

Arkansas Department of Career Education

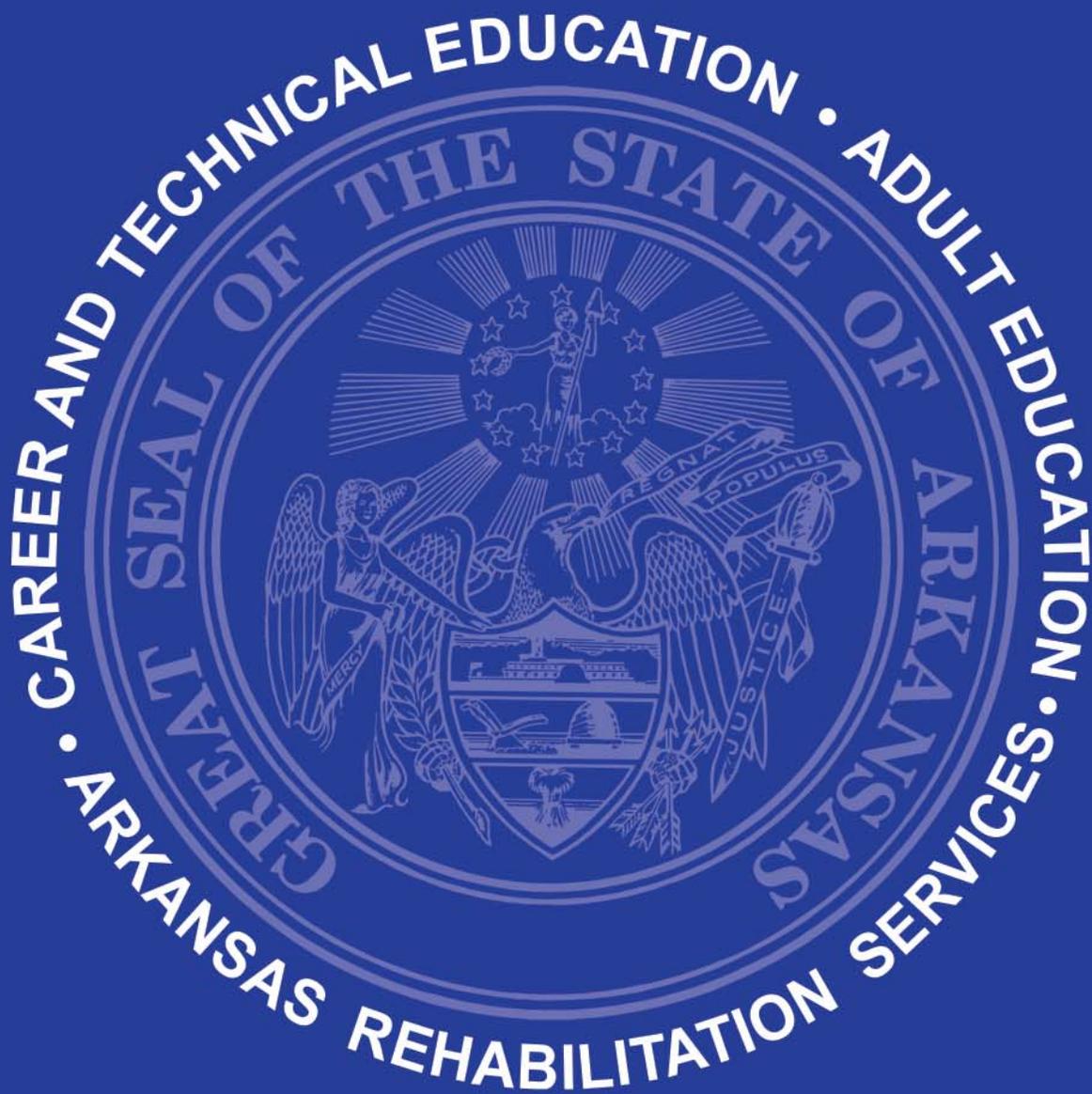
2012 Annual Report



Mike Beebe
Governor

William L. "Bill" Walker, Jr.
Director





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ARKANSAS DEPARTMENT OF CAREER EDUCATION

A MESSAGE FROM THE DIRECTOR



December 6, 2012

**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 2012 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 working with you next year in support of our schools, career centers, teachers, students, clients and communities.

If you would like to view this report online, visit 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
Lucy Ralston/ Fayetteville
Martha Dixon/ Arkadelphia
Dr. Thomas Flowers/ Center Ridge
John Yates/ Little Rock
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 Community Expos

ACE Expos were developed as a way of creating 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.



ACE administration, staff and community leaders gather in Jonesboro in March to "get the word out" about a variety of agency services. Expos have been held in North Little Rock, Fayetteville, West Helena, Monticello, Texarkana, Jonesboro and Fort Smith.

Another Year of Accomplishments

- Jobs for Arkansas's Graduates (JAG) was one of two states earning the "5 of 5" distinction for the 5th straight year. The "5 of 5" is awarded to states that achieve or surpass the "5 of 5" performance measures in graduation, positive outcomes, employment, full-time jobs and full-time placement rates.
- Alex Durham, a senior at Spring Hill High School, was elected the 2011-2012 national vice president of community service for Family, Career and Community Leaders of America (FCCLA). Alex is one of ten national officers.
- Individuals earning a Workforce Alliance for Growth in the Economy (WAGE™) saw their wages increase 17.8 percent above what they previously earned without a WAGE certificate.
- The apprenticeship program earned national recognition as a Registered Apprenticeship Innovator and Trailblazer for contributions to "green technology" in Arkansas. The award was presented by U.S. Department of Labor's Employment and Training Administration to programs around the country that "represent dedication to excellence."
- Arkansas hosted the National Association of Multicultural Rehabilitation Concerns (NAMRC) in July. Judy Smith, director of the Arkansas Transition Program, served as conference co-chair and was elected to the NAMRC National Board.
- Pat Richardson, a sophomore at Quitman High School, placed fourth in the Microsoft World Competition. The competition attracted more than 285,000 competitors from 53 countries.
- Standards of a Quality Adult Education Program was developed to ensure consistency and quality in all adult education programs throughout the state. Quality indicators include program planning, educational gains, staffing and staff development, support services, recruitment and retention.
- Three Arkansas JAG students captured top honors in competition at the National JAG Conference: Huy Nguyen, Northside High School in Fort Smith, first place in Cover Design; Clifford Haney, North Little Rock High School West Campus, second place in Employability Skills; and Nathaniel James Scribner, Lamar High School, third place in Cover Design.
- The ARS Field Program increased the number of successful closures by 19.2 percent over the previous fiscal year.
- A total of 88,167 test scores were recorded in end-of-course testing for students enrolled in career and technical education classes. Note: The number of test scores does not reflect the number of students tested because some students took end-of-course exams in more than one area.
- National Park Technology Center (NPTC) in Hot Springs was recognized by the Southern Regional Education Board (SREB) as a Platinum High Achievement Center, one of only 19 schools and three technology centers in the nation to earn this distinction.
- Eighty-seven percent of vocational rehabilitation counselors within ARS have earned their certified rehabilitation counselor (CRC) credential. The percentage of counselors holding a CRC has increased 35 percent since 2010. The CRC credential signifies 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.
- Arkansas GED® has begun preparation for the transition to the new computerized GED® test, which will be implemented nationwide in 2014. The revised test is designed to measure test-takers' readiness for further education or training, as well as to continue to serve as an opportunity to earn a high school credential.
- Two Arkansas students were elected to national offices in Future Business Leaders of America/Phi Beta Lambda (FBLA/PBL): Tony Jones, a student at Fort Smith Southside High School, was elected FBLA Southern Region vice president, and Aaron Carroll, a student at Arkansas State University in Jonesboro, was elected PBL national secretary.
- In order to increase the number of workplace education classes provided by adult education programs, the Adult Education Division issued a request for proposals (RFP) to support additional workplace programs.
- Arkansas Rehabilitation Services launched a marketing campaign designed to increase awareness of services offered. The marketing campaign kicked off with focus groups of ARS vocational rehabilitation counselors, current ARS clients and service providers such as disability services staff at colleges and medical personnel.
- The Arkansas Career Training Institute restructured into a clinic model instead of an acute-care hospital, allowing for more efficient funding of services.

