣ Training for nonprofit service providers, public agencies, and others interested in affordable, accessible housing development

**Rehabilitation Initial Diagnosis and Assessment for Clients\***

The Rehabilitation Initial Diagnosis and Assessment for Clients (RIDAC) program provides psychological and medical assessment and consultative services relating to ARS clients who have been referred by their VR counselors.

Services include

- ▣ psychological evaluations
- ▣ vocational evaluations
- ▣ educational diagnostic assessments
- ▣ general medical assessments
- ▣ psychological consultation
- ▣ medical consultation

<b>AKDC Services Provided</b>			
Number of clients receiving prescription drug assistance	1,060	Amount spent by AKDC for prescription drugs	\$739,741
Number of clients receiving pre-transplant dental assistance	19	Amount spent by AKDC for pre-transplant dental assistance	\$16,612
<b>Subtotal</b>			<b>\$756,353</b>
Distribution of 750 cases based on AKDC number of clients in each dialysis unit		Nepro	\$49,617
<b>TOTAL</b>			<b>\$804,987</b>

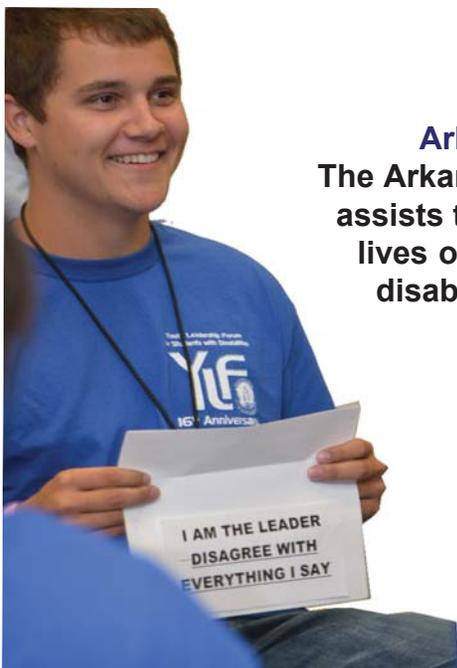
<b>RIDAC Services Provided</b>	
Clients served	6,904
Clients seen by Psychologists/Psychological Examiners	3,588
Clients seen by Physicians	5,786

\* State Fiscal Year 2012-13

**Arkansas Governor's Commission on People with Disabilities**

The Arkansas Governor's Commission on People with Disabilities (AGCPD) assists the governor in designing and responding to policies that affect the lives of all Arkansans living with disabilities, regardless of age or type of disability.

- ▣ The AGCPD awarded 26 scholarships of \$1,000 each at a reception held in June at the Governor's Mansion in Little Rock.
- ▣ The Commission partnered with Arkansas Rehabilitation Services for the Annual Youth Leadership Forum (YLF) at the University of Central Arkansas (UCA) at Conway. Nineteen delegates participated.



## Business Relations

Disability-related employment issues in Arkansas's marketplace can be intimidating for business owners. Equally daunting is the search for employment for those individuals with disabilities. Each end of the spectrum poses challenges. To assist business in filling staffing positions in 2014, we launched an online system, called the Talent Acquisition Portal (TAP). TAP represents both a national talent pool of vocational rehabilitation (VR) candidates looking for employment and a job posting system for business looking to hire individuals with disabilities.

TAP offers businesses the opportunity to post jobs, search candidate resumes based on skill sets and geographic availability, capture job metrics, generate compliance reports, interview candidates, have online job fairs, and have their jobs seen by individuals with disabilities across the country.

Through relationship building, our consultants are assisting small, medium, and large businesses with gaining a competitive advantage in the area of staffing, recruitment, and retention.



Customer visits completed	395
Number of MOUs signed	50
Number of closures	923

Closure: Client remains employed after 90 days

## Alternative Financing Program

The Alternative Financing Program provides persons with disabilities access to extended-term, at- or below-market-rate loans for the purchase of assistive technology devices and services for use in the workplace, in school, at home or in recreational and leisure activities. Assistive technology can improve the quality of life in these areas:

- ▣ Mobility--manual or power wheelchairs, motorized scooters, vehicle modifications
- ▣ Sensory--Closed Circuit TV, hearing aids and listening devices, electronic reading devices
- ▣ Daily Living Aids--electric feeders, power-lift chairs
- ▣ Vehicle Access--wheelchair lifts, driving aids, seating systems
- ▣ Home Modification--kitchens, bathrooms, ramps
- ▣ Computer Accessvoice recognition software, scanners, readers

We closed 34 loans with a value amount of \$569,377 for total loans this year.

## Small Business Program

For many individuals with disabilities, self-employment can offer empowerment, control, and success. The Small Business Program is designed to assist Arkansas Rehabilitation Services clients in becoming self-employed in entrepreneurial or micro-business operations that can accommodate an individual's unique needs more successfully than a more traditional workplace might.

The Small Business Program helps individuals with disabilities start, grow and manage a small business. Some of the services offered include

- ▣ Individualized technical assistance
- ▣ Consultation relating to planning, management, and technology
- ▣ Market analysis
- ▣ Business plan development
- ▣ Identification of funding sources
- ▣ Connection to other resources

**A total of 28 small business plans were submitted, with 15 plans approved, five denied and eight pending at the end of the year.**

**ARKANSAS DEPARTMENT OF CAREER EDUCATION  
MISSION STATEMENT**

**To provide leadership and contribute resources to serve the diverse and changing career educational needs of Arkansas youth, adults, and persons living with disabilities.**



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