



STATE OF ARKANSAS
**Department of Finance
 and Administration**

**OFFICE OF PERSONNEL MANAGEMENT
 Administrator's Office**
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June 8, 2012

Senator Michael Lamoureux, Co-Chair
 Representative Bryan King, Co-Chair
 Uniform Personnel Classification and
 Compensation Plan Subcommittee
 Arkansas Legislative Council
 State Capitol Building, Room 315
 Little Rock, Arkansas 72201

Gentlemen:

The Office of Personnel Management submits a request from the Department of Workforce Services to obtain three positions from the pool of positions as authorized in Section 21 of Act 937 of the Regular Session of the 88th General Assembly which states:

SECTION 21. SPECIAL LANGUAGE. NOT TO BE INCORPORATED INTO THE ARKANSAS CODE NOR PUBLISHED SEPARATELY AS SPECIAL, LOCAL AND TEMPORARY LAW.

ADDITIONAL POSITIONS.

The Director of the Department of Workforce Services after receiving the approval of the Office of Personnel Management, and after seeking the prior review by the Arkansas Legislative Council, shall have the authority to establish such new or additional full time positions as may become necessary to carry out the objectives of the program and/or to meet Federal requirements of new and/or expanded programs where such needs are financed by federal funds; provided that not more than two hundred persons may be employed in addition to those authorized in the salary schedule and that the rate of pay shall not exceed those set out in the salary schedule for comparable positions as authorized under the provisions of Section 1 of this Act.

If the agency requests continuation of a "Growth Pool" position(s) as established herein, the position(s) must be requested as a new position(s) in the agency's budget request.

The provisions of this section shall be in effect only from July 1, 2011 through June 30, 2012.

CLASSIFICATIONS REQUESTED

<u>Title:</u>	<u>Class Code:</u>	<u>Grade:</u>	<u>No. of Positions:</u>
Software Support Analyst	D052C	C121	1
DWS Program Manager	G110C	C121	1
Research Project Analyst	B076C	C117	1

JUSTIFICATION

Since 2008, DWS has been coordinating the transfer of the Transitional Employment Assistance (TEA) program and the Arkansas Work Pays program from the Department of Human Services to DWS. The agency is now in need of a management information system and associated personnel to implement and oversee the programs and system. Responsibilities include providing effective case management, education, training, and employment services to TEA and Arkansas Work Pays program participants. These positions, if approved, would enable the agency to obtain qualified employees to fully implement and support the projected system and program expansion by DWS. Therefore, it is necessary that the agency obtain these three pool positions to adequately accommodate staffing needs.


The Office of Personnel Management has reviewed and recommends approval of the pool position requests for the classifications of DWS Program Manager, Software Support Analyst, and Research Project Analyst and continuation of these positions through fiscal year 2013.

Your approval of this request is greatly appreciated.

Sincerely,



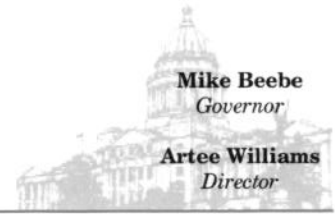
Kay Terry
State Personnel Administrator



Chief Fiscal Officer of the State

JUN 01 2012

Date



May 1, 2012

Ms. Kay Barnhill Terry, Administrator
Office of Personnel Management
P.O. Box 3278
Little Rock, Arkansas 72203

RECEIVED

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**OFFICE OF PERSONNEL MGMT
CLASS & COMP**

Dear Ms. Barnhill Terry:

Act 1705 of 2005, approved by the Arkansas State Legislature and signed into law by Governor Mike Huckabee on April 5, 2005, made several significant organizational changes to the Transitional Employment Assistance (TEA) program and the administrative and oversight agencies.

One of those changes involved a clear definition of the agencies and organizations involved in the administration and coordination of the TEA program. Since this legislation was passed, the Department of Workforce Services (DWS) has been responsible for program administration of the TANF Block Grant. These duties include providing effective case management, education/training, and employment services to TEA program participants. The Department of Human Services (DHS) continues to provide eligibility determination and cash assistance, diversion payments, and emergency assessment activities to program participants.

Act 514 of 2007 charged the Department of Workforce Services with making a recommendation to the Governor on the most effective and efficient organization for administration of the TEA program. In January of 2008, the Department of Workforce Services recommended to the Governor's office that all functions related to the administration of the Transitional Employment Assistance and Arkansas Work Pays program be transferred to the Department of Workforce Services from the Department of Human Services. The transfer of all administrative functions of the TEA and Work Pays programs to the Department of Workforce Services will enable the department to more effectively and efficiently provide services to TEA and Arkansas Work Pays participants through improved access and engagement of the program participants.

Since the transfer of the TEA program in January 2006, DWS has recognized that a need exists to procure a management information system for data collection and reporting. The current system utilized, ANSWER (Arkansas' Networked Statewide Welfare Eligibility and Reporting), was developed by DHS for use in determining eligibility for Food Stamps, Medicaid, and TEA, and provides a case management component for TEA. Sufficient security roles do not exist in the current system to allow DWS the flexibility to have adequate controls over TEA cases as providing this access would allow DWS workers access to Food Stamp and Medicaid data.