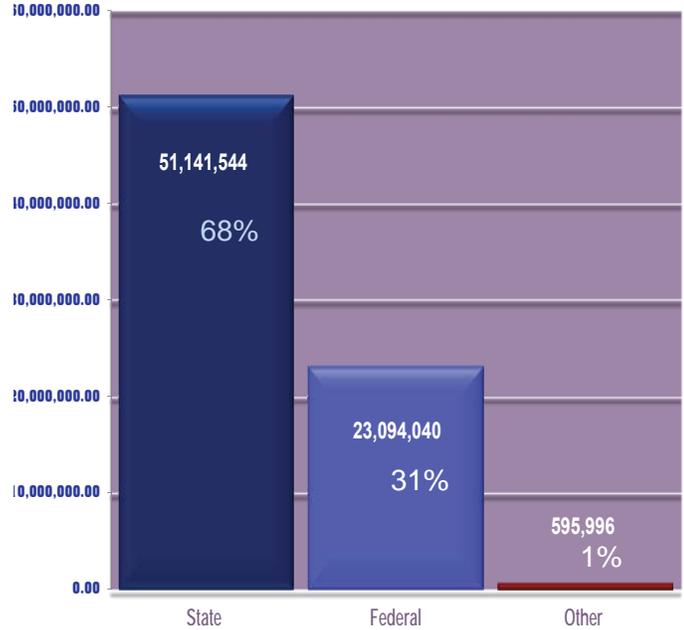
Financial Breakdown FY 2011-12

Career and Technical Education and Adult Education Expenditures (State FY 12*)

Central Administration.....	4,794,180
Secondary Career Centers	20,136,266
CTE Grants.....	16,781,909
Arkansas Works	4,283,574
CTE Program.....	1,559,593
Adult Ed Grants	26,225,371
Adult Ed Program Services	768,992
Veterans Approving Agency.....	197,118
Other	84,577
TOTAL.....	74,831,580

Career and Technical Education and Adult Education Revenues

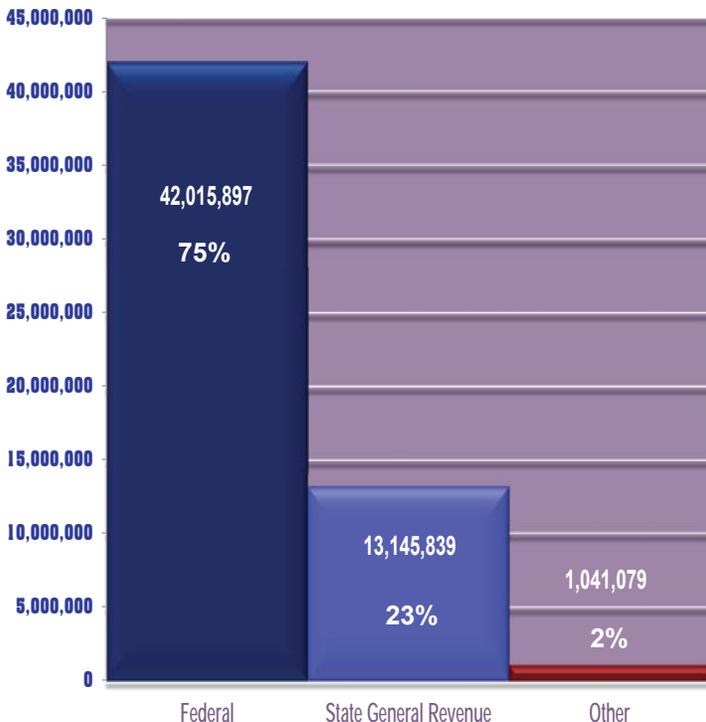
Total: 74,831,580



92 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: 56,202,815



Arkansas Rehabilitation Services Expenditures (Federal FY 12**)

Central Administration.....	4,641,225
Field Program	33,294,703
Arkansas Career Training Institute	14,119,238
Special Programs	3,655,895
Stimulus Funds.....	491,754
TOTAL.....	56,202,815

*The state fiscal year runs July 1 to June 30. All Career and Technical Education and Adult Education data is state fiscal year 2011-12 unless otherwise indicated.

**The federal fiscal year runs October 1 to September 30. All Arkansas Rehabilitation Services data is federal fiscal year 2011-12 unless otherwise indicated.

Career and Technical Education



Seventy-six percent (159,573) of students in grades 7-12 enrolled in career and technical education (CTE) classes in Arkansas public schools. Of that number, 8,773 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 2,542 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 Leadership Institute was established in 2009 to address an expected shortage of CTE administrators due to retirements. Educators interested in becoming CTE administrators apply for the program, and if accepted, attend quarterly training sessions on CTE topics over a period of two years. The current class has 24 participants.



High School Career and Technical Education



STEM (science, technology, engineering and mathematics) and Transportation, Distribution and Logistics.

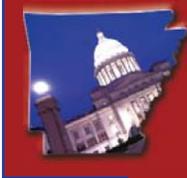
☐ **Career Guidance, Exploration and Preparation**—Offers opportunities for students to learn about careers through a progression of activities and courses designed to focus on career awareness (K-5), exploration (middle school) and preparation (high school and postsecondary). These activities and courses include career orientation, career action planning, internships, environmental and spatial technology (EAST) and workforce technology, key-stone/capstone projects, senior seminars and workplace readiness.

- ☐ **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;

☐ **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.



