

Maricopa County Workforce Development Board – One Stop Certification Meeting Minutes

Wednesday, December 05, 2018 at 9:00 a.m.

Advanced Business Learning (ABL)

125 S. 52nd St. Tempe, AZ 85281

<https://bluejeans.com/546993469>

Phone: +1.888.240.2560 Conference ID: 546993469

Members Present: Tom Jenkins, Drew Thorpe

Members Absent: Sally Downey

Call to Order

One Stop Certification workgroup meeting was called to order by Workgroup Lead, Tom Jenkins at 9:03 a.m. Board Liaison, Nancy Avina took roll; a quorum of the workgroup was present.

Approval of Previous Meeting Minutes

Lead, Tom Jenkins asked for a motion to approve the previous meeting minutes. Drew Thorpe made a motion. Tom Jenkins seconded the motion. All present were in favor; motion carried.

Review of State Guidance and Discuss Strategy for the Task at Hand

A brief overview was given by Executive Director, Patricia Wallace on guidance received from the State.

Tom Colombo, informed Operations will proceed with moving the West valley Career Center, considerations are currently being made and it is anticipated the move will occur in mid-2019.

The workgroup reviewed state guidance provided (handout) and timeline. The workgroup also reviewed and discussed using previously submitted recommendations (1) Career Pathways, (2) Technology and (3) Employer Engagement as a base. Brief discussion held on current Business Services efforts. WDD Assistant Director, Tom Colombo informed he would send a copy of the latest monthly Business Services report to the workgroup and include WDB staff on future report distribution list. Tom Colombo requested workgroup work with Stacey Faulkner to obtain a one page summary of Business Service activities planned and enacted year to date; lead Tom Jenkins to reach out via email. The workgroup discussed cross over with One Stop Operator work and report; the workgroup requested a one page summary from the OSO on efforts on continuous improvement in all areas. A deadline of December 28, 2018 end of date was set to receive requested information. Workgroup to synthesize information and write a summary report in January; to then submit to the Executive Committee for review and Full Board for approval.

Next Steps/Action Items

Noted above.

Call to the Public

Workgroup Lead, Tom Jenkins called for public comment. Tom Colombo and Summer Huston requested clarification on any other areas needing to be addressed; workgroup provided clarification and informed continuous improvement will capture work and activities to be identified.

Adjournment

Meeting adjourned at 9:46 a.m.

**For additional information, contact Nancy Avina, Board Liaison at nancy.avina@maricopa.gov.*

2018 Business Services and Community Engagement

Goals:

- Support ARIZONA@WORK by providing qualified applicants long-term employment opportunities within 30 days.
- Provide consistent and accurate technical assistance ensuring jobseekers and employers complete needs are met in 5 business days.
- Provide employers qualified applicants while setting realistic expectations to the ARIZONA@WORK database of jobseekers.
- Support the local area's priority sector employers by preparing and referring qualified jobseekers to meet the demands of workforce.

**These are regional goals that were developed as an ARIZONA@WORK system with DES and City of Phoenix for 2018 and will be expanded upon in 2019*

Monthly Targets:

Job Placements-40

Inbound Referrals-70

Outbound Referrals-120

New Businesses-48

1:1 Appointments-40

Basic Enrollments-20

Onsite Recruitments-8

Job Fairs-2

Outreach Events-10

Resumes-30

Target Definitions:

Job Placements- Documented new hires and wages based off direct BSR referrals to employers in Maricopa Counties network.

Inbound Referrals- Referrals from ARIZONA@WORK staff, mandated partners and community organizations.

Outbound Referrals- Referrals from BSR staff to community resources, employers, cohort opportunities, networking events, and partners.

New Businesses- New employers that the BSR staff have brought into the network that have job vacancies or will utilize ARIZONA@WORK Business Services.

1:1 Appointments- BSR appointments with job seekers, providing resume matching assistance and job leads.

Basic Enrollments- AJC enrollment, tracking basic career services and job placement data.

Onsite Recruitments- Bringing individual employers on-site any of Maricopa Counties locations to recruit for active job vacancies. Interviews are typically done on-site.

Job Fairs- Bringing several employers together to support all sectors hiring needs. Best practice is to only allow employers that are currently hiring, and eliminating training providers from the events.

Rapid Response Activities- Any activity that supports a layoff or layoff aversion, such as orientations, workshops, hiring events, rapid reemployment events, business-to-business connections.

Outreach Events- BSR's attending pertinent events that support new locates to Maricopa County, Workforce Collaboratives, Workforce Initiatives, and Networking Events resulting in providing ARIZONA@WORK services to businesses.

Resumes- 1:1 resume assistance, ensuring the participants resume targets the employer vacancies in our network resulting in a referral for employment.

Staff Assisted AJC Services- Services entered into AJC for employers such as job orders. Employers can also do this on their own if they choose to.

**These targets will change for 2019 based on redesign of Business Service Team*

Achievements:

- Regionalism through ARIZONA@WORK and our private partners (The Workforce Collaborative)- this group serves as a starting point for business connections, resource and referral for all Business Team members and partner organizations
- Regional ARIZONA@WORK system, developed one procedure and policy for City of Phoenix, DES and Maricopa when holding job fairs, on-site recruitments, creating flyers and AJC tracking to ensure we are consistent in service delivery and not duplicating efforts
- Redesign- sector and geographic focus on businesses
- Resource Navigators- new position focusing on assessments, Access Pint service delivery and retention
- ACRC Implementation
- Pipeline AZ Training and Implementation
- 5 Day Employment Academy
- Retail- NRF classes designed to meet the needs of employers and develop career pathways in Retail
- Employer Connections Sessions
- Work First Concept
- Partnership with US Army Reserve Herrera Annex
- Partnerships with regional and community economic development entities, including Labor Market Information discussions and targeted Career Expos

Sector partnership initiatives:

- IT Cohort with City of Phoenix (Received NACo Award)- First pilot cohort with COP to allow for our organizations to develop a policy/procedure for effective cohorts that are employer driven
- Construction Industry Hiring Events- To replace the WEX Pilot
- Retail Industry initiative with Center for the Future of Arizona
- Maryvale Initiative
- WESTMARC Project
- Participate on all Collaborative Workgroups with Phoenix Chamber of Commerce Foundation.

