WORKFORCE ARIZONA COUNCIL ANNUAL REPORT PROGRAM YEAR 2021 (JULY 2021 – JUNE 2022)



CONTENTS



November 30, 2022

The Honorable Douglas A. Ducey, Governor, State of Arizona The Honorable Steve Yarbrough, Senate Majority Leader, 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 Fann, Speaker Bowers and Director Stavneak:

Pursuant to A.R.S. §41-5401(C), we are pleased to submit the Program Year (PY) 2021 Workforce Arizona Council Annual Report due December 1st of each year.

Sincerely,

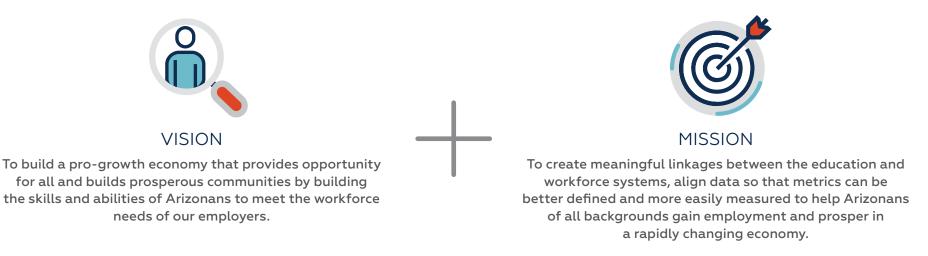
Sandra Watson Director Arizona Office of Economic Opportunity

Mark Ĝaspers Chair Workforce Arizona Council

Annual Report Overview

WORKFORCE ARIZONA COUNCIL

The Workforce Arizona Council (the Council) is pleased to report that during program year 2021, ARIZONA@WORK, the state's workforce development system, served **81,683** 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 ongoing 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.



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



Senator Sine Kerr



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



Representative Justin C. Wilmeth

District 15



Sandra Watson Arizona Commerce Authority



Michael Wisehart Arizona Department of Economic Security



Sheryl Hart Arizona Department of Education

Workforce Arizona Council Members



Gregory Anderson Summit Healthcare Services



Dennis Anthony Arizona Public Service TD&C Operations Support



Audrey Bohanan Adelante Healthcare



Jackie Elliot Central Arizona College



Jeff Fleetham Arizona Registrar of Contractors



Randall Garrison FenTek Industries



Todd Graver Freeport-McMoRan Inc.



Larry Hofer Cox Communications



Kathy Hoffman Arizona Department of Education



Alexander Horvath Tucson Medical Center



Will James Centene Corporation



Tom Jenkins Advanced Business Learning



Kristen Mackey Arizona Department of Economic Security



Debra Margraf AZ Chapter NECA



Bobbi D McCormack CP North

Workforce Arizona Council Members



Karla Moran Salt River Project (SRP)



Cathie Raymond Arizona Department of Education



Brian Rice HonorHealth



Danny Seiden Arizona Chamber of Commerce and Industry



Thomas Winkel Arizona Coalition for Military Families

Workforce Arizona Council Staff

Stacey Faulkner Deputy Workforce Administrator

Kennedy Riley Workforce Performance Manager

Robert Garcia Business Strategy Consultant

Andrew Ridley Workforce Program Manager **Erin Gallagher** Workforce Arizona Council Project Manager

Krista McGarvey Business Strategy Consultant

Oleg Shvets Workforce 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 (59) 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

- Coconino County
- Mohave/La Paz Counties
- Pima County
- Southeastern Arizona
- Nineteen Tribal NationsPinal County
- T mat 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







Total Participants Completed Career & Training Services









WORKFORCE RESPONSE

During PY2021, workforce partners worked in collaboration with the Department of Economic Security to provide Rapid Response services and programming for two significant and very unique natural disasters in Arizona.