CTE Enrollment by Occupational Area

Occupational Area	Number Enrolled	Percentage Enrolled
Agriculture	23,311	10%
Business & Marketing	89,944	38%
Arts & Communications	4,897	2%
Family and Consumer Sciences	48,291	20%
Skilled and Technical Sciences	19,922	9%
STEM	6,243	3%
Support Programs	46,939	20%
TOTAL*	239,547	

* Duplicated count because some students enroll in more than one program at the same time

CTE Enrollment by Grade

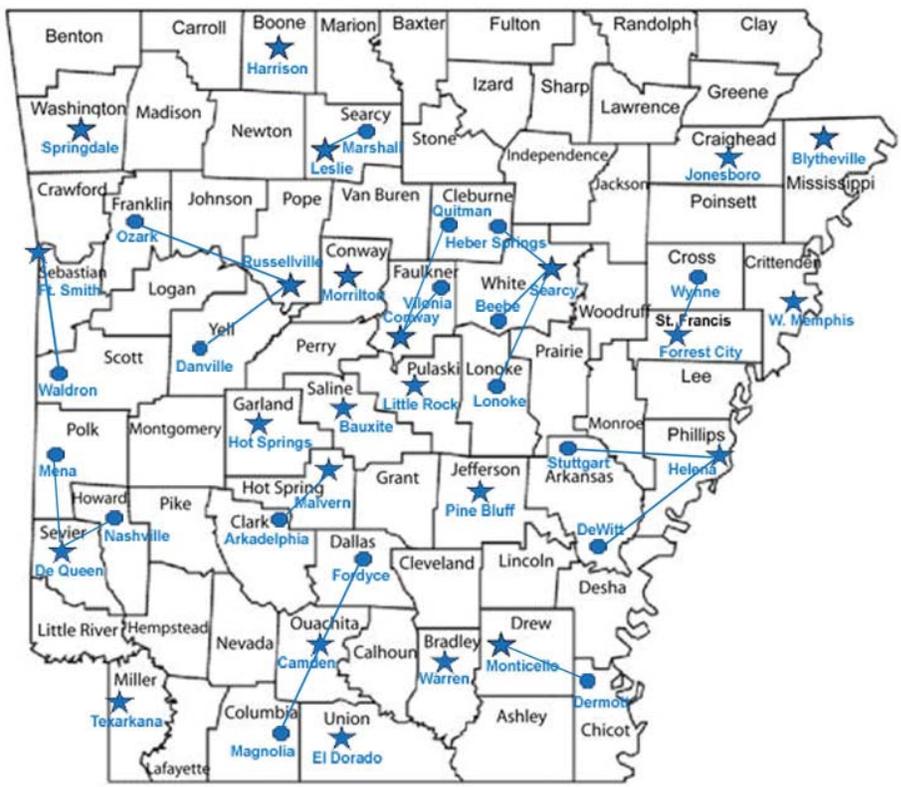
Grade	CTE Enrollment	Total Enrollment	Percent Served
7th	27,921	36,832	76%
8th	33,171	36,339	91%
9th	25,527	38,078	67%
10th	25,260	35,729	71%
11th	23,511	32,711	72%
12th	24,183	30,441	79%
TOTAL	159,573	210,133	76%

Concurrent Credit

A total of 6,356 students who were enrolled in secondary career centers earned 37,926 concurrent credit hours by successfully completing college-level career and technical courses while they were still in high school. In addition to receiving high school credit for these courses, students also received college credits representing a tuition savings of \$3.6 million.

Secondary Career Centers

- Twenty-four career centers offer career and technical education programs to high school students within a 25-mile radius. Centers are sponsored by two-year colleges, education services cooperatives or high schools.
- Career centers expand opportunities for students by offering high-cost programs that smaller schools are often unable to afford.
- The 24 centers served 8,773 students from 173 school districts. Students from 67 school districts lack access to career center programs.
- The budget for the 24 centers was \$20,136,266. Of that amount, \$9,464,289 was pass-through funding to high schools.



★ Secondary Career Centers
● Satellite Locations



Arkansas offers both youth apprenticeship programs for high school students and traditional apprenticeship programs for adults.

Adult Apprenticeship

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

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

A total of 2,410 adults enrolled in apprenticeship programs — 1,346 in electrical, 552 in plumbing and 512 in other crafts.

Total expenditures were \$1,470,605, for an expenditure per apprentice of \$610.



Youth Apprenticeship

Youth apprenticeship programs offer high school juniors and seniors a coherent sequence of rigorous academic and technical courses along with a structured work-based learning component so that they will be prepared to successfully meet state academic standards and prepare for education and training beyond high school in areas relating to their career interests.

There are 13 programs in the following areas: plumbing, electrical, certified nursing assistant (CNA), electrical engineering technology, automotive service technology, office administration, lodging management and food service, aerospace, carpentry and construction, diesel mechanics and welding.



Student Organizations

DECA:
AN ASSOCIATION
OF MARKETING STUDENTS



HOSA:
HEALTH OCCUPATIONS STUDENTS
OF AMERICA



FCCLA:
FAMILY, CAREER AND COMMUNITY
LEADERS OF AMERICA



SKILLSUSA

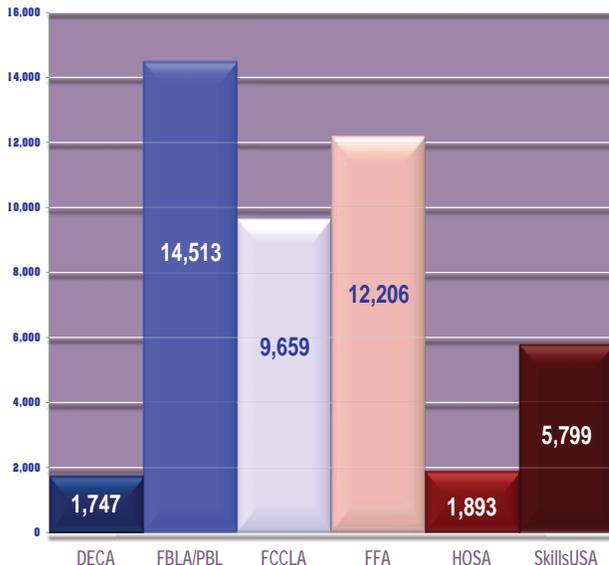


FFA:
FUTURE FARMERS
OF AMERICA

FBLA & PBL:
FUTURE BUSINESS
LEADERS

CTSO Participation

Total CTSO Membership: 45,817



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.