In progress:

- Access Points Service Delivery- Tiered Services
- Pinal Recruitment Plan, partnership with other partner organizations on the Lucid Motors project and any other future regional initiatives
- Rapid Response System Build Out with DES and other Local Areas. Maricopa County has been deemed a lead for this activity based on Rapid Response performance
- Brochures for Business Service Team
- Exploring Work Based Training Model including OJT/Customized Training/Incumbent Worker Training
- Social Media Plan- We currently utilize LinkedIn, Twitter, Instagram and Facebook but are working with Maricopa County Communications Director to establish best practices around social media, and combine all sites with the region to support one ARIZONA@WORK system
- Partnerships with regional and community Economic Development entities, to establish one contact per City/Town and support regional growth with Workforce Development activities

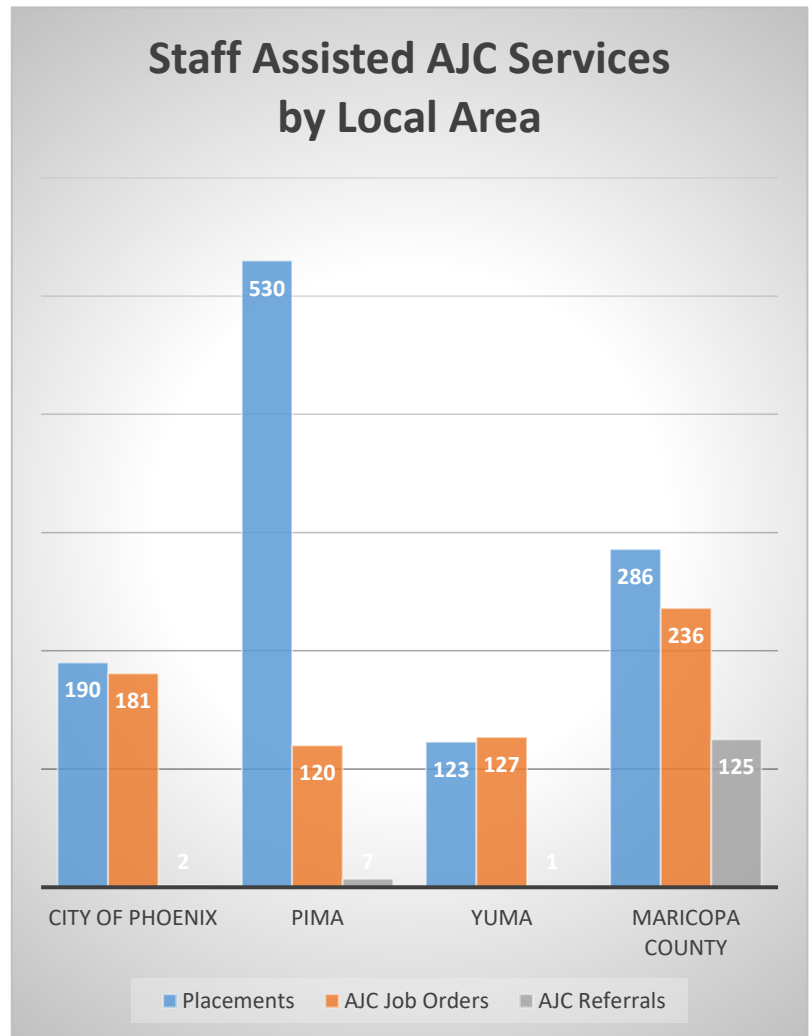
| Awareness and Access | Strategy | Completed | In Progress | Comments | |
|---|---|-----------|-------------|---|---|
| New Branding and Technology Utilization | The County and City have embraced the February 2016 launch of the State's new workforce brand – ARIZONA@WORK and will continue to implement the State's rebranding campaign; this will provide the opportunity to develop a common identity for workforce throughout the State and the Region. | X | | | |
| | The County and the City will promote a common source of service information for all workforce development network partners; in addition, both the County and City will continue to provide information on the services each entity provides, such as specific trainings and recruitment events. | X | | | |
| | A social media campaign, including the use of Facebook, YouTube, and blogs, and email newsletters will be implemented to promote a common Regional message. | X | | After Richie left, social media lost it's direction. The Business Service Team will take over social media to ensure consistency with our partners. In addition, the Regional team is implementing a main point of contact for all 3 entities social media and distribution lists to avoid duplication. | |
| Creation of Access Point Tiered Level of Services | Access Points will be chosen based on data-driven methodology, such as communities with high unemployment or youth disconnection, distance from established comprehensive American Job Centers, and/or a high propensity of a targeted population, and with partners that share a common workforce mission or vision. | X | | Access Points have been researched and Census Bureau Mapping has been used to determine the locations that Maricopa County would continue to manage were located in a priority population area. A revised menu of services and directory is ready for final review before partnership agreements are created. | |
| | There will be a consistent system of service delivery established at Access Points throughout the Region through the creation of a tiered level of service provision. | X | | A tiered level of service has been developed and each Access Point has been assigned a self service- basic- individualized status. In addition, a BSR will be assigned to an aP based on their geographic location assignment and case management resources will be deployed once capacity is determined. | |
| | The County and City will explore how additional partnerships can leverage resources and/or expand workforce services in the Region via Access Point locations. | | X | City of Phoenix has terminated any affiliation with Access Points, however they will continue to support MC and leverage resources for all established locations. | |
| | Based on the tier level, the County and City will jointly hold regular meetings with Access Point partners to promote consistency, provide partners with additional workforce service delivery training, and share best practices. | X | | Quarterly meetings are currently held, our training team provides "train the trainer", and County and City work collaboratively to ensure AP's are managed appropriately. | |
| | Additionally, the use of technology will be explored to provide virtual Access Points to job seekers who cannot access in-person assistance due to various barriers, including work schedules and proximity to any workforce physical location. These virtual Access Points would provide one-on-one immediate assistance online to job seekers. | | | X | Currently working on restructuring AP's as part of the Community Outreach redesign. The Business Plan for this year does suggest virtual service delivery. |
| Employment Assistance | Strategy | Completed | In Progress | Comments | |
| Lack of Comparable Participant Data | An efficient and effective method of data collection and reporting for participants and service delivery (not available through AJC) will be explored jointly by the County and City. The information gathered through such a mechanism could be accessed fluidly by each organization, and utilized to improve service delivery in the Region | | X | County and City are still currently using separate secondary systems, however DES is working on building a CRM in AJC that will allow both local areas to make AJC the main database for all reporting. | |
| | The County and City will implement the use of a standard tool, WorkKeys, as the primary assessment tool for measuring basic foundational skills for all Adult and DW participants in the Region. Additionally, the distributor of WorkKeys will be consulted to determine if the product could also produce potential job profiles based on assessments. | X | | ACRC was implemented by both the City and County. | |
| | Participant evaluation data will be shared between the County and City to compare the skill sets of the participants each organization and to develop a skill set profile of participants in the Region. Furthermore, this information will be used to inform programmatic service delivery decisions that affect the Region. | X | | | |
| Target and Serve More High-Needs Adults with Barriers | The County and City will design a methodology, with the requirements of WIOA as the foundation, to establish and share priorities for service provision to job seekers; this methodology will apply Regional demographic and employment data to prioritize specific groups of high-needs adults that require workforce development services to be successful in the job market. | X | | This has been done with Regional Engagement meetings, data sharing with DES, City and County, and through building cohorts. The Business Service team has taken a very consistent approach to gather employment data and LMI to support WIOA job seekers. | |
| | The prioritization methodology may affect the priority for certain eligible groups for enrollment of service in the Adult program. | X | | Both the City and County have developed Priority of Service policies that mirror one another. | |
| | The County and City will also target the number and/or percentage of participants to be served or priorities for certain categories or populations, such as people who experience homelessness, are involved with the criminal justice system, and those experiencing high levels of poverty. The County or the City may take the lead for the Region in addressing the needs of various populations. | X | | | |
| | The County and City will provide the prioritization and target information to the State since performance targets may need to be adjusted as the particular participant characteristics may negatively impact performance outcomes. | X | | | |
| Participant Training | Strategy | Completed | In Progress | Comments | |
| Target Occupations and Industries | Training funds and training participants in key occupations, industries, and/or in sector strategies will be targeted based on the needs of Regional employers and driven by market indicators and economic development demands. | X | | | |
| | The number of internships, apprenticeships, On-the-Job Trainings (OJT), and Work Experiences (WEX) will be increased regionally in targeted occupations and industries. | | X | County had to put a policy/process in place for WEX and is still developing OJT. City currently provides incumbent worker and OJT contracts, but do not have a mechanism for WEX. | |
| Develop Range for Training Fund Availability | The County and City will explore contracting with specific occupational skills training providers in targeted industries to increase consistency, reduce costs per training, and ensure a talent pipeline for the industry and employers. | | X | Though both local areas partner on OST/Employer cohorts, an RFP has not been designed to target specific providers- still using the ETPL. | |
| | Rather than a single participant training funds cap, the County and City will set a common funding range availability for enrolled participants to access for occupational skills training. | X | | In compliance with \$4,000.00 cap. | |
| Business Services | Strategy | Completed | In Progress | Comments | |
| Coordination and Innovation Implementation | The County and City business services staff will increase sharing contact information, performance indicators, and outcomes, between the two entities to ensure duplication of effort is not occurring. | X | | This has been challenging, but continuous communication has been key. | |
| | There will be a single contact number established for employers to first contact for both the County and the City for services. | | | | |
| | A unified Regional message will be created by the County and City to communicate to inform employers. | X | | This has been done through joint meetings with employers to provide support. | |
| | County and City staff will inform each other of and coordinate recruitment events. For large scale recruitments, County and City business services staff will present workforce services available as one team, and may alternate the lead role. | X | | | |
| | The County and City will co-facilitate industry forums for employers and others in the workforce development network. | X | | Ongoing for each sector. | |
| | The County and City will utilize community partners to increase their access to employers and strengthen the talent pool. | X | | Ongoing effort- this will be built in to the City and County Business Service models. | |
| | Both the County and the City business services staff will receive specific training on communication techniques, marketing, and project management to better serve the employers throughout the Region. | | | X | City/State/County hold monthly Business Engagement meetings to provide training and boost regionalism amongst teams. These meetings have provided consistency amongst partners. |
| | New methods to increase the talent pool will be used regionally; these methods range from hosting targeted talent events based on population or employer needs to hosting virtual recruitments and social meet-ups. | X | | | |

