



September 2, 2026

How Arkansas State Government's Human Resources Centralization Impacts You

Arkansas State Government has gone through significant positive changes over the last year to streamline certain state government processes. The effort to streamline is an Arkansas Forward initiative and has most notably impacted human resources (HR) functions and the method of services provided to state employees. Arkansas Forward identified duplicative HR processes and services, such as onboarding, recruiting, payroll, and the approval of certain leave types. This resulted in consolidating some HR functions and transferring personnel from executive branch departments to the Department of Shared Administrative Services, Office of Personnel Management (OPM). This consolidation is referred to as HR centralization.

What HR centralization means for state employees

State employees will now contact OPM Employee Services, rather than their department's HR representative, for assistance with the following services:

- Family and Medical Leave Act (FMLA) requests
- Catastrophic leave requests
- Military leave requests
- Payroll/paycheck concerns
- Time & leave issues*
- W2 form requests

*Employees are still responsible for entering their time, including all time clock entries, to ensure they receive pay for the corresponding pay period.

If you need help, OPM Employee Services can be reached by phone or email:

- Phone: 501-682-HELP (4357) – push #2 when prompted
- Email: OPM.EmployeeServices@arkansas.gov

State employees should continue to contact their department's HR representative for the following services:

- General employment concerns
- Americans with Disabilities Act accommodation requests
- Internal department policy questions
- Workers' Compensation claims and questions
- Potential new hire reference checks (Please note that reference check requests for a current or former employee should be submitted to the employee's current or former employer and not to OPM.)

OPM understands the importance of providing great customer service and is committed to responding with timely and accurate information. As part of continuous improvement, OPM will continue working closely with your department's HR Administrator to communicate process and service delivery updates.