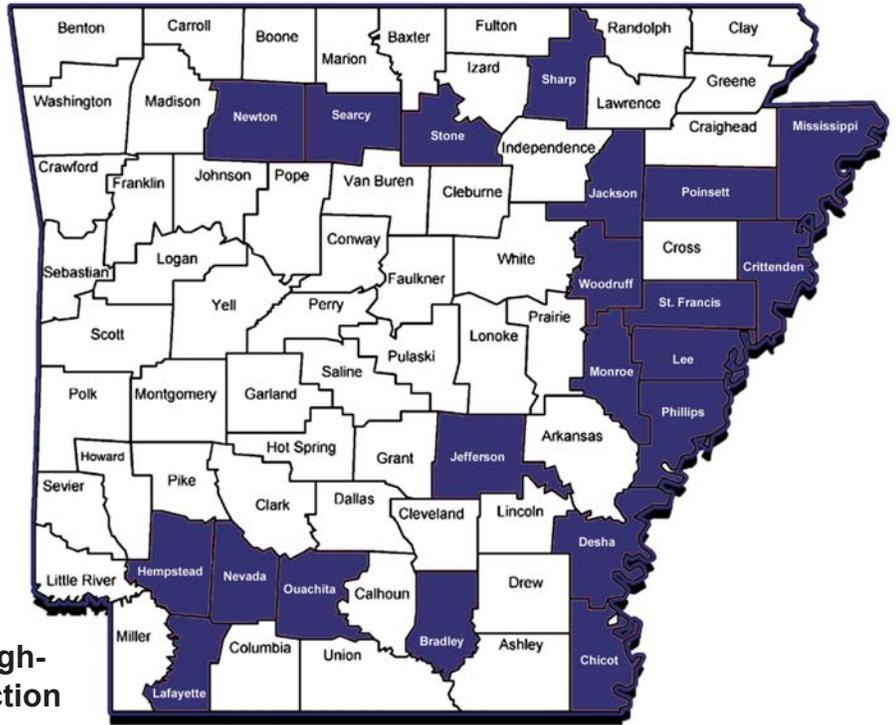
In Arkansas, 45,817 students enrolled in career and technical education classes participated in CTSO activities at the middle- and junior-high-school, high-school, and postsecondary levels.



ARKANSASWORKS

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.



Counties Targeted for College and Career Coaches Program

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 51 school districts in 21 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.

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 the 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.

Performance Measures: Achievement (Fall 2010 - Fall 2012)
Performance Measure: Smart Core Enrollment
☐ Increased to date by 4.12%
Performance Measure: College-Going Rate (First-Time Freshmen)
☐ Increased to date by 16.95%
Performance Measure: ACT Scores
☐ Increased to date by .85%
Performance Measure: Remediation Rate
☐ Decreased to date by -3.53%

STEM Initiatives

Science, Technology, Engineering, and Mathematics (STEM) courses prepare students for high-skill, high-wage, high demand careers. STEM nurtures students to become creative problem-solvers, innovators, and inventors; analytical thinkers; and strong communicators.

Project Lead the Way Becomes an Integral Component of STEM Works

As part of STEM Works, the Department of Career Education is focusing on promoting **Project Lead The Lead (PLTW)** as a project-based learning curriculum.

PLTW programs *engage, encourage and educate students of diverse backgrounds*, helping them all to become college- and career-ready, including students whose experiences in the sciences and math has been less comprehensive or who might be uninterested in traditional STEM subjects.

The three main areas of PLTW are as follows: **Gateway to Technology, Pathway to Engineering and Biomedical Sciences.**

There are 11 high schools and nine middle schools currently offering PLTW programs.

ACE's involvement in Gov. Mike Beebe's Stem Works Initiative will add an additional six PLTW programs through a \$500,000 commitment to the initiative.

Microsoft IT Academy



The Governor's Workforce Cabinet announced on July 20 the formal launch of the **Microsoft IT Academy** program, which includes Web-based instruction and opportunities to earn industry-recognized certifications, including Microsoft Office Specialist, Microsoft Technology Associate or Microsoft Certified Professional.

Arkansas is the first state in the nation to offer the Microsoft IT Academy to adult learners, who can access services at adult education centers and Arkansas Workforce Centers.

During the 2012-13 school year, the Microsoft IT will be piloted in approximately 20 Arkansas high schools, 24 adult education centers and 25 Arkansas Workforce Centers.

It is planned that all public high schools and adult education centers will eventually offer the program.

The state's investment of \$469,635 provides a variety of curricula, lab resources, teacher training and certification materials for an anticipated 343 sites.

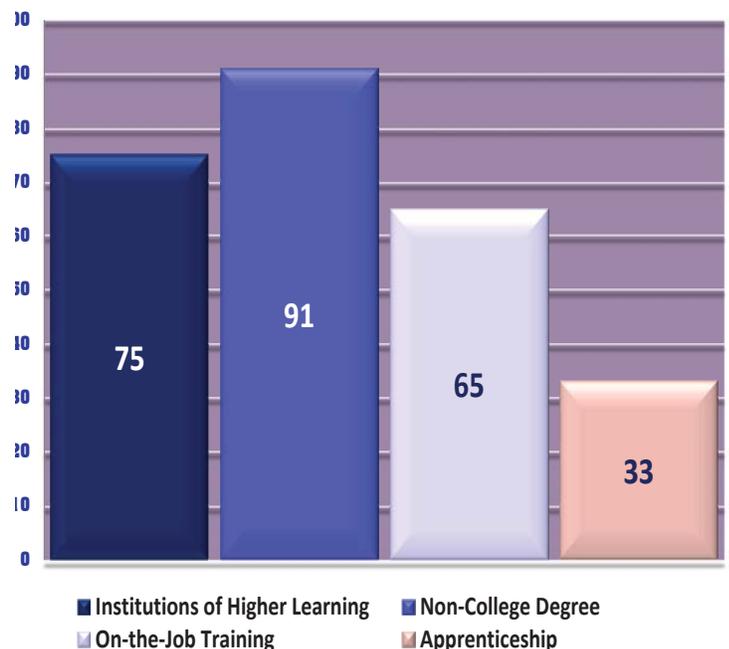
Arkansas's Microsoft IT Academy is customized to align with the state's STEM Works program, also an initiative of the Governor's Workforce Cabinet.

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: 264



A Year in Pictures



Members of the National Association of Multicultural Rehabilitation Concerns from around the country toured Little Rock, including the Central High Nine statues on the State Capitol grounds, during the annual NAMRC conference.



ACE EXPO cook Jim Smith talks with a Fort Smith radio deejay.



2012 Youth Leadership Forum for Students with Disabilities

Adult Education in action



Governor's Commission on People with Disabilities Scholarship Recipients



Transition Services

Competitive Excellence



Arkansas SkillsUSA



State FCCLA members lay a wreath on the tomb of the unknown soldier.

A Year in Pictures



International Career Development Conference/ DECA



FFA students plant flowers at the Governor's Mansion

Student Organizations



FBLA state competitions



Arkansas Baptist College receives \$365,000 in state and federal adult education grants to establish the Central Arkansas Literacy and Learning (CALL) Center.

Adult Education



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 Enrollment

- ❑ 41,789 students were *served* (less than 12 hours of instruction) in adult education/literacy programs.
- ❑ 25,320 of those students were *enrolled* (12 or more hours of instruction).
- ❑ 1,678 were 16- and 17-year-olds for whom adult education provided a way to earn a high school equivalency certificate.

