

WORKFORCE ARIZONA COUNCIL ANNUAL REPORT

PROGRAM YEAR 2020 (JULY 2020 – JUNE 2021)



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November 30, 2021

The Honorable Douglas A. Ducey, Governor, State of Arizona
The Honorable Steve Yarbrough, Senate President, Arizona State Senate
The Honorable Russell Bowers, Speaker, House of Representatives
Richard Stavneak, Director, Joint Legislative Budget Committee

1700 West Washington Street
Phoenix, AZ 85007

Dear Governor Ducey, President Yarbrough, Speaker Bowers and Director Stavneak:

Pursuant to A.R.S. §41-5401(C), we are pleased to submit the Program Year (PY) 2020 Workforce Arizona Council Annual Report due December 1st of each year.

Sincerely,

A handwritten signature in black ink, appearing to read "S. Watson".

Sandra Watson
President and CEO
Arizona Commerce Authority

A handwritten signature in black ink, appearing to read "Dawn Grove".

Dawn Grove
Chair
Workforce Arizona Council

WORKFORCE ARIZONA COUNCIL

The Workforce Arizona Council (the Council) is pleased to report that during program year 2020, ARIZONA@WORK, the state's workforce development system, served **56,071** job seekers – helping them meet the needs of incoming and expanding local job creators. We are very proud of the innovative work accomplished this year despite the challenges that COVID-19 posed to the job market and the ability to meet the state's employers' needs for skilled workers. By way of background, the Council is the state's workforce development board required under the Workforce Innovation and Opportunity Act (WIOA). Comprised of leaders representing private business, labor, community-based organizations, state legislature, local government and state agencies, the Council is responsible for carrying out the Governor's strategic vision for a robust and effective workforce system.



VISION

To build a pro-growth economy that provides opportunity for all and builds prosperous communities by building the skills and abilities of Arizonans to meet the workforce needs of our employers.



MISSION

To create meaningful linkages between the education and workforce systems, align data so that metrics can be better defined and more easily measured to help Arizonans of all backgrounds gain employment and prosper in a rapidly changing economy.

The Council is staffed by the Arizona Office of Economic Opportunity (OEO), which resides within the Arizona Commerce Authority (ACA), the state's leading economic development organization. The ACA and OEO collaborate with the Arizona Department of Economic Security and Arizona Department of Education, to increase the availability of skilled workers across the state by facilitating connections between industry, workforce and education partners.



Arizona Commerce Authority

Arizona Department of Economic Security

Arizona Department of Education

Arizona Office of Economic Opportunity

ARIZONA@WORK

Workforce Arizona Council Leadership



Governor Doug Ducey



Dawn Grove
Workforce Arizona Council
Chair
Karsten Manufacturing



Mark Gaspers
The Boeing Company



Supervisor Bill Gates
*Maricopa County
Board of Supervisors*



David Martin
Arizona Chapter of
Associated General
Contractors



John Walters
Liberty Mutual



Honorable Joanne Osborne
Arizona
House of Representatives
District 13



Sandra Watson
Arizona Commerce Authority



Michael Wisehart
Arizona Department of
Economic Security



Sheryl Hart
Arizona Department of
Education

Workforce Arizona Council Members



Susan Anable
Cox Communications



Gregory Anderson
Summit Healthcare Services



Dennis Anthony
Arizona Registered
Apprenticeship Advisory
Committee



Audrey Bohanan
Adelante Healthcare



Jeff Fleetham
Arizona
Registrar of Contractors



Randall Garrison
FenTek Industries



Allison Grigg
Arizona
Manufacturers Council



Todd Graver
Freeport-McMoRan Inc.



Alexander Horvath
Tucson Medical Center



Will James
Centene Corporation



Tom Jenkins
Advanced Business Learning



Mayor Jennee Miles
City of Kingman



Gretchen Kitchel
Salt River Project (SRP)



Lawrence Lucero
Tucson Electric Power (TEP)



Stephen Macias
Pivot Manufacturing

Workforce Arizona Council Members



Karen Molina
Raytheon Technologies Corp.



Brian Rice
Hensley Beverage



Jon Schmitt
Arizona State University



Drew Thorpe
Arizona Public Service (APS)



Thomas Winkel
Arizona Coalition for
Military Families

Workforce Arizona Council Staff

Kolu Wilson
Workforce Administrator

Ashley Wilhelm
Workforce Arizona Council Manager

Robert Garcia
Program Manager

Krista McGarvey
Program Manager

Andrew Ridley
Project Coordinator

Oleg Shvets
Project Manager

ARIZONA@WORK

Arizona’s workforce system, known as ARIZONA@WORK, is a public-private partnership consisting of state agencies, local areas (12) and offices (47) that provide services to individuals and businesses through workforce development programs. These programs increase individuals, particularly those with barriers to employment, access to and opportunities for employment, education, training and support services needed to succeed in the labor market, and provides Arizona employers with the skilled workers they need to succeed in the global economy.