| | | | | |
|--|---|-----------|-------------|---|
| Employer Co | It will be determined if the WorkKeys National Career Readiness Certificate provides value to businesses in validating the basic foundational skill sets of job applicants. | X | | ACRC is being used for employers. |
| | Quality standards and requirements for the participation of job fairs will be created by the County and City to ensure event quality will be maintained. | X | | The City and the County have collaborated and developed ARIZONA@WORK standards, forms, and set expectations surrounding participation of job fairs and event frequency and quality. |
| Layoff Assistance- Rapid Response | Strategy | Completed | In Progress | Comments |
| Encourage Early Notifications from Employers | The County and City will encourage early notification to, at minimum, ensure a timely response to workers affected and, at best, minimize or avoid worker dislocations. | X | | |
| | This proactive approach will use a variety of ways to regularly monitor all notification channels, including increased Unemployment Insurance (UI) claims, media attention to specific employers or industries, discussions with employer representatives, and engagement in chamber of commerce or industry-specific meetings. | X | | |
| Evolve Rapid Response to Rapid Reemployment | The County and City staff performing RR events will inform each other of RR notifications and establish a 48-hour response time. | X | | Happens within 24 hours. |
| | To make layoff assistance more efficient, the County and City will jointly conduct and lead RR sessions; together the County and City will coordinate with the State for the UI and benefits presentations as well as other partners, as applicable, to take part in the process. | X | | |
| | Rapid Response sessions will have a standardized format throughout the Region, which will include a checklist for procedures, prioritization of larger entities, and requiring job descriptions and updated resumes for those workers experiencing a layoff or termination. | | X | Currently being completed during the monthly Business Engagement meetings. The region has also asked for technical assistance from the State for RR reporting and best practices for service delivery. |
| | To tailor RR sessions to the workers affected, potential employers hiring in the same field will be invited to potentially mitigate the affected workers' time unemployed. | X | | |
| Youth Services | Strategy | Completed | In Progress | Comments |
| Create Consistency in Overall Program Delivery | To create consistency throughout the Region, the County and City will review and update individual policies and procedures that have an overall impact on the provision of Youth services. | X | | Policies have been reviewed and updated by each entity separately. The City and County administer their programs under 2 different models so policies will vary. |
| | The occupational training funding caps for youth participants will be revised to provide a funding range available the youth participant's entire enrollment period. | X | | |
| | The different Individual Service Strategy forms (to capture participant's goals and challenges) will be assessed jointly to determine which best meets the needs of the youth participants in the Region. | | X | Conversations have started and forms were shared. Discussions will continue on this subject. |
| | Building on the dual use of the Test of Adult Basic Education (TABE) for a youth participant's basic skills assessment, the County and the City will review the different options (e.g. AZCIS and ONET Interest Profiler) to assess a participant's work skills and interests. | | X | The county will be releasing an RFP for Assessments and will re-evaluate when proposals are submitted. |
| | Information regarding available youth resources throughout the Region will be shared between County staff and the City's Youth program subcontractors to ensure all youth participants are knowledgeable about all services. | X | | |
| | The County and City will report on the youth impact made in the Region as a result of the Youth program service delivery, which will include (but is not limited to) the number of enrolled participants, the number accessing training, the number employed, and the average wage at employment. | X | | Performance measures are produced out of AIC for the program year and can be run by each Local Area. In addition, OFY is gathering and reporting aggregate data that includes the City's and County youth providers and centers. |
| | Industry and labor market information for the Region will be conducted to further inform the Youth program development in the Region to ensure relevant job skills and preparation for available careers are based on industry trends. | X | | |
| | Professional development trainings for County staff and the City's Youth program subcontractor staff will be coordinated quarterly to share information and learn best practices to implement in the Region. | X | | OFY is coordinating case management related training for the Reengagement Centers which include the County Youth Hubs as well as the City's Youth Vendors. |
| Promote Program Awareness through Partnerships | The County and City will actively participate in Regional coordination through the Youth Opportunities Board, whose mission is that youth will be successfully re-engaged and on track for success in college, career, and life. The County and City will coordinate planning, service delivery, data collection, and outcome reporting with the Youth Opportunities Board. | X | | |
| | To inform and promote WIOA Youth program services, the City and County will jointly visit and network with Adult Education programs throughout the Region. The County and the City will together create a presentation and other informational materials on the Youth program options available regionally targeted to students of Adult Education Programs. | | X | A formal plan to present to the Adult Education programs has not been developed yet. |
| | A Youth Forum will be conducted to present services available and participant eligibility information to the workforce development network and other youth service providers to inform, collaborate, and increase the number partnerships. | X | | The City and County have collaborated to host an information table at several community events. OFY has hired 8 Youth Outreach interns who have been trained on the services provided by the City and County WIOA Youth programs. |
| | The County and City will hold joint Youth Job and Career Fairs in conjunction with the 100K Opportunity Initiative and other youth campaigns. | X | | |