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 Tests 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.

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.

<i>Location of Adult Education Centers</i>	<i>Number</i>
Two-Year Colleges	23
Four-Year Colleges	2
Public School Districts	23
Technical Institutes	2
Correctional School District	1
<i>Total</i>	51
Literacy Councils	18

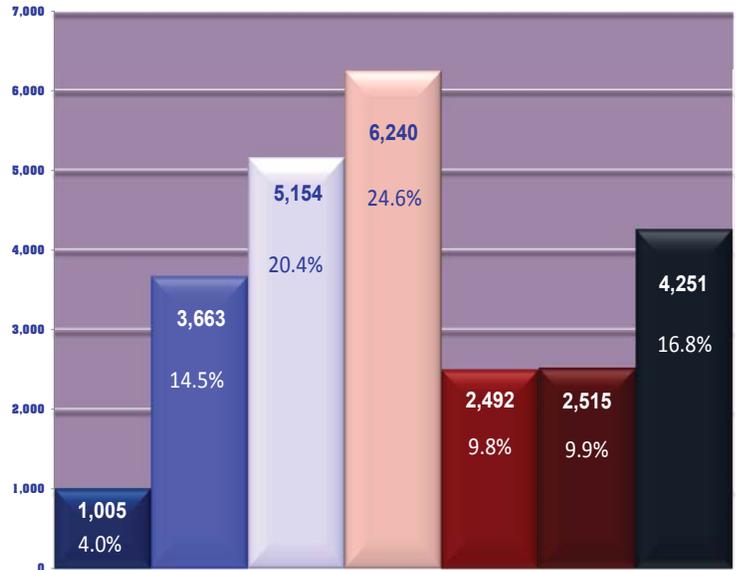
Workforce Alliance for Growth in the Economy™ (WAGE)—Provides academic and basic skills instruction to unemployed and underemployed Arkansans to prepare them for entry-level jobs. An individual who successfully completes the program earns a state-issued certificate in one or more of five areas: Industrial,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

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.

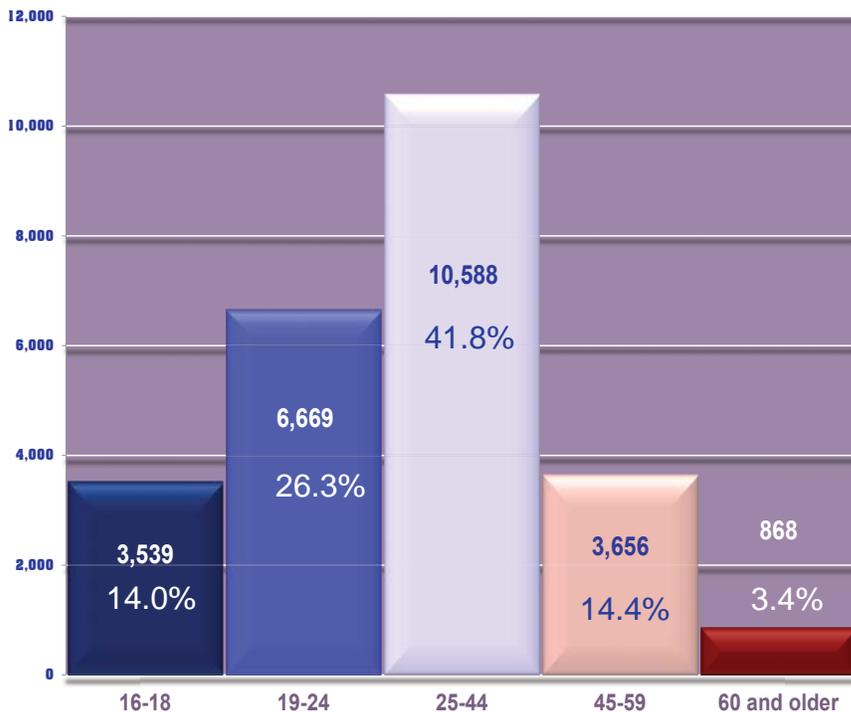
Family Literacy—Provides intergenerational programs to improve the educational opportunities of children and adults by integrating their needs into a unified program. These programs include four components: child development activities, basic skills instruction for the adults, parenting and life skills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

Grade-Level Equivalent of Adult Education Students



- ABE Beginning Literacy (0-1.9)
- ABE Beginning Basic (2.0-3.9)
- ABE Intermediate Low (4.0-5.9)
- ABE Intermediate High (6.0-8.9)
- ASE Low (9.0-10.9)
- ASE High (11.0-12.9)
- English as a Second Language

Age of Individuals Enrolled in Adult Education

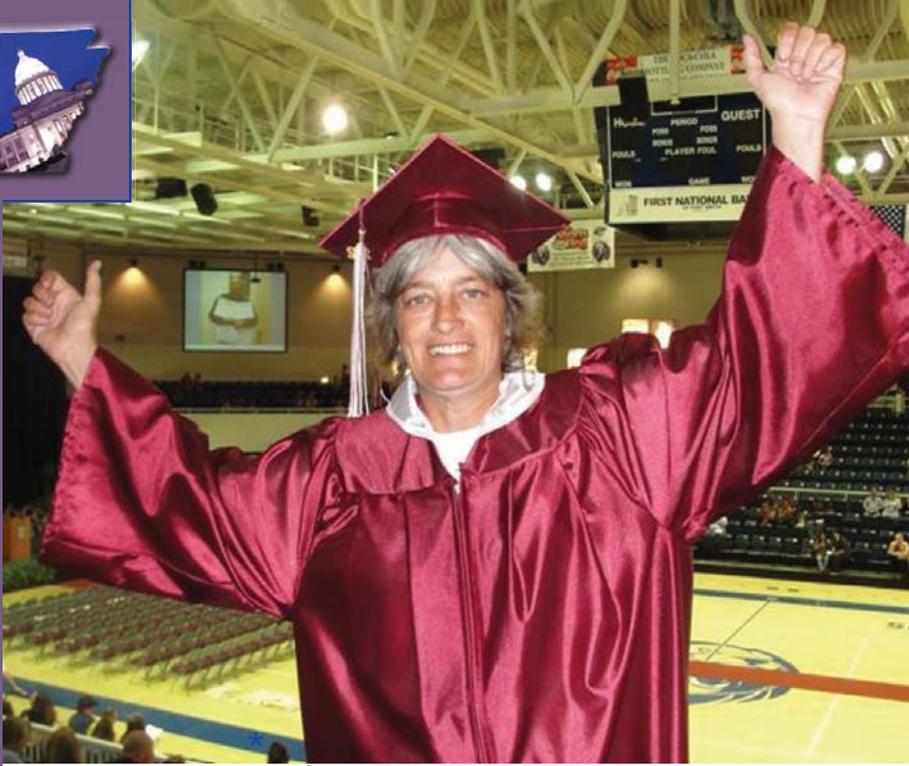


Correctional Education—Provides adult education instruction to inmates of local, regional, state and federal correctional facilities. These services are provided by local adult education programs and also through a grant to the Arkansas Correctional School District.