Local Workforce Areas

- City of Phoenix
- Mohave/La Paz Counties
- Pima County
- Southeastern Arizona
- Coconino County
- Nineteen Tribal Nations
- Pinal County
- Yavapai County
- Maricopa County
- Northeastern Arizona
- Santa Cruz County
- Yuma County

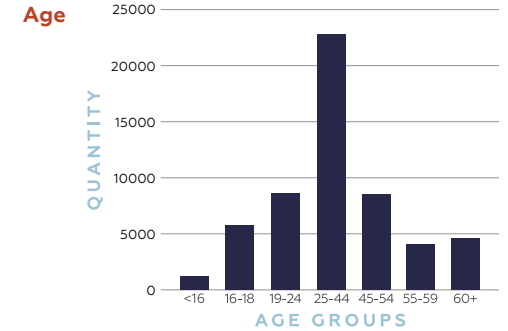
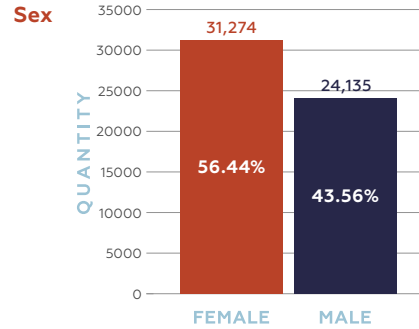
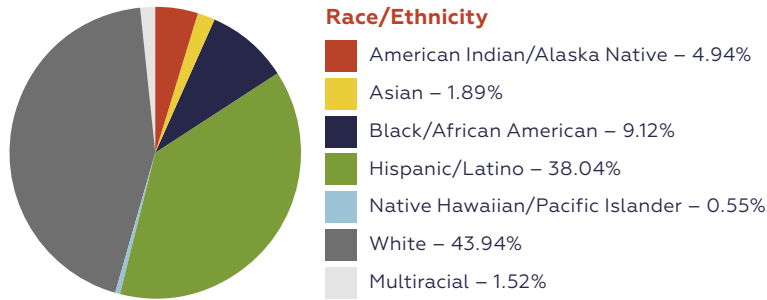
The Council produces this report, pursuant to A.R.S. §41-5401, for the state’s workforce development programs under Workforce Innovation and Opportunity Act (WIOA), highlighting performance attained in Six Core Program areas by the following Title Partners:

- Title I: Workforce Development Activities – Adult, Dislocated Worker and Youth Programs (Local Workforce Areas)
- Title II: Adult Education and Literacy Act Program (Arizona Department of Education)
- Title III: Wagner-Peyser Employment Services Program (Arizona Department of Economic Security)
- Title IV: Vocational Rehabilitation Program (Arizona Department of Economic Security)



EXECUTIVE SUMMARY

Demographics



56,071

Total Participants Served



38,907

Total Participants Completed Career & Training Services



\$93,238,884

Total Money Spent on Career & Training Services



101,421

Barriers to Employment Identified



79%

Businesses Satisfied with Services Received



2,915

Credentials Earned

COVID-19 PANDEMIC WORKFORCE RESPONSE

During PY2020, as COVID-19 grew into a global public health crisis, workforce partners **worked in collaboration with education, industry and economic development partners and** launched a suite of new programs and services designed to connect businesses and workers with resources to help them navigate the pandemic.



208,379

Total Business Resource Website Page Visits

COVID-19 Business Resources Website - Workforce

Honeywell converted its Phoenix Engines Plant to manufacture vital N95 masks to keep medical staff and first responders safe, and anticipated hiring 1,500 workers. The ACA's Arizona Workforce program worked with Honeywell's Talent Acquisition team to rapidly recruit **450** assemblers and **50** supervisors to launch the facility. With **ARIZONA@WORK** City of Phoenix, the company's HR subcontractor was assisted in executing virtual job forums held twice each week as part of a robust recruitment plan to rapidly identify candidates for the assembly positions. All positions were filled, and Honeywell in mid-June announced expanding the operation to add an additional 400 jobs.