Maricopa County ARIZONA@WORK Business Services

July 2018

| Service | Total | Target |
|---------------------------|------------|------------------|
| Job Placements | 23 | 40 |
| Inbound Referrals | 77 | 70 |
| Outbound Referrals | 125 | 120 |
| New Businesses | 39 | 48 |
| 1:1 Appointments | 73 | 40 |
| Basic Enrollments | 23 | 20 |
| Onsite Recruitments | 7 | 8 |
| Job Fairs | 4 | 2 |
| Rapid Response Activities | 25 | <i>*see note</i> |
| Outreach Events | 14 | 10 |
| Resumes | 57 | 30 |
| Total Targets Met | 509 | 388 |



**Non-Target item as it is based off of WARN receipt*

59,976 Jobs, 32,254 Resumes and 32,211 Job Orders in AJC

Highlights:

Top Trending Sector: Advanced Business Services/Retail

Top Business Connection: Dexcom- Healthcare

Top 5 Businesses Hiring:

- Spang- Warehouse
- Site Solar- Construction/Installation
- Geodis- Logistics
- Safeway/Albertsons- Retail Management
- Verizon- Call Center/Retail Operations

24 Business and Job Seeker Surveys Completed with an Average Survey Score of 5 – EXTREMELY SATISFIED!

July hiring events brought in 181 job seekers

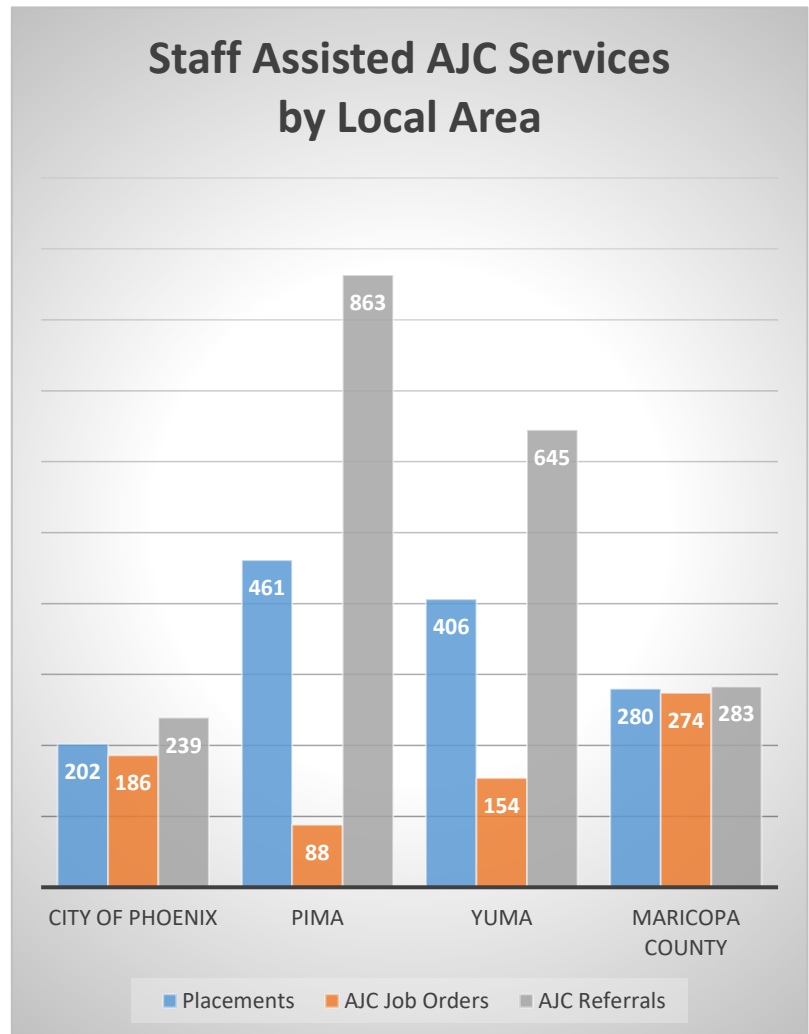
Service Definitions:

- Job Placements- Documented new hires and wages based off of direct BSR referrals to employers in Maricopa Counties network.
- Inbound Referrals- Referrals from ARIZONA@WORK staff, mandated partners and community organizations.
- Outbound Referrals- Referrals from BSR staff to community resources, employers, cohort opportunities, networking events, and partners.
- New Businesses- New employers that the BSR staff have brought into the network that have job vacancies or will utilize ARIZONA@WORK Business Services.
- 1:1 Appointments- BSR appointments with job seekers, providing resume matching assistance and job leads.
- Basic Enrollments- AJC enrollment, tracking basic career services and job placement data.
- Onsite Recruitments- Bringing individual employers on-site any of Maricopa Counties locations to recruit for active job vacancies. Interviews are typically done on-site.
- Job Fairs- Bringing several employers together to support all sectors hiring needs. Best practice is to only allow employers that are currently hiring, and eliminating training providers from the events.
- Rapid Response Activities- Any activity that supports a layoff or layoff aversion, such as orientations, workshops, hiring events, rapid reemployment events, business to business connections.
- Outreach Events- BSR's attending pertinent events that support new locates to Maricopa County, Workforce Collaboratives, Workforce Initiatives, and Networking Events resulting in providing ARIZONA@WORK services to businesses.
- Resumes- 1:1 resume assistance, ensuring the participants resume targets the employer vacancies in our network resulting in a referral for employment.
- Staff Assisted AJC Services- Services entered into AJC for employers such as job orders. Employers can also do this on their own if they choose to.

Maricopa County ARIZONA@WORK Business Services

August 2018

| Service | Total | Target |
|---------------------------|------------|------------------|
| Job Placements | 16 | 40 |
| Inbound Referrals | 220 | 70 |
| Outbound Referrals | 317 | 120 |
| New Businesses | 75 | 48 |
| 1:1 Appointments | 104 | 40 |
| Basic Enrollments | 61 | 20 |
| Onsite Recruitments | 6 | 8 |
| Job Fairs | 3 | 2 |
| Rapid Response Activities | 14 | <i>*see note</i> |
| Outreach Events | 23 | 10 |
| Resumes | 111 | 30 |
| Total Targets Met | 892 | 388 |



**Non-Target item as it is based off of WARN receipt*

61,372 Jobs, 32,274 Resumes and 33,228 Job Orders in AJC

Highlights:

Top Trending Sector: Healthcare

Top Business Connection: Geodis- Logistics (2nd largest in the world)

Top 5 Businesses Hiring:

- Banner Health- Healthcare
- Maricopa Integrated Health- Healthcare
- Honor Health- Healthcare
- American Orchards- Healthcare
- Geodis- Logistics/Warehouse

19 Business and Job Seeker Surveys Completed with an Average Survey Score of 5 – EXTREMELY SATISFIED!

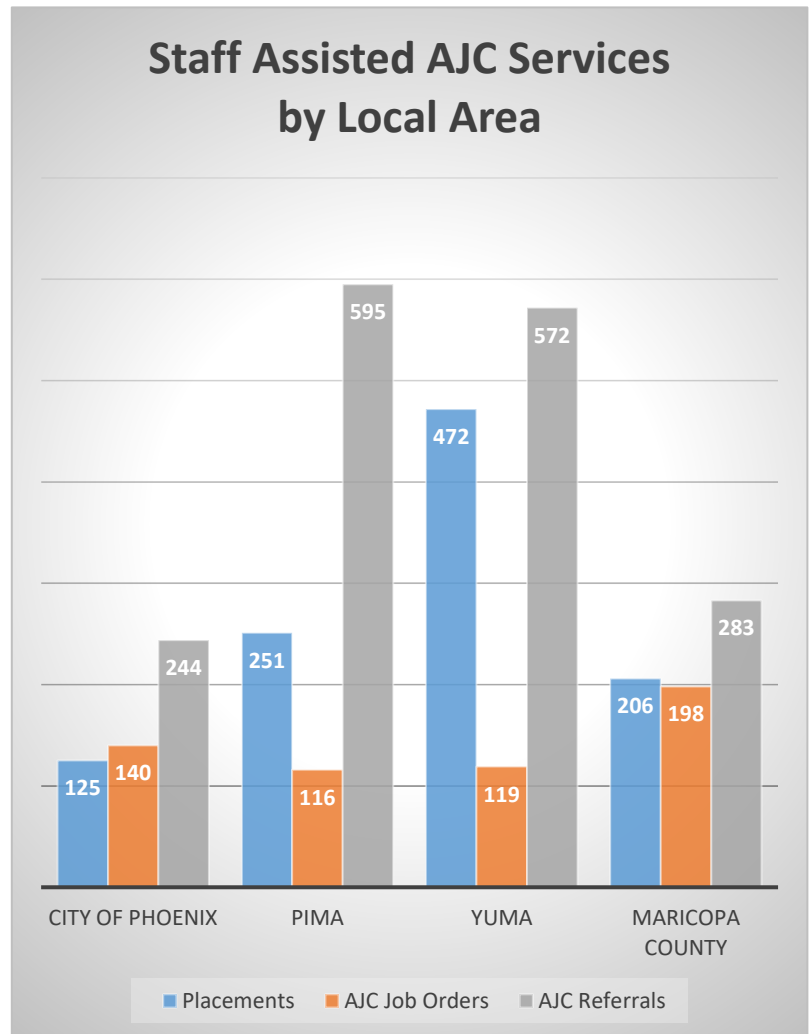
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Maricopa County ARIZONA@WORK Business Services

September 2018

| Service | Total | Target |
|---------------------------|------------|------------------|
| Job Placements | 27 | 40 |
| Inbound Referrals | 119 | 70 |
| Outbound Referrals | 300 | 120 |
| New Businesses | 38 | 48 |
| 1:1 Appointments | 47 | 40 |
| Basic Enrollments | 13 | 20 |
| Onsite Recruitments | 4 | 8 |
| Job Fairs | 5 | 2 |
| Rapid Response Activities | 8 | <i>*see note</i> |
| Outreach Events | 16 | 10 |
| Resumes | 66 | 30 |
| Total Targets Met | 643 | 388 |



**Non-Target item as it is based off of WARN receipt*

63,543 Jobs, 28,936 Resumes and 32,420 Job Orders in AJC

Highlights:

Top Trending Sector: Advances Business Services

Top Business Connection: Carvana- starting wage of \$22.00/hr

Top 5 Businesses Hiring:

- Carvana- Human Resources
- Revolution Field Strategies- Customer Service Representatives
- State Farm
- Site Solar- Warehouse
- ADOT