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.

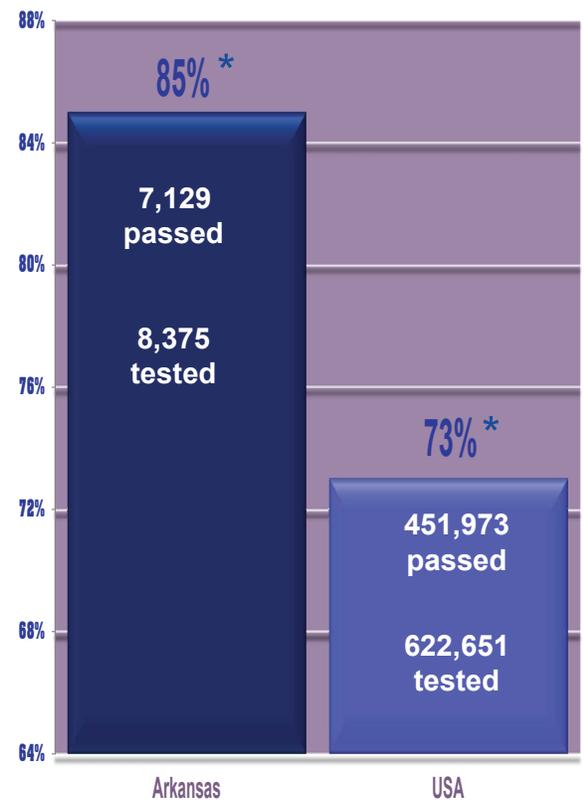
Adult education and literacy instruction was delivered by 163 full-time teachers, 302 part-time teachers and 276 volunteers.



Number of GED® Testing Centers in Arkansas	61
Number of Satellite Testing Centers in Arkansas	95
Number of Individuals Certified to Administer the GED® Tests in Arkansas	155

GED® Test Pass Rate

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

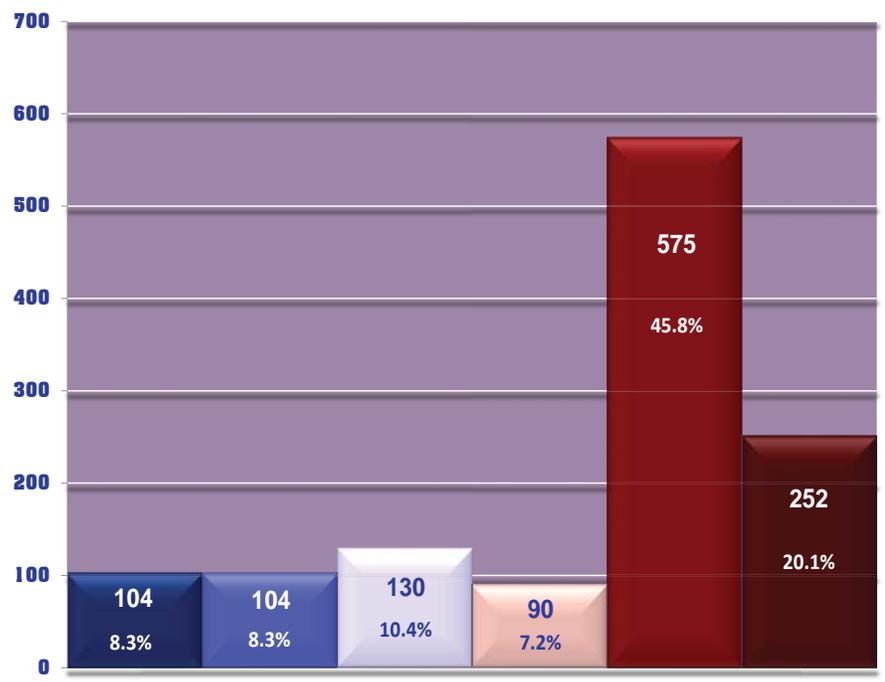


*Calendar Year 2011



WAGE Certificates Awarded Total: 1,255

- Banking
- Clerical
- Customer Service I (new 2010-11)
- Customer Service II (new 2010-11)
- Employability Skills
- Industrial





Arkansas Rehabilitation Services



Our Mission

To provide services resulting in meaningful employment and independence for Arkansans living with disabilities.



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.

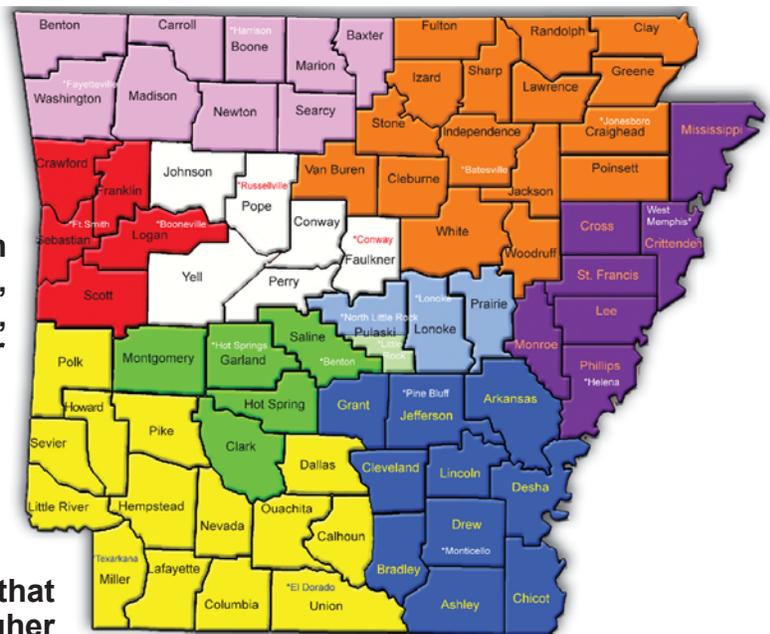
After determining an individual's eligibility for services, the vocational rehabilitation (VR) counselor assesses the individual's work potential and functional assets and collaborates with him or her to develop a comprehensive plan with successful employment as the ultimate goal.

The individual's plan consists of components such as postsecondary education, vocational training, integrated employment, continuing employment, continuing and adult education, adult services or independent living services.

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 2012 fiscal year, 87 percent of VR counselors were CRC-certified, a 35 percent increase since 2010.

ARS Districts and Field Office Locations



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

* Field Offices



Arkansas Transition Program

The Arkansas Transition Program encourages partnerships between vocational rehabilitation counselors and high schools to better equip high school students with disabilities with the skills, knowledge and attitudes necessary to achieve successful transition from high school to adult life.

ARS assisted 721 transition-age youth (age 18-24) to become employed, which represents 27.5 percent of the 2,621 total closures.