17,517

Total Workforce Page Visits

Return Stronger Upskilling Campaign

→ **149,083** Return Stronger Upskilling website visits

→ **9.4** million traditional media impressions

→ **14,491** form submissions requesting info on training and career counseling

→ **10.4** million digital media impressions

Rapid Response Activities



27 layoff notices received by DES, affecting **4,739** workers statewide



207 companies with **2,298** employees participated in the **Shared Work** program

WIOA Program Performance

ADULT PROGRAM

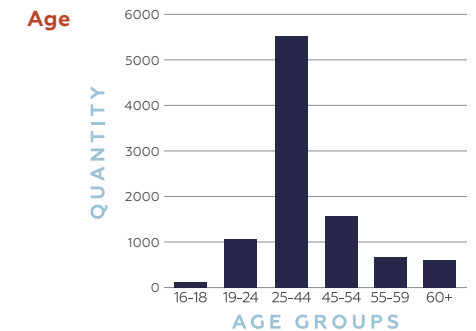
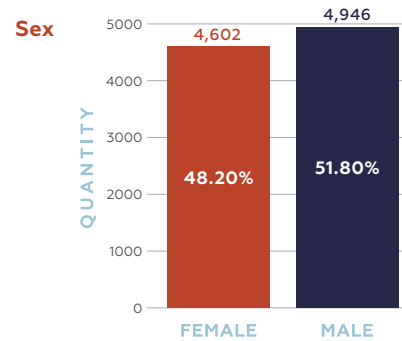
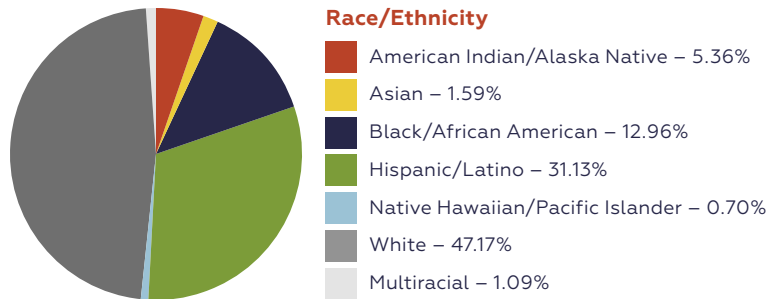
The Adult Program provides priority of service to veterans, public assistance recipients, low-income individuals, and individuals who are basic-skills deficient.



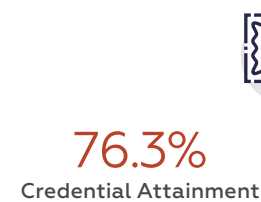
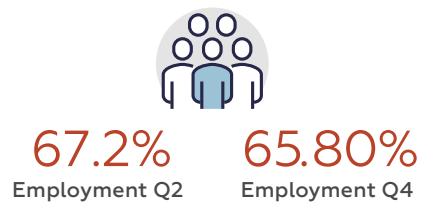
ADULT PROGRAM CAREER SERVICES	
BASIC	INDIVIDUALIZED
Eligibility Determination	Comprehensive skills assessments
Program intake and orientation	Individualized employment plans
Skills assessment	Employment counseling
Job search	Career planning
Business recruitment	Pre-vocational services
Program referrals	Internships and work experience
Labor market Information	Financial and educational literacy services



Program Demographics



Performance Indicators



* Additional Adult Program data is available in Appendix A, pages 23-26

DISLOCATED WORKER PROGRAM

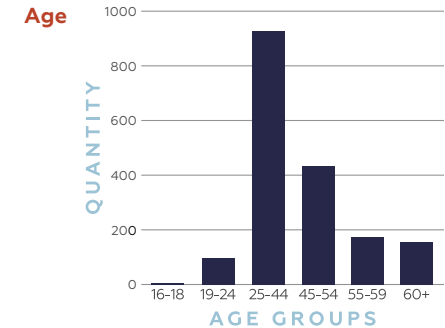
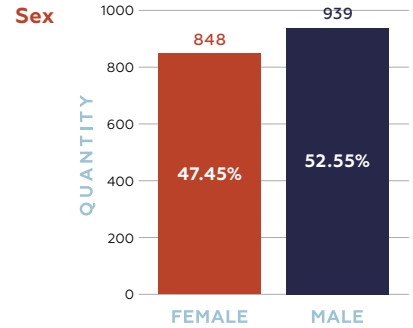
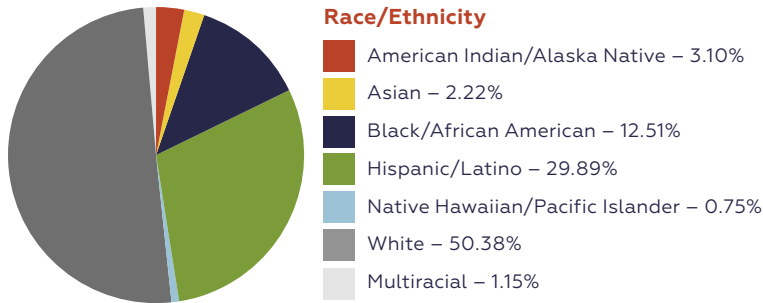
The Dislocated Worker Program provides services to individuals who have been terminated, laid off, or received a notice of termination or layoff from employment, generally due to closures or downsizing.