In anticipation of the pending transfer of the remainder of the program, DWS is currently working with DHS to procure this much needed IT system by the beginning of FFY2014. During the fall of 2011, DHS proposed and received approval for the acquisition of a Customizable off the Shelf (COTS) Enterprise system that would be used for Eligibility & Enrollment for Medicaid, CHIP, and SNAP. DHS has since approached DWS with the idea of including TANF in this proposed enterprise system framework. The proposed timeline for the procurement of the new system is September 30, 2012. The proposed timeline for the configuration and implementation of the new system is September 30, 2013. The TANF module of the proposed Enterprise System will be in place by the same proposed timeline of September 30, 2013.

Also, DHS included in a recent ANSWER system release that was implemented April 21, 2012, a new DWS System Coordinator profile. This new profile provides the same rights as the Service Case Manager in addition to the following:

- Ability to update all data on the Service Management Notebook tabs
- Ability to update Activity Hours after lock down
- Ability to update the TEA Sanction tab
- Ability to update the Work Pays tab

With the aforementioned proposals and/or changes, it is incumbent upon DWS to ensure that the support as well as full transfer takes place only when our agency is ready, willing, and able to assume these duties. This necessitates the immediate need for DWS to acquire the necessary staff and training from DHS/DCO to effect a smooth transition. These new staff members will then be able to support our DWS-TANF staff without having to go through DHS ANSWER System Support, as well as prepare for the

proposed acquisition of a new system. This should benefit DWS with improved timeliness in request processing. This also speaks to the need for skilled staff to carry out these tasks, which includes both technical and program related skills and knowledge.

To fully implement and support the system changes and projected program expansion by DWS will require the use of the attached seven (7) positions from the pool of positions as authorized under Section 25, Additional Positions, of Act 1281 of 2009, Department of Workforce Services Appropriation for the 2011-2013 fiscal years. These positions will assist in the implementation with the DWS System coordination role of the new DHS Enterprise system and proposed TANF module.

I, therefore, ask that this request be granted to accommodate the additional staffing needs as depicted in Attachment 1. Additionally, I ask that this pool request be added to the Legislative Personnel Committee agenda. A Position Content Questionnaire is attached for your review and approval for these requested positions. Your favorable consideration of this request is most appreciated. If you need additional information, please contact Mrs. Beverly McCollum at (501) 682-3716.

Sincerely,



Artee Williams
Director

Enclosures

Arkansas Department of Workforce Services

Summary of Positions Requested

Classification	Grade	Number of Positions	Function	Strategic Location	Supervisory Duties	# Vacant (DWS)
DWS Division Chief	C123	1	Directs the activities of a specific division within DWS by developing and establishing work priorities, establishing standards of performance, reviewing and approving managerial decisions, examining existing delivery systems, and developing more efficient systems for delivery of services. Produce innovative solutions for a variety of small and complex problems. This position will be primarily responsible for establishing a new DWS work unit, upon the transfer of these duties to DWS from DHS.	This position will be strategically at Central Office within the TANF Division. The physical location is #2 Capitol Mall, L.R., AR	This position will supervise an entire Work Unit consisting of 15+ employees.	0
Database Analyst	C119	1	Designing, implementing, and maintaining database systems and monitoring and resolving internal database problems. This position will be primarily responsible for assisting in the establishment of a new DWS database function, upon the transfer of these duties to DWS from DHS.	This position will be strategically at Central Office within the TANF Division. The physical location is #2 Capitol Mall	This position will not supervise any employees.	0
Research Project Analyst	C117	3	Researches, verifies, and collects information and data, analyzes and recommends revisions to systems to facilitate information storage, retrieval and usage to analyze and compile statistical reports. These positions will be primarily	This position will be strategically at Central Office within the TANF Division. The physical location is #2 Capitol Mall	This position will not supervise any employees.	0

Arkansas Department of Workforce Services

Classification	Grade	Number of Positions	Function	Strategic Location	Supervisory Duties	# Vacant (DWS)
Software Support Analyst	C121	1	responsible for performing the day-to-day job duties required in a new Work Unit, upon the transfer of these duties to DWS from DHS. Direct the design of computer system processes; perform systems maintenance activities. Produce innovative solutions for a variety of small and complex problems.	This position will be strategically at Central Office within the TANF Division. The physical location is #2 Capitol Mall, L.R., AR	This position will supervise 2-3 employees.	0
DWS Program Manager	C121	1	Overseeing organizational budgets, annual operations plans, miscellaneous federal grant requests, and professional and consultant services contracts.	This position will be strategically at Central Office within the TANF Division. The physical location is #2 Capitol Mall	This position will supervise 10-15 employees.	0
Total Positions Requested		7				

Note

In anticipation of the pending transfer of the remainder of the TANF program, DWS is currently working with DHS to procure a much needed IT system by the beginning of FFY2014. During the fall of 2011, DHS proposed and received approval for the acquisition of a Customizable off the Shelf (COTS) Enterprise system that would be used for Eligibility & Enrollment for Medicaid, CHIP, and SNAP. DHS has since approached DWS with the idea of including TANF in this proposed enterprise system framework. The proposed timeline for the procurement of the new system is September 30, 2012. The proposed timeline for the configuration and implementation of the new system is September 30, 2013. The TANF module of the proposed Enterprise System will be in place by the same proposed timeline of September 30, 2013.

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