Northeastern Arizona Local Workforce Development Board (Show Low, AZ - Navajo County) Strip Mall Fire:

February 2022

Four businesses were affected by a strip mall building/structure fire. Businesses affected included a restaurant, a real estate office, a radio broadcast office, and a day spa. A total of 18 dislocated workers from the restaurant and day spa were assisted.

Immediate support services were rendered to the dislocated workers including:

- Rental assistance
- Utility assistance
- Transportation assistance
- Food assistance

Some of the dislocated workers received reemployment and upskilling service. Within a few days of the fire, two of the dislocated workers were offered temporary employment with local community businesses until the affected businesses were reopened, and the affected employees could resume employment with their previous employer. This is a testament to Navajo County ARIZONA@WORK's engagement and connection to their local community and partnership with the state Rapid Response program.

Coconino County Local Workforce Development Board (Flagstaff, AZ) - Tunnel Fire:

April 2022

The fire impacted many small business owners, some of whom lost structures and vital work tools and equipment to the fire.

Coconino County ARIZONA@WORK staff assisted the affected workers with immediate support services and resources. Staff worked with local community partners and businesses to help assist the community. Coconino County ARIZONA@WORK staff responded quickly and acted diligently in helping serve the dislocated workers and the businesses affected by this disaster.

Services and resources were provided to 10 small business owners.

- Connected participants with community partners and businesses such as Home Depot and Harbor Freight to purchase the tools and equipment needed for the small business owners to be able to get back to work.
- Connected participants with vouchers to purchase clothing from Target and JC Penney to replace the work attire lost to fire.

Rapid Response Activities



21 layoff notices received by DES, affecting **1,960** workers statewide



16 companies with **360** employees participatedin the **Shared Work** program

WIOA Program Performance



ADULT PROGRAM (TITLE I)

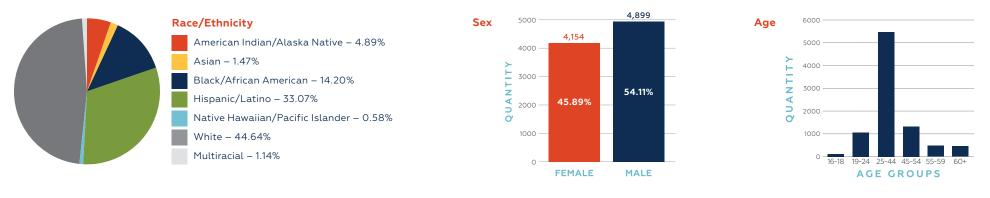
The Adult Program provides priority of service to veterans, public assistance recipients, low-income individuals, and individuals who are basic-skills deficient.



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 the Appendix, pages 23-26

DISLOCATED WORKER PROGRAM (TITLE I)

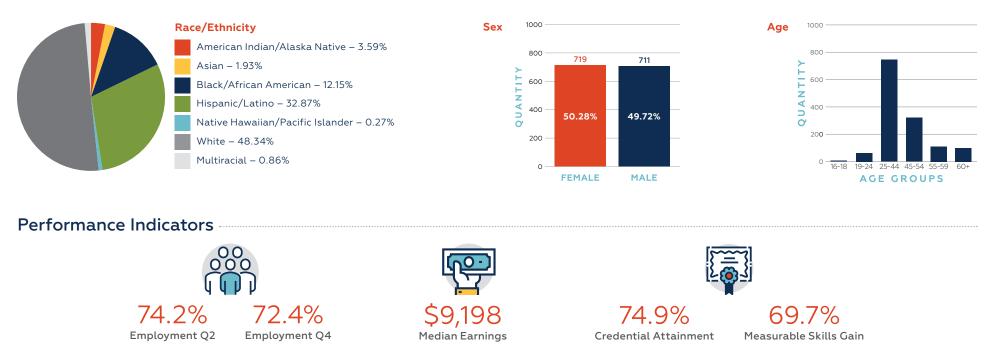
The Dislocated Worker Program provides services to individuals who have been terminated, laid off, or received a notice of termination or layoff from employment, generally due to closures or downsizing.