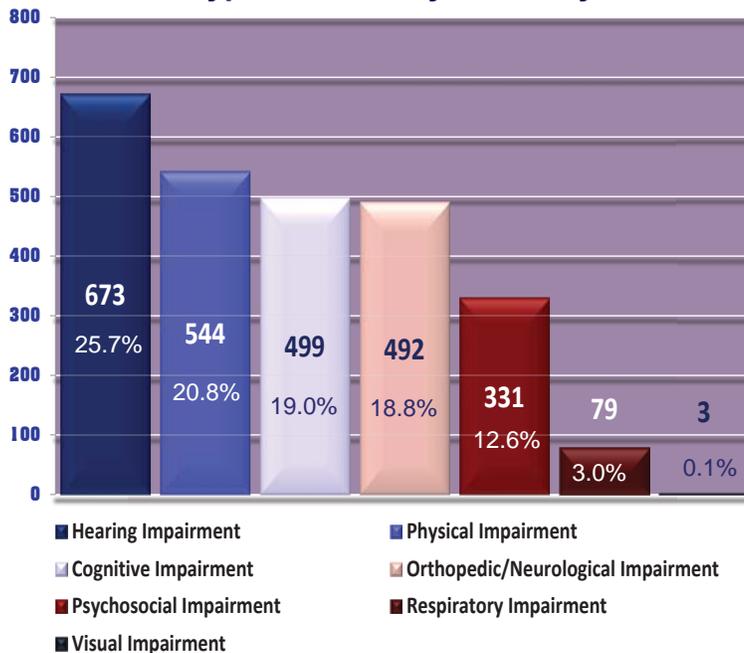
There are four vocational rehabilitation transition counselors assigned to serve 11 high schools in six counties: Crittenden (Marion and Earle), St. Francis (Forrest City), Jefferson (Dollarway and Pine Bluff), Drew (Monticello), Pulaski (McClellan, Lisa Academy and J.A. Fair) and Washington (Springdale and Har-Ber).

Return on Investment

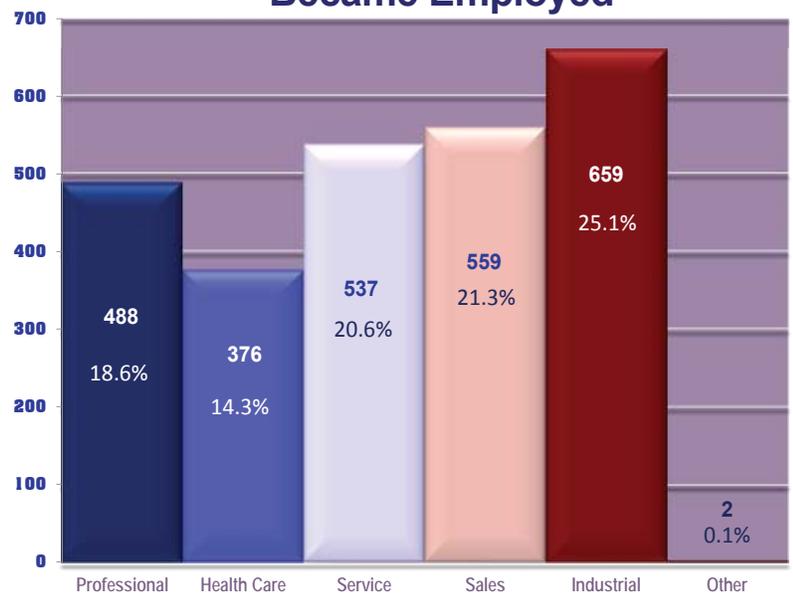
The number of successful closures for FY12 was 2,621, an increase of 19.2 percent over the previous year.

- ☐ The average cost per closure was \$4,124.86.
- ☐ 220 (8.4 percent) received Supplemental Security Income (SSI) at the time of application, and this number decreased to 148 (5.6 percent) after VR services were provided.
- ☐ 163 (6.2 percent) received Social Security Disability Income (SSDI) at the time of application, and this number decreased to 118 (4.5 percent) after VR services were provided.
- ☐ 34 (1.3 percent) received both SSI and SSDI at application, and 13 (0.5 percent) continued to receive both SSI and SSDI after receiving VR services.

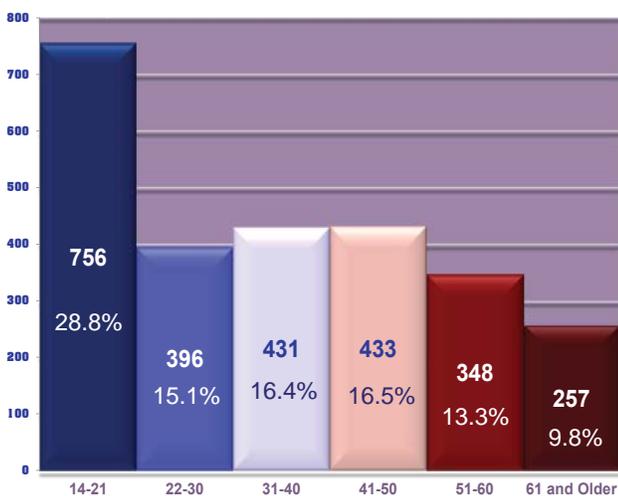
Types of Primary Disability



Occupational Field in Which Individuals Receiving VR Services Became Employed



Age When Applying for Services



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.

Services provided

- 1,067 individuals received information and/or referral services.
- 730 individuals received assistive technology training in 42 training sessions
- 970 pieces of equipment were loaned.
- 743 pieces of donated equipment with a total retail value of \$461,215.68 were cleaned or refurbished to be provided to Arkansans in need through the program's equipment reutilization program.

* Federal Fiscal Year 2011-12



Interpreter Services Program

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

- Arkansas Career Training Institute**—Two interpreters assist students in the classroom, as well as in medical, counseling, evaluation, or other services.
- Field Program**—Three interpreters located at the Corporate Hill field office in Little Rock assist deaf employees and clients. Staff interpreters completed more than 1,000 assignments ranging from one hour to several days.
- Video Interpreting Service**—Implemented in 2009, the video interpreting service enables an interpreter to provide services via the Internet to any location in the state with SKYPE capability.

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

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 466 clients during state fiscal year 2011-12.



Career and Technical Education Programs

ACTI provides career and technical education in 12 career pathways and more than 20 specialty areas within these pathways.