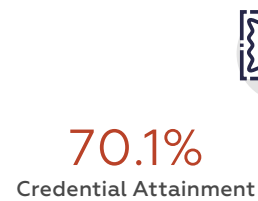
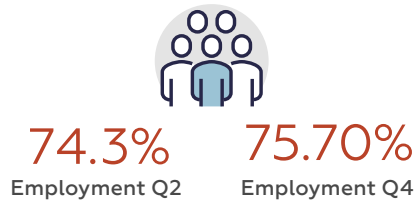
DISLOCATED WORKER PROGRAM CAREER SERVICES	
BASIC	INDIVIDUALIZED
Eligibility Determination	Comprehensive skills assessments
Program intake and orientation	Individualized employment plans
Skills assessment	Employment counseling
Job search	Career planning
Business recruitment	Pre-vocational services
Program referrals	Internships and work experience
Labor market Information	Financial and educational literacy services



Program Demographics



Performance Indicators



* Additional Dislocated Worker Program data is available in Appendix A, pages 23-26

YOUTH PROGRAM

The Youth Program serves eligible in-school youth ages 14-21 and out-of-school youth ages 16-24.



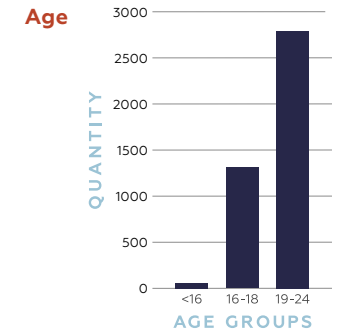
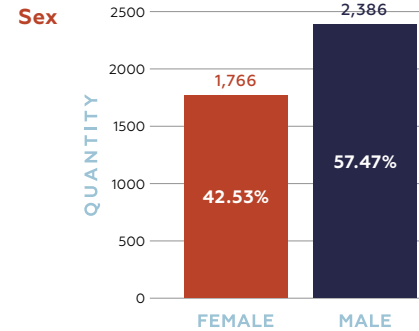
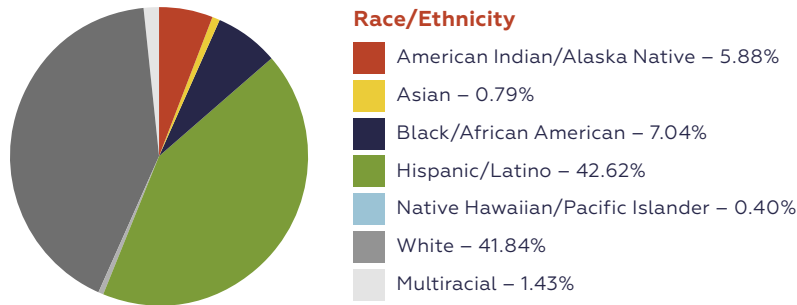
4,159
People Served

YOUTH PROGRAM CAREER SERVICES	
Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies	Alternative secondary school services, or dropout recovery services
Paid and unpaid work experiences	Follow-up service
Occupational skill training	Comprehensive guidance and counseling
Education offered concurrently with and in the same context as workforce preparation	Services that provide labor market and employment information
Supportive services	Financial literacy education
Adult mentoring	Entrepreneurial skills and training
Leadership development opportunities	Postsecondary preparation and transition activities



848
Completed Training Services

Program Demographics




Performance Indicators



70% Employment Q2
70.1% Employment Q4



\$5,080
Median Earnings



60.6% Credential Attainment
62.7% Measurable Skills Gain

* Additional Youth Program data is available in Appendix A, pages 23-26

ADULT EDUCATION AND LITERACY PROGRAM

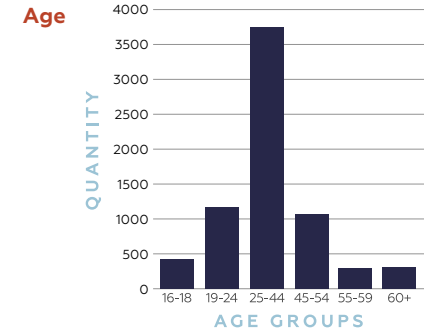
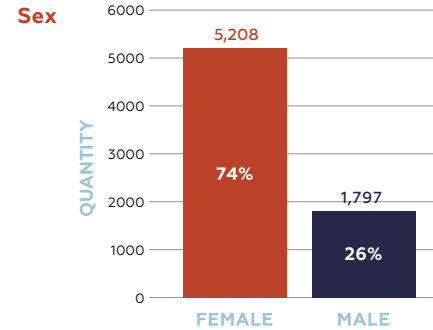
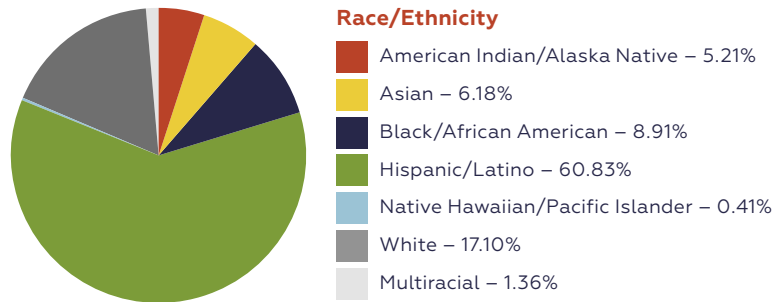
The Adult Education and Literacy Program assists adults (ages 16 and older and not enrolled in school) in becoming literate, obtaining knowledge and skills necessary for employment and self-sufficiency.