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



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

YOUTH PROGRAM (TITLE I)

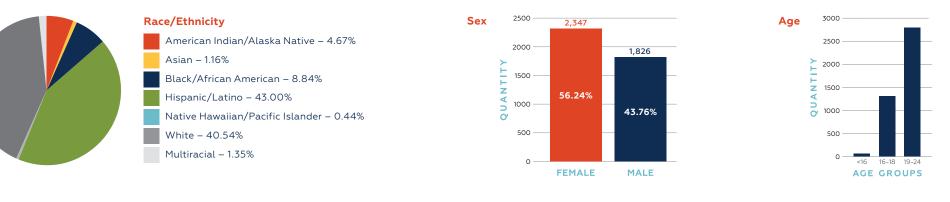
The Youth Program serves eligible in-school youth ages 14-21 and out-of-school youth ages 16-24.



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







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

156C

Completed

Career & Training

Services

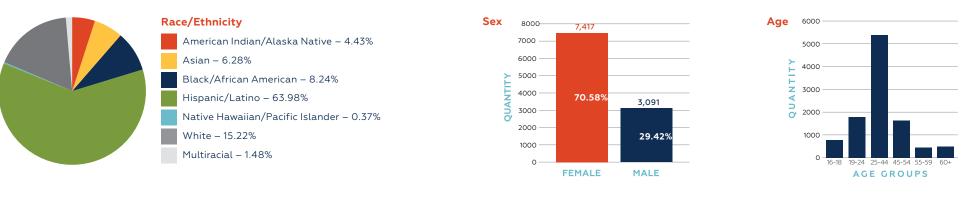
ADULT EDUCATION AND LITERACY (TITLE II)

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	instruction in communication and comprehension skills for							
	Distance Education and Hybrid Learning: instructional delivery							







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

1.655

Completed Career & Training Services

WAGNER-PEYSER EMPLOYMENT SERVICES (TITLE III)

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 26 ARIZONA@WORK Job Centers, and all other locations throughout the state provide virtual services. Services are delivered in one of three modes: self-service, facilitated self-help services and staff-assisted service.

000	EMPLOYMENT SERVICES A	ARE AVAILABLE TO ALL ARIZONANS INCLUDING:	$\begin{array}{c} {\bf \nabla} {\bf \nabla} {\bf \nabla} \\ \leftarrow {\bf \Box} {\bf \rightarrow} \end{array}$
4 4 4 P	Employability assessment	Discussing job search techniques	
ш і і	Job search and referral assistance	Assisting migrant and seasonal farmworkers	- 111 -
38,152	Resume preparation	Priority of service to veterans and their spouses	35,883
People Served	Referrals to other programs	Re-employment services to unemployment insurance claimants	Completed
reopte Served	Providing labor market information	Assessing and referring to workshops	Completed Career & Training

Program Demographics



Performance Indicators





Services

^{*} Additional Wegner-Peyser Employment Services data is available in the Appendix, pages 23-26

VOCATIONAL REHABILITATION (TITLE IV)

Vocational Rehabilitation is a work program that provides a variety of services to assist individuals who have disabilities with preparing for, entering into, retaining, or regaining competitive integrated employment. 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.

Vocational Rehabilitation services are provided statewide using a network of professional VR Counselors, state staff, and contracted service providers.