Seven programs currently have national industry-based certifications:

1. **Business & Marketing Technology – Internet and Computer Core Certification (IC3) & Microsoft IT Academy**
2. **Construction Technology – National Center for Construction Education and Research (NCCER)**
3. **Culinary Arts – ServeSafe and AR State Hospitality Association**
4. **Graphic Communication – Graphic Arts Education and Research Foundation (GAERF)**
5. **Medical Office – Health and Insurance Portability and Accountability Act (HIPAA)**
6. **Sales & Marketing – National Retail Federation**
7. **Welding – NCCER**

Three programs are undergoing review for national industry-based certifications:

8. **Auto Collision Repair – National Automotive Technicians Education Foundation (NATEF)**
9. **Automotive Service Technology - NATEF**
10. **Outdoor Power Equipment – Equipment and Engine Training Council (EETC)**

Two programs lead to state licensure examinations:

11. **Cosmetology – State Board of Cosmetology**
12. **Certified Nursing Assistant – Office of Long-Term Care**

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

In September 2011, ACTI applied for candidate status for accreditation through the Council on Occupational Education (COE), a national institutional accrediting agency for the accreditation of postsecondary occupational education institutions.

Accomplishments of ACTI SkillsUSA

According to the national Skills USA organization, only 2 percent of all chapter members nationwide ever qualify to compete at the national level. To qualify for the national competition, students must first compete at the local and state levels. The ACTI SkillsUSA chapter not only qualified for nationals for the fourth year in a row, but for the second time, an ACTI student brought home a national title.

Winning bronze and placing in the nation was Josh Helms, a student of screen printing instructor Tom Kennedy. Other ACTI SkillsUSA members also did very well: Freddie Wilson placed in the top 10 nationally for extemporaneous speech after winning gold at the state level; Zachary Lareau placed in the top 10 nationally for graphic communications after winning gold at the state level; Heather Barnes was a state officer; and Staci McCullough was a state officer and competed nationally in Screen Printing Technology. She also received platinum Career Readiness Certificate (CRC).

Significantly, there are no accommodations for disabilities in these competitions, proving that our students can compete and do just as well, if not better, than those who may not have a “different” ability.

Career Readiness Certificate Training

ACTI students who meet qualifying academic levels have the opportunity to test for the National Career Readiness Certificate (CRC). The CRC is a portable, evidence-based credential that measures essential workplace skills and is a reliable predictor of workplace success. Depending on their scores, students may be awarded a platinum, gold, silver or bronze certificate.

ACTI surpassed its goal of 75 students earning the CRC credential, with 83 students earning their CRCs for a 69 percent increase over last year. One platinum, 4 gold, 47 silver and 31 bronze were awarded.

ACTI is also pursuing becoming a proctor site for the CRC exam and offering a fast-track CRC program.



Medical Services

Medical services are available to all ACTI students include

- ☐ general outpatient medicine
- ☐ rehabilitation nursing
- ☐ physical and occupational therapy
- ☐ speech/language pathology
- ☐ social and psychological services
- ☐ dental services
- ☐ pharmacy services
- ☐ radiology services
- ☐ specialty clinics – orthopedic, amputee, wheelchair and seating, and psychiatry

Outpatient medical services are provided in the medical clinic five days per week, with nursing services provided from 7:00 a.m. to 7:00 p.m. and physician coverage during clinic hours. Medical treatment can be provided during clinic hours for traumatic brain injuries, spinal cord injuries, amputations, stroke, orthopedics, mental impairments or emotional illnesses and neurological diseases as well as physical, speech and occupational therapies.



Telecommunications Access Program (TAP)*

The Telecommunications Access Program (TAP) is here to keep telephones an integral part of daily life by providing free assistive telecommunication equipment to qualified Arkansans. TAP serves individuals who are deaf, hard of hearing, 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. TAP began the distribution of wireless equipment to our customers on May 1, 2012.

- ▣ 1,010 clients were served.
- ▣ 1,625 pieces of equipment were distributed.
- ▣ 184 customer trainings were conducted.
- ▣ 62 outreach activities were conducted.

* State Fiscal Year 2011-12

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

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 27 scholarships of \$ 1,000 each at a reception at the Arkansas Governor's Mansion in June.
- ▣ The Commission partnered with Arkansas Rehabilitation Services for the Annual Youth Leadership Forum at the University of Central Arkansas at Conway. Twelve delegates participated.
- ▣ The Commission played an active role in the Employment First Taskforce, which released its report to the Governor's Office in January 2012.
- ▣ The Commission was instrumental in working with the Arkansas State Police in compiling and releasing the audio version of the Arkansas Driver's Manual. The manual was posted on the Arkansas State Police website March 1, 2012.

Assistive Technology @ Work (AT@Work)*

The Assistive Technology @ Work (AT @ Work) program is designed to assist ARS 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 206 individuals.

* Federal Fiscal Year 2011-12





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

* State Fiscal Year 2011-12

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 115 evaluations and provided feedback sessions.

The LEC also employs a deaf educator who provides sign language and other trainings related to hard-of-hearing and deafness to agency staff, other professionals and the public. LEC provided 10 sign language classes and one conference presentation.

Supported Housing Office

* State Fiscal Year 2011-12

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 2011-12

Retaining a Valued Employee (RAVE)

Retaining a Valued Employee (RAVE) is a program designed to provide support to employers when assisting employees who experience injury or illness that results in disability in remaining at work or returning to work as soon as it is safe and medically feasible.

RAVE was recently identified as an emerging practice by the Rehabilitation Services Administration.

RIDAC Services Provided

Clients served	6,639
Clients seen by Psychologists/Psychological Examiners	3,490
Clients seen by Physicians	5,613

AKDC Services Provided

Number of clients receiving prescription drug assistance	962	Amount spent by AKDC for prescription drugs	\$659,314
Number of clients receiving pre-transplant dental assistance	28	Amount spent by AKDC for pre-transplant dental assistance	\$17,062
Number of clients receiving transportation assistance	70	Amount spent by AKDC on transportation assistance	\$12,347
TOTAL	1,060		\$688,723



Business Relations Program

The Business Relations Program was begun in 2008 to assist business owners and employers in developing short- and long-term strategies relating to disability issues in the workplace. Business relations representatives (BRRs) located throughout the state provide consultation, technical assistance and information to businesses so that businesses will have an available source of qualified employees. BRRs also assist employers in developing solutions to disability-related issues. BRRs develop and build business relationships by providing services in these key areas:

- Staffing--recruitment and retention
- Education/awareness training
- Financial incentives
- Accessibility and accommodation options

Number of counties served	75
* Number of closures	725
Presentations to Businesses	309

* Closure: Client remains employed after 90 days



Arkansas Rehabilitation Services

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 Access--voice recognition software, scanners, readers

Eighteen AFP loans were approved, an increase of 38 percent over the previous fiscal 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 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 14 plans approved and three pending at the end of the year.



CTE Leadership Institute class



National JAG winners in Cover Design competition (l-r) Nathaniel Scribner, Lamar High School, third place; Huy Nguyen, Fort Smith North Side, first place.



Arkansas's top 25 GED® test scorers



Staff of the Telecommunications Access Program (TAP) conduct hands-on demonstrations of the various phone equipment available to Arkansans.



Senior Management Team retreat



Association of Career and Technical Education Conference



Southwest Region/Arkansas Rehabilitation Association Conference 2012: Cherishing Our Past. Embracing Our Destiny

**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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