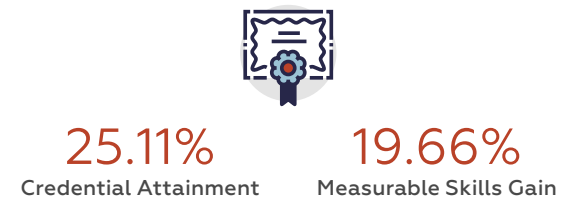
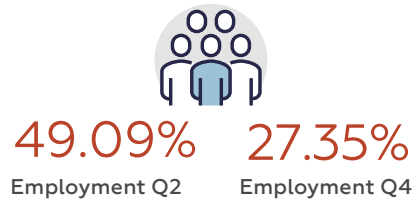
ADULT EDUCATION AND LITERACY PROGRAM SERVICES	
Adult Basic Education (ABE): instruction in reading, writing and math up to the 8th grade level	Arizona Integrated and Training Programs (IET)
Adult Secondary Education (ASE): instruction in reading, writing, math, science and social studies at the 9th-12th grade level and higher, generally provided to prepare students to take the High School Equivalency (HSE) test to earn a HSE secondary diploma	English Language Acquisition for Adults (ELAA): instruction in communication and comprehension skills for English language learners
Civics Engagement: for English language learners	Distance Education and Hybrid Learning: instructional delivery



Program Demographics



Performance Indicators



* Additional Adult Education and Literacy Program data is available in Appendix A, pages 23-26

WAGNER-PEYSER EMPLOYMENT SERVICES PROGRAM

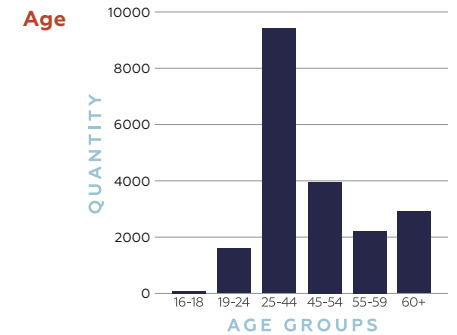
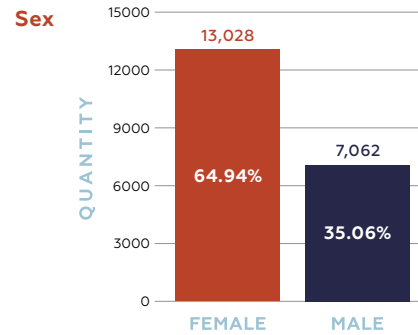
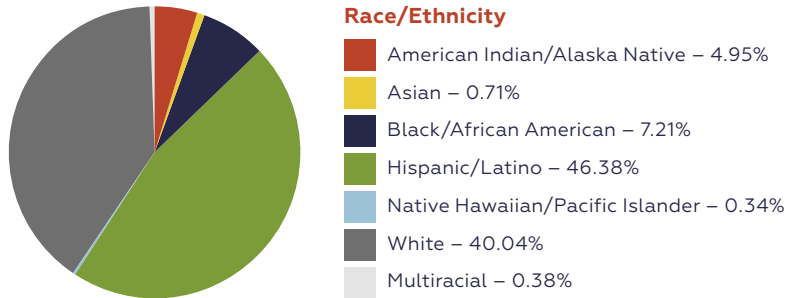
The Wagner-Peyser Employment Services Program brings together a network of public employment offices to provide placement services for job seekers and labor force recruitment services for job creators. The Employment Services Program is located with workforce development services in all 47 ARIZONA@WORK Job Centers throughout the state. Services are delivered in one of three modes: self-service, facilitated self-help services and staff- assisted service.