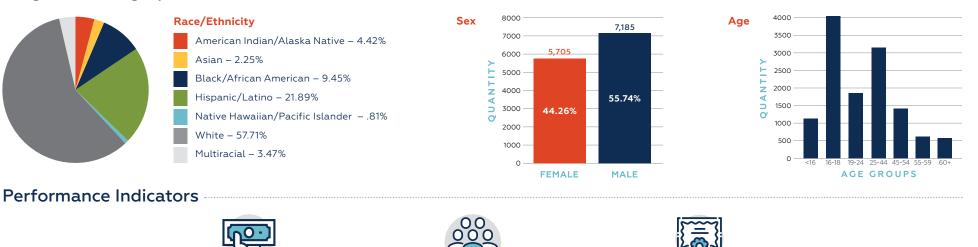
Employment Q2

Program Demographics

Assistance with training or education, if needed to obtain a job

Median Earnings

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



417%

Employment Q4

Credential Attainment

Assistance with getting to training, services, or job site and other work related needs





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











Businesses Receiving Site Visits from Program Staff

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

Arizona Community College System



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 quickly and train or retain 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	/ETHNICI	ГҮ			
American Indian/Alaska Native	564	67	277	466	2,067	722	4,163
Asian	170	36	69	660	452	367	1,754
Black/African American	1,637	227	524	866	3,626	1,545	8,425
Hispanic/Latino	3,813	614	2,549	6,723	14,359	3,578	31,636
Native Hawaiian/Pacific Islander	67	5	26	39	137	133	407
White	5,146	903	2,403	1,599	18,168	9,431	37,650
Multiracial	132	16	80	155	119	567	1,069
			SEX				
Female	4,899	711	1,826	3,091	19,537	7,185	37,249
Male	4,154	719	2,347	7,417	15,011	5,705	35,353
			AGE				
<16	-	-	49	-	1	1,239	1,289
16 - 18	144	4	1,359	809	150	4,018	6,484
19 - 24	1,074	69	2,776	1,745	2,423	1,904	9,991
25 - 44	5,450	748	-	5,354	16,719	3,114	31,385
45 - 54	1,377	341	-	1,677	6,915	1,431	11,741
55 - 59	531	142	-	458	3,602	614	5,347
60+	489	130	-	465	4,840	583	6,507

WIGA STA PRIMART 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	67.9%	74.2%	75.1%	48.99%	56.1%	44.4%	4
2) Employment Rate – 4th Quarter After Exit	61.1%	72.4%	71.5%	48.80%	53.9%	41.70%	3
3) Median Earnings – 2nd Quarter After Exit	\$7,977	\$9,198	\$5,828	\$7,246	\$6,210	\$4,352	40,811
4) Credential Attainment	72.0%	74.9%	60.4%	10.09%	N/A	21%	2
5) Measurable Skill Gain	66.3%	69.7%	61.1%	39.00%	N/A	38.6	41
Achievement of at least one educational functioning level of a participant who is receiving educational instruction below the postsecondary level.	2	0	179	3,201	N/A	2	3,384
Attainment of a secondary school diploma or its equivalent.	3	0	107	541	N/A	145	796
Transcript or report card for either secondary or post-secondary education that shows a participant is achieving the stat unit's academic standards.	146	21	175	55	N/A	703	1,100
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.).	942	111	315	13	N/A	57	1,438
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.	1,561	306	547	321	N/A	71	2,806