26 Business and Job Seeker Surveys Completed with an Average Survey Score of 5 – EXTREMELY SATISFIED!

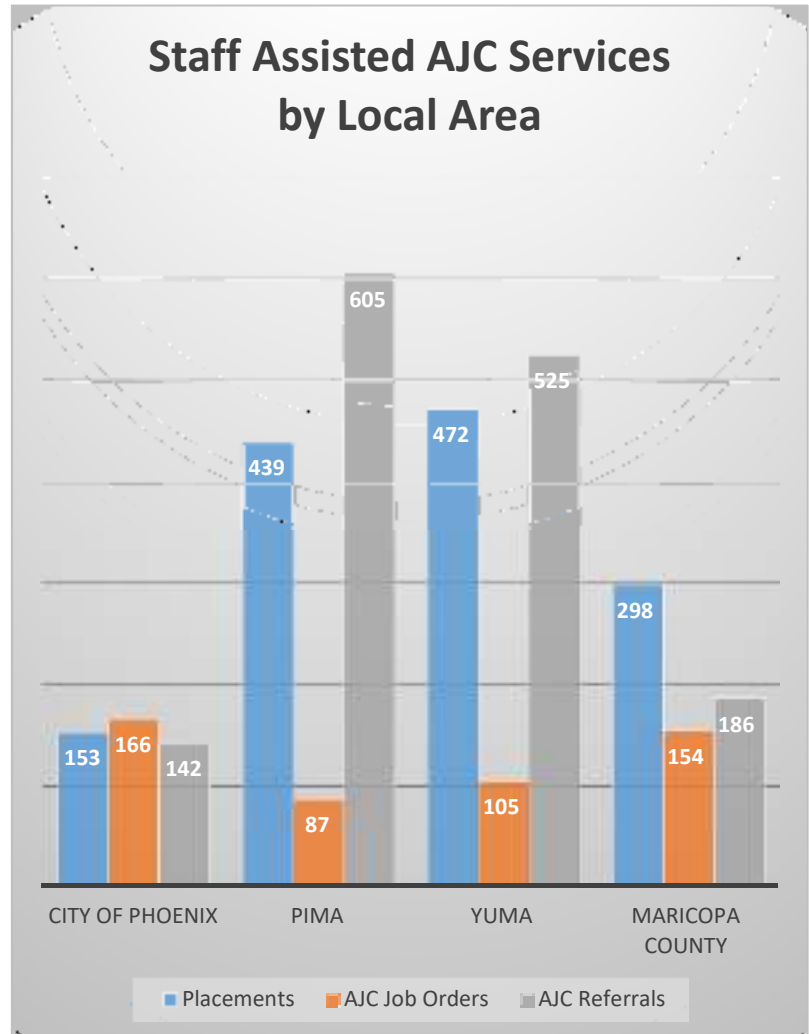
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Maricopa County ARIZONA@WORK Business Services

October 2018

| Service | Total | Target |
|---------------------------|------------|------------------|
| Job Placements | 54 | 40 |
| Inbound Referrals | 118 | 70 |
| Outbound Referrals | 271 | 120 |
| New Businesses | 50 | 48 |
| 1:1 Appointments | 60 | 40 |
| Basic Enrollments | 18 | 20 |
| Onsite Recruitments | 11 | 8 |
| Job Fairs | 7 | 2 |
| Rapid Response Activities | 12 | <i>*see note</i> |
| Outreach Events | 34 | 10 |
| Resumes | 80 | 30 |
| Total Targets Met | 715 | 388 |



**Non-Target item as it is based off of WARN receipt*

66,590 Jobs, 27,889 Resumes and 32,648 Job Orders in AJC

Highlights:

Top Trending Sector: Retail

Top Business Connection: Corning Glass (Advanced Technologies)

Top 5 Businesses Hiring:

- GEODIS
- UPS
- Banner Health
- Amazon- Raised their minimum wage to \$15.00/hour
- SMW Projects Inc. (General Contractor)

34 Business and Job Seeker Surveys Completed with an Average Survey Score of 5 – EXTREMELY SATISFIED!

*****New data collected- 143 Applicant Referrals (resumes provided to employers for direct placement)**

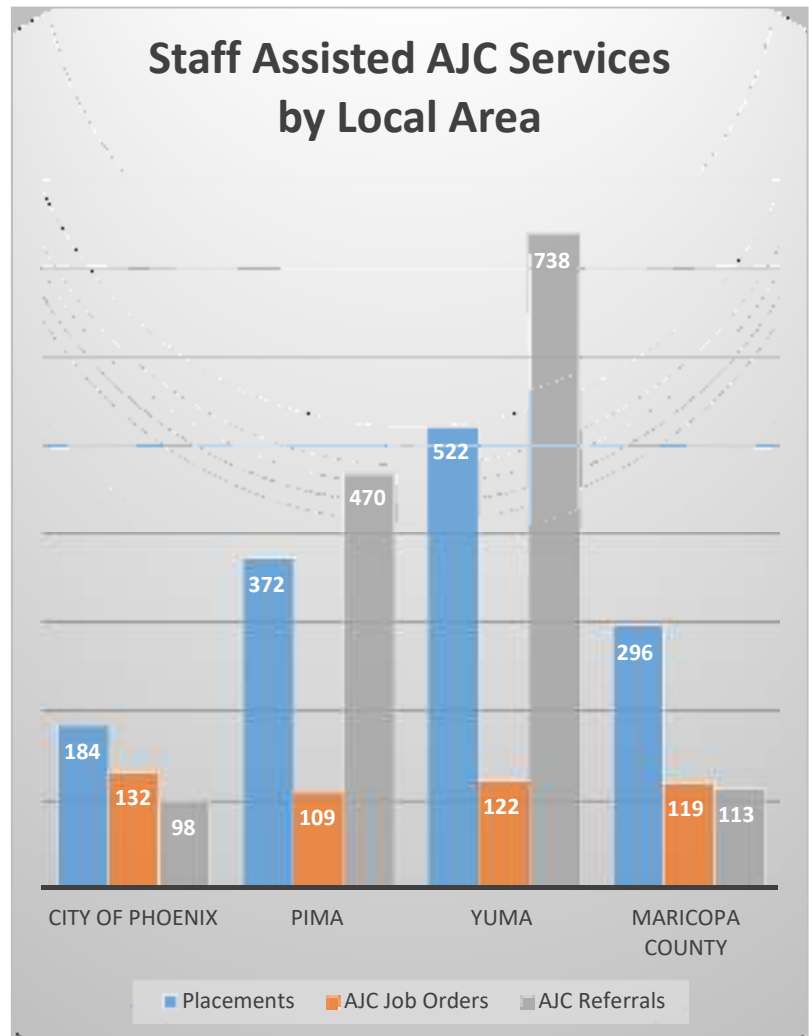
Service Definitions:

- Job Placements- Documented new hires and wages based off direct BSR referrals to employers in Maricopa Counties network.
- Inbound Referrals- Referrals from ARIZONA@WORK staff, mandated partners and community organizations.
- Outbound Referrals- Referrals from BSR staff to community resources, employers, cohort opportunities, networking events, and partners.
- New Businesses- New employers that the BSR staff have brought into the network that have job vacancies or will utilize ARIZONA@WORK Business Services.
- 1:1 Appointments- BSR appointments with job seekers, providing resume matching assistance and job leads.
- Basic Enrollments- AJC enrollment, tracking basic career services and job placement data.
- Onsite Recruitments- Bringing individual employers on-site any of Maricopa Counties locations to recruit for active job vacancies. Interviews are typically done on-site.
- Job Fairs- Bringing several employers together to support all sectors hiring needs. Best practice is to only allow employers that are currently hiring, and eliminating training providers from the events.
- Rapid Response Activities- Any activity that supports a layoff or layoff aversion, such as orientations, workshops, hiring events, rapid reemployment events, business-to-business connections.
- Outreach Events- BSR's attending pertinent events that support new locates to Maricopa County, Workforce Collaboratives, Workforce Initiatives, and Networking Events resulting in providing ARIZONA@WORK services to businesses.
- Resumes- 1:1 resume assistance, ensuring the participants resume targets the employer vacancies in our network resulting in a referral for employment.
- Staff Assisted AJC Services- Services entered into AJC for employers such as job orders. Employers can also do this on their own if they choose to.

Maricopa County ARIZONA@WORK Business Services

November 2018

| Service | Total | Target |
|---------------------------|------------|------------------|
| Job Placements | 30 | 40 |
| Inbound Referrals | 68 | 70 |
| Outbound Referrals | 187 | 120 |
| New Businesses | 26 | 48 |
| 1:1 Appointments | 45 | 40 |
| Basic Enrollments | 19 | 20 |
| Onsite Recruitments | 11 | 8 |
| Job Fairs | 2 | 2 |
| Rapid Response Activities | 6 | <i>*see note</i> |
| Outreach Events | 32 | 10 |
| Resumes | 51 | 30 |
| Total Targets Met | 477 | 388 |



**Non-Target item as it is based off of WARN receipt*

63,570 Jobs, 26,262 Resumes and 28,517 Job Orders in AJC

Highlights:

Top Trending Sector: Advanced Business Services

Top Business Connection: Onli Corporation

Top 5 Businesses Hiring:

- Express Scripts- Call Center
- Wickenburg Maverik- Retail/Transportation
- Superior Bulk- Construction
- Chewy.com- Warehouse
- SMW Projects Inc.- General Contractor

45 Business and Job Seeker Surveys Completed with an Average Survey Score of 5 – EXTREMELY SATISFIED!

*****New data collected- 142 Applicant Referrals (resumes provided to employers for direct placement)**

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ARIZONA@WORK JOB CERTIFICATION ASSESSMENT TOOL

Continuous Evaluation & Improvement of Services

Provided By: LWDA Maricopa County's One-Stop Operator

Submitted: Thursday December 27, 2018

PURPOSE

The purpose of this overview is to provide an update on the local workforce development area's (LWDA) progress towards implementing the desired descriptive measure for Continuous Evaluation & Improvement of Services per the Workforce Arizona Council's (WAC) Vision for the ARIZONA@WORK Job Certification Assessment.

OVERVIEW

The LWDA's One-Stop Operator Manager (OSOM) was charged with conducting a needs analysis on the following LWDA WIOA programs and providers in program year (PY) 2017-2018:

| PROGRAM | PROGRAM PROVIDER |
|---|--|
| WIOA TITLE I Adult, Dislocated Worker & Youth Programs | <i>ARIZONA@WORK Maricopa County, Workforce Development Division</i> |
| WIOA TITLE II Adult Education & Literacy Act Programs | <i>Arizona Department of Education, Adult Education Services</i> |
| WIOA TITLE III Wagner-Peyser Act Employment Services | <i>Arizona Department of Economic Security, Employment Service Division</i> |
| WIOA TITLE IV Rehabilitation Act | <i>Arizona Department of Economic Security, Vocational Rehabilitation Division</i> |

The purpose of the needs analysis in PY 2017-2018 was to determine what steps the LWDA, MCWDB and other critical stakeholders needed to consider in order to move the current state of the LWDA's system to the desired future state per federal, state, and local WIOA regulation including each regulator bodies mission and vision for WIOA.

The OSOM presented the analysis findings as recommendations to the MCWDB for approval in April 2018 and approved to move forward on addressing the need analysis findings in PY 2018-2019. So, starting July 1st of PY 2018-2019, the OSOM launched the following initiatives, which are defined in the table below:

| INITIATIVE | DESCRIPTION |
|---|---|
| LWDA WIOA COLLABORATION GROUP SESSIONS | <p>PURPOSE</p> <p>The purpose for forming the LWDA WIOA Collaboration Group was to coordinate a joint collaboration between program providers from each LWDA's WIOA program and design a joint approach to the approve needs analysis findings, on topics such as but not limited to:</p> <ul style="list-style-type: none"> • Strategies for co-locating LWDA program providers and services plus the ability to co-enroll customers into more than one WIOA program. • A LWDA universal customer and employer referral and intake integrated service delivery system. • Access to program provider's information for example best practices; standard operating procedures; policies including access to program providers calendar of events and promotional materials. |

**LWDA
WIOA PARTNER
Q&A AWARENESS
FORUM**

LOGISTICS

- The approach or methodologies being used to address the needs analysis findings is the state, local and federal WIOA reform regulation and vision, integrated service delivery (ISD) methodologies, and customer-centered design (CCD) methodologies.
- The individuals selected for the Collaboration group are decisions-makers from each of the LWDA’s WIOA program. Members of the Collaboration Group are being asked to brainstorm and innovative universal methods that address the needs analysis’s findings approved by the MCWDB in April of PY 2017-2018. Group members are also being tasked with establishing a framework that has a focus on ISD, and CCD.
- The current time commitment for group members to participate on the Collaboration Group is to attend one 90-minute in-person session and dial into one 30-minute Skype session monthly including additional time outside of group sessions to complete the requested pre-work session activities.