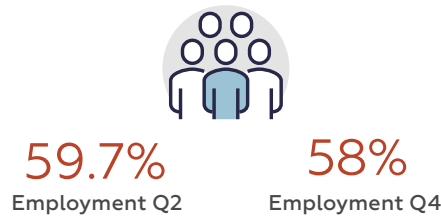
EMPLOYMENT SERVICES ARE AVAILABLE TO ALL ARIZONANS INCLUDING:	
Employability assessment	Discussing job search techniques
Job search and referral assistance	Assisting migrant and seasonal farmworkers
Resume preparation	Priority of service to veterans and their spouses
Referrals to other programs	Re-employment services to unemployment insurance claimants
Providing labor market information	Assessing and referring to workshops



Program Demographics



Performance Indicators



* Additional Wegner-Peyser Employment Services data is available in Appendix A, pages 23-26

VOCATIONAL REHABILITATION PROGRAM

The Vocational Rehabilitation (VR) Program provides persons with disabilities with the services and the support they need to overcome disability-related barriers to employment and become an integral part of the workforce. VR services are provided statewide through a comprehensive network of staff and contracted service providers who are trained to meet the unique needs of persons with disabilities, including those who are visually impaired or blind, hard of hearing or deaf, who have experienced a traumatic brain or spinal cord injury, have a mental health diagnosis or are a youth with a disability. Services are individualized and adapted to meet each participant's specific vocational goals and disability-related needs.

VR Clients receive career counseling and assessments to assist in determining aptitude, skills, abilities, weaknesses, and the need for accommodations and support services. The VR program has the unique ability to support individuals in attending specialized or out-of-state schools for disability-related reasons. Tuition assistance for occupational/vocational training, undergraduate and graduate degree programs are provided based on an individual's ability to complete the educational requirements.

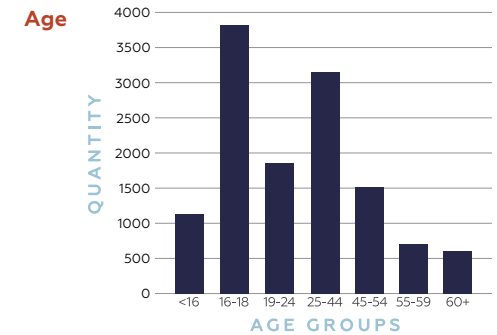
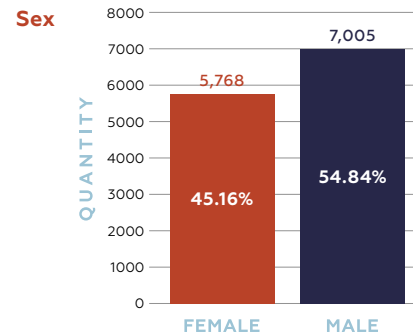
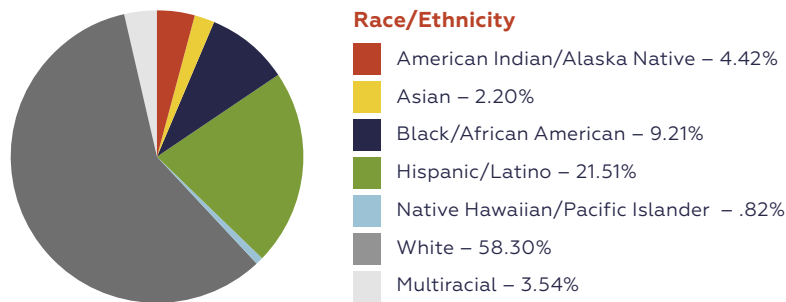


12,780
People Served

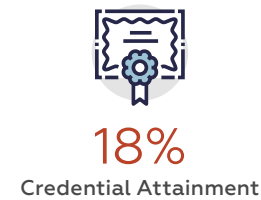
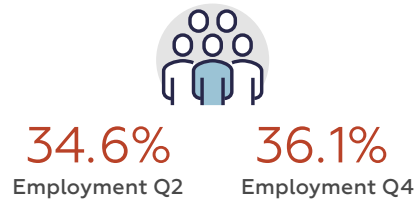


11,537
Completed
Career & Training
Services

Program Demographics



Performance Indicators



* Additional Vocational Rehabilitation Program data is available in Appendix A, pages 23-26

EFFECTIVENESS IN SERVING EMPLOYERS

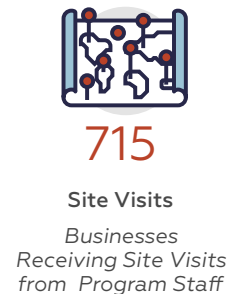
ARIZONA@WORK’s holistic business services approach serves Arizona employers and connects them with job-seekers. The outcomes are shared across all six core programs.

BUSINESS SERVICES PROVIDED TO EMPLOYERS INCLUDE:	
Employer Information and Support Services	Training Services
Workforce Recruitment Assistance	Incumbent Worker Training Services
Strategic Planning/Economic Development Activities	Rapid Response/Business Downsizing Assistance
Untapped Labor Pools Activities	Planning Layoff Response

Business Services



Performance Indicators



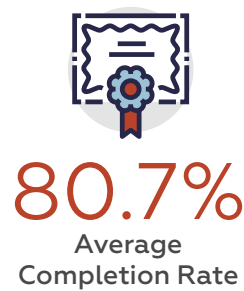
* Data on the effectiveness of serving employers is available in Appendix A, pages 23-26

ARIZONA COMMUNITY COLLEGES

Arizona Community Colleges provide the primary gateway to higher learning and a variety of education opportunities serving Arizona's diverse student body. Fully accredited by the higher Learning commission, Arizona's Community Colleges prepare students to be job-ready more quickly and train or refrain workers to fit employer needs.



These colleges are represented by the Arizona Community College Coordinating Council (AC4), which engages and aligns the efforts of the districts. The Workforce Arizona Council coordinates with the Arizona Commerce Authority, the Arizona Office of Economic Opportunity and AC4 to systematically and collaboratively align education, economic development and workforce initiatives in stronger connection to ARIZONA@WORK.



* This number represents an estimate derived from the average cost of career and training services (for all Title I participants).

Appendix
WIOA Performance Data

WIOA PARTICIPANT DEMOGRAPHICS

	ADULT	DISLOCATED WORKER	YOUTH	ADULT EDUCATION AND LITERACY	WAGNER-PEYSER EMPLOYMENT SERVICES	VOCATIONAL REHABILITATION	ALL PROGRAM TOTALS
RACE/ETHNICITY							
American Indian/Alaska Native	642	70	349	365	1,075	714	3,215
Asian	190	50	47	433	154	355	1,229
Black/African American	1,552	282	418	624	1,567	1,486	5,929
Hispanic/Latino	3,728	674	2,531	4,261	10,073	3,472	24,739
Native Hawaiian/Pacific Islander	84	17	24	29	73	132	359
White	5,650	1,136	2,485	1,198	8,696	9,410	28,575
Multiracial	131	26	85	95	82	571	990
SEX							
Female	4,946	939	2,386	1,797	7,062	7,005	24,135
Male	4,602	848	1,766	5,208	13,082	5,768	31,274
AGE							
< 16	-	-	58	-	-	1,134	1,192
16 - 18	155	5	1,310	418	72	3,816	5,736
19 - 24	1,063	96	2,791	1,169	1,594	1,852	8,565
25 - 44	5,529	927	-	3,747	9,413	3,154	22,770
45 - 54	1,578	432	-	1,070	3,950	1,519	8,549
55 - 59	662	173	-	298	2,232	699	4,064
60+	614	157	-	303	2,909	606	4,589

WIOA SIX PRIMARY INDICATORS OF PERFORMANCE

	ADULT	DISLOCATED WORKER	YOUTH	ADULT EDUCATION AND LITERACY	WAGNER-PEYSER EMPLOYMENT SERVICES	VOCATIONAL REHABILITATION	ALL PROGRAM TOTALS
1) Employment Rate – 2nd Quarter After Exit	67.2%	74.3%	70.0%	49.09%	59.7%	34.6%	N/A
2) Employment Rate – 4th Quarter After Exit	65.80%	75.70%	70.10%	27.35%	58.0%	36.1%	N/A
3) Median Earnings – 2nd Quarter After Exit	\$6,906	\$8,066	\$5,080	\$6,618	\$5,774	\$3,906	N/A
4) Credential Attainment	76.3%	70.1%	60.60%	25.11%	N/A	18.0%	N/A
5) Measurable Skill Gain	65.8%	69.9%	62.7%	19.66%	N/A	N/A	N/A
Achievement of at least one educational functioning level of a participant who is receiving educational instruction below the postsecondary level.	6	0	140	1,142	N/A	28	N/A
Attainment of a secondary school diploma or its equivalent.	1	2	143	235	N/A	822	N/A
Transcript or report card for either secondary or post-secondary education that shows a participant is achieving the stat unit's academic standards.	203	16	248	N/A	N/A	584	N/A
Satisfactory or better progress report, towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of 1 year or an apprenticeship program, etc.).	1,008	159	286	N/A	N/A	89	N/A
Successful passage of an exam that is required for a particular occupation, progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.	1,231	437	527	N/A	N/A	67	N/A