PURPOSE

The purpose of the Q&A Awareness Forum is to provide a reoccurring event for the WIOA program providers to communicate monthly and discuss or educate each other on topics impacting the LWDA’ one-stop delivery system including the customer and employer service experience.

Other reasons for launching the Q&A forum is to provide program providers an ongoing opportunity to address situations not assessed during the OSOM’s PY 2017-2018 needs analysis that are impacting the LWDA’s WIOA programs in the areas of service delivery; accessibility; and availability, and the customer and employer service experience, including:

- Collaborate on situations that lead to joint and achievable calls to action and cross-training initiatives.
- Promote and ignite cross-agency collaboration by coordinating efforts for program providers to share information on topics like but not limited to:
 - Changes to a program provider’s program impacting service availability; accessibility and delivery to customers and employers.
 - A chance for program providers to share news about upcoming events, employment, and career readiness opportunities, etc.

LOGISTICS

- The forum is open to all levels of leadership over the LWDA’s WIOA programs. Currently the forum is scheduled to occur monthly and via Skype

The table below outlines additional efforts being made to move the LWDA’s current state to the desired future state:

| INITIATIVE | DESCRIPTION |
|--|--|
| <p style="text-align: center;">NEEDS ANALYSIS ADDITIONAL FINDINGS</p> | <p>The needs analysis and continuous engagement with the WIOA program providers has provided the OSOM an initial list of over 60+ topics that program providers shared during the needs analysis and continue to share to-date. The 60+ topics focus on the program providers need for improving the service delivery; availability and accessibility to a WIOA program’s services, including the customer and employer service experience.</p> <p>The list of topics is grouped into three categories, which are:</p> <ul style="list-style-type: none"> ○ Resources Needed or Recommended to Better Serve Customer and Employer Need ○ Partner/Staff Training and Professional Development Opportunities ○ Challenges and Opportunities Encountered when Serving Customers and Employers <p>The OSOM made the following request to program providers to select a minimum of two topics from the list and before sending the preferred topics to also prioritize the topics as well. Once the information is received and the most in-demand topics are identified the OSOM will coordinate the necessary efforts to facilitate initiatives like cross-training, info sessions, collaboration events amongst program providers and more.</p> |

The table below outlines the WAC’s system vision characteristics for Continuous Evaluation & Improvement of Services and the LWDA’s progress to address the specified characteristics.

| WAC SYSTEM VISION CHARACTERISTICS | PROGRESS UPDATE |
|---|---|
| <p>K.1. The required ARIZONA@WORK Job Center partners meet on a regular basis to discuss the One-Stop system and the ARIZONA@WORK Job Centers' contributions to the system and make recommendations for continuous improvement</p> | <p>Progress made to address the defined characteristic was the launch of the LWDA’s WIOA Program Providers monthly Q&A Awareness Forum and the Collaboration Group sessions, which are coordinated and managed by the OSOM.</p> |
| <p>K.2. The ARIZONA@WORK Job Center has regular staff meetings with all ARIZONA@WORK Job Center staff (i.e. the staff of all co-located partners regard less of program) to build relationships, provide updates on center activities, and discuss strategies for job center improvement</p> | <p>Progress made to address the defined characteristic is the request to WIOA program providers to review the 60 plus topics collected by the OSOM during PY 17-18, and into PY 18-19.</p> <p>The request was sent by email requesting the WIOA program providers to review the list of topics attached and select a minimum of two topics to share with the OSOM by 01.15.2018, and before sending their reply to please prioritize the preferred topics.</p> <p>Once the program providers preferred topics are received. The OSOM will compile the top requested and prioritized topics and select the</p> |

| | | |
|------|---|---|
| | | top three to five topics most preferred by program providers and begin coordinating the necessary efforts for addressing the program providers key topics of interest. This initiative is currently in progress but will experience results later in Q3 and will continue onto Q4 of PY 18-19. |
| K.3. | All ARIZONA@WORK Job Center staff has received training on the services of One-Stop partners, eligibility for those services, and the process for referring customers to partners | <p>Progress made to address the defined characteristic is presently occurring within the Collaboration Group sessions.</p> <p>The Collaboration Group members are currently designing an integrated and joint approach to customer and employer referrals that will be accessible to each LWDA’s WIOA program provider.</p> |
| K.4. | There is a capacity building and/or professional development plan for all staff and partners. | <i>The progress update under K.2. also applies to this defined characteristic.</i> |
| K.5. | All ARIZONA@WORK Job Center staff has received training on providing excellent customer service and customer-centered design | <p>Progress made to address the defined characteristic is the launch of the Collaboration Group sessions and actions to launch initiatives and development opportunities for the WIOA program providers most-preferred topics starting Q3 & Q4 of PY 18-19.</p> <p>The goal is to start with the OSOM’s 60 plus topics compiled in PY 17-18, and still compiling in PY 18-19, that are grouped under the following categories:</p> <ul style="list-style-type: none"> ✓ Partner/Staff Training and Professional Development Opportunities ✓ Resources Needed or Recommended to Better Serve Customer and Employer Need ✓ Challenges and Opportunities Encountered when Serving Customers and Employers <p>Program providers are also encourage to share topics that are not on the provided list as well.</p> |
| K.6. | ARIZONA@WORK Job Center staff has received training on serving individuals with barriers to employment, including customers with disabilities | <i>The progress update under K.5. also applies to this defined characteristic.</i> |

| | | |
|--------------------|---|---|
| <p>K.7.</p> | <p>The LWDA consistently seeks feedback and satisfaction data from businesses on the delivery of business services and applies the learning for continuous improvement</p> | <p>The following progress made to address the defined characteristic:</p> <ul style="list-style-type: none"> • Currently the MCWDB meets monthly with the leaders over the LWDA’s WIOA programs • The MCWDB’s tasks the leaders over the WIOA programs to present their program’s quarterly performance results to the MCWDB during the full MCWDB monthly meeting. • Great effort and progress is being made through the MCWDB’s Technology Work Group, which will provide the tools and platform to track, report and measure how this is occurring and the results. |
| <p>K.8.</p> | <p>The LWDA consistently seeks feedback and satisfaction data from job seekers on the delivery of services and applies the learning for continuous improvement</p> | <p><i>The progress update under K.7. also applies to this defined characteristic.</i></p> |