Table WIOA Six Primary Indicators of Performance continued on next page >

WIOA SIX PRIMARY INDICATORS OF PERFORMANCE

	ADULT	DISLOCATED WORKER	YOUTH	ADULT EDUCATION AND LITERACY	WAGNER-PEYSER EMPLOYMENT SERVICES	VOCATIONAL REHABILITATION	ALL PROGRAM TOTALS
6) Effectiveness in Serving Employers - measured by							
Retention with the same employer – 2 qtrs of continuous employment with same employer.	N/A	N/A	N/A	N/A	N/A	N/A	57.77%
Employer Penetration Rate – the percent of businesses/employers using services out of all employers in the state.	N/A	N/A	N/A	N/A	N/A	N/A	4.73%
Average number of days to fill staff-assisted AJC positions.	N/A	N/A	N/A	N/A	N/A	N/A	42.16
Percentage of employers who contacted an ARIZONA@WORK Job Center to confirm that ARIZONA@WORK services assisted in receiving qualified job applicants.	N/A	N/A	N/A	N/A	N/A	N/A	35%
Number of companies and business organizations that have been visited by ARIZONA@WORK employees.	N/A	N/A	N/A	N/A	N/A	N/A	715
TOTAL NUMBER OF PARTICIPANTS SERVED BY WORKFORCE DEVELOPMENT PROGRAMS							
	9,561	1,790	4,159	7,611	20,170	12,780	56,071
PARTICIPANTS WHO RECEIVED CAREER AND TRAINING SERVICES AND AMOUNT OF MONIES SPENT ON EACH SERVICE							
Number of participants that received career and training services	9,561	1,790	4,159	7,611	20,160	11,537	54,818
Monies spent on career services	\$9,800,794	\$8,329,913	\$11,127,894	\$976,055	\$9,438,481	\$6,772,555	\$46,445,692
Monies spent on training services	\$4,425,173	\$4,504,809	\$4,622,628	\$269,717	N/A	\$32,970,865	\$46,793,192
NUMBER OF PARTICIPANTS WHO EXITED CAREER AND TRAINING SERVICES							
	8,503	2,738	2,566	2,773	19,147	3,180	38,907
AVERAGE COST PER PARTICIPANT OF THOSE PARTICIPANTS WHO RECEIVED CAREER AND TRAINING SERVICES							
	\$ 1,025	\$ 4,668	\$ 2,946	\$ 164	\$ 468	\$ 3,110	N/A
PERCENTAGE OF PARTICIPANTS WHO RECEIVED TRAINING SERVICES AND OBTAINED EMPLOYMENT IN RELATED FIELD OF TRAINING RECEIVED							
	43.1%	39.0%	33.4%	N/A	N/A	N/A	N/A

NUMBER OF INDIVIDUALS WITH BARRIERS TO EMPLOYMENT SERVED BY WORKFORCE DEVELOPMENT PROGRAMS

	ADULT	DISLOCATED WORKER	YOUTH	ADULT EDUCATION AND LITERACY	WAGNER-PEYSER EMPLOYMENT SERVICES	VOCATIONAL REHABILITATION	ALL PROGRAM TOTALS
Displaced Homemakers	12	58	0	637	33	172	912
English Language Learners, Low Levels of Literacy, Cultural Barriers	1,638	117	2,230	7,005	4,778	4,123	19,891
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	50	5	10	86	95	123	369
Ex-offenders	1,583	151	436	231	1,140	933	4,474
Homeless Individuals/Runaway Youth	387	27	255	64	1,281	291	2,305
Long-term Unemployed (27 or more consecutive weeks)	2,193	425	1,464	1,521	5,675	7,168	18,446
Low-Income Individuals	5,720	697	3,568	3,908	8,271	6,501	28,665
Migrant and Seasonal Farmworkers	88	4	74	139	3,830	22	4,157
Individuals with Disabilities (including Youth)	503	65	361	532	1,177	12,780	15,418
Single Parents (including Single Pregnant Women)	2,011	304	606	1,531	1,262	641	6,355
Youth in Foster Care or Aged Out of System	3	1	1187	82	10	146	429
TOTAL BARRIES TO EMPLOYMENT	14,188	1,854	9,191	15,736	27,552	32,900	101,421

RESOURCE LIST



ARIZONA@WORK Website - <https://arizonaatwork.com/>

A Guide To Arizona's Workforce System - <https://arizonaatwork.com/sites/default/files/media/GuideToAZsWorkforceSystem7.1.20-6.30.24.pdf>

Arizona Workforce Performance Dashboard - <https://arizonaatwork.com/job-market-trends/workforce-performance>

Arizona Labor Market Information - <https://www.azcommerce.com/oeo>

Adult Education Data Management System (AAEDMS) - <https://www.azed.gov/data/>

Arizona Job Connection - <https://www.azjobconnection.gov/ada/r/>

Eligible Training Providers List - <https://www.azjobconnection.gov/ada/r/training>

Arizona's One-Stop Delivery System Chart (updated) - <https://arizonaatwork.com/about/local-boards>

List of Acronyms - <https://drive.google.com/file/d/18TR4bqgaKktpXustO28cjFOdN1cOkKLB/view?usp=sharing>

Thank you to statewide partners, colleagues and stakeholders focused on solutions to bring work opportunities to all Arizonans and support the needs of our job creators. This work is possible thanks to the dedication, passion and collaboration of all involved.



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Please email workforce.council@oeo.az.gov with any questions about this report.