WIOA SIX PRIMARY INDICATORS OF PERFORMANCE

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

ADDEWORKERDOTALCOUNTCOUNTCOUNTEMPLOYMENTREHABILITATIONTOTALS6) Effectiveness in Serving Employers - measured byImage: Count of the same employer - 2 atts of continuous employment with same employer.N/AA.53%Employer Penetration Rate - the percent of businessayed employers and particles out of attemployers in the state.N/AN/AN/AN/AN/AN/AA.7%4.53%Percentage of employers who contacted an ARIZONA@WORK employees.N/AN/AN/AN/AN/AN/AN/AN/AA7%Number of comparies and business organizations that have been visited by ARIZONA@WORK employees.N/AN/AN/AN/AN/AN/AN/AS84PARTICIPANTS WHO RECEIVED CAREER AND TRAINING SERVICES AND AMOUNT OF MONIES SPENT ON EACH SERVICES1,663Training 3,5771S1,863Training 3,5,863Training 3,5,863Training 3,5,863Training 3,5,863Training 3,5,863S1,94,580Monies Spent on Career Services\$10,67705\$9,291,285\$9,91,413\$1,42,328\$10,459,603\$9,022,246\$0,194,580Monies Spent on Training Services\$10,567755\$9,291,285\$9,91,413<	**			DICAIORS	OF PERFOR	MANCE		
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NUMBER OF PARTICIPANTS WHO EXITED CAREER AND TRAINING SERVICES $\begin{bmatrix} Career 5,892 Training 2,712Career 897 Training 472 Training 938Career 3423 Training 35,883Career 4,659 Training 1,95935,883AVERAGE COST PER PARTICIPANT OF THOSE PARTICIPANTS WHO RECEIVED CAREER AND TRAINING SERVICES$1,144$5,229$4,198-$291$76311,625PERCENTAGE OF PARTICIPANTS WHO RECEIVED TRAINING SERVICES AND$	Monies Spent on Career Services	\$10,367,705	\$9,291,285	\$9,911,413	\$1,142,328	\$10,459,603	\$9,022,246	50,194,580
Career 5,892 Training 2,712Career 897 Training 478Career 472 Training 938Career 3423 Training 361Career 35,883Career 4,659 Training 1,95935,883Career 4,659 Training 1,95935,883AVERAGE COST PER PARTICIPANT OF THOSE PARTICIPANTS UPANTS UPANTS UPANTS UPANTS UPANTS UPANTSCareer 3423 Training 36135,88335,88335,88335,88335,883PERCENTAGE OF PARTICIPANTS UPANTS UPANTS UPANTS UPANTS UPANTS UPANTS UPANTS UPANTS UPANTSS291\$76311,625PERCENTAGE OF PARTICIPANTS WHO RECEIVED TRAINING SERVICES AND	Monies Spent on Training Services	\$5,026,038	\$5,024,718	\$6,548,837	\$321,472	N/A	\$32,970,865	49,891,930
5,892 Training 2,712897 Training 478472 Training 9383423 Training 36135,8834,659 Training 1,95935,883AVERAGE COST PER PARTICIPANT OF THOSE PARTICIPANTS WHO RECEIVED CAREER AND TRAINING SERVICES\$1,144\$5,229\$4,198-\$291\$76311,625PERCENTAGE OF PARTICIPANTS WHO RECEIVED TRAINING SERVICES AND	NUMBER OF PA	ARTICIPA	NTS WHO E	XITED CA	REER AND T	RAINING SER	VICES	
\$1,144 \$5,229 \$4,198 - \$291 \$763 11,625 PERCENTAGE OF PARTICIPANTS WHO RECEIVED TRAINING SERVICES AND		5,892 Training	897 Training	472 Training	3423 Training	35,883	4,659 Training	35,883
PERCENTAGE OF PARTICIPANTS WHO RECEIVED TRAINING SERVICES AND	AVERAGE COST PER PARTICIPA	NT OF TH	OSE PARTIC	CIPANTS W	HO RECEIVE	D CAREER A	ND TRAINING	SERVICES
		\$1,144	\$5,229	\$4,198	-	\$291	\$763	11,625
OBTAINED EMPLOYMENT IN RELATED FIELD OF TRAINING RECEIVED								
21.20% 28.10% 21.80% 90% 1		21.20%	28.10%	21.80%	-	-	90%	1

WIOA SIX PRIMARY INDICATORS OF PERFORMANCE

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	5	52	1	1092	62	153	1,365
English Language Learners, Low Levels of Literacy, Cultural Barriers	1,319	136	2,084	10,462	4,420	4,160	22,581
Exhausting TANF within 2 Years (Part A Title IV of the Social Security Act)	62	4	11	160	142	127	506
Ex-offenders	1,511	140	307	354	2,113	917	5,342
Homeless Individuals/Runaway Youth	407	26	218	116	1,530	255	2,552
Long-term Unemployed (27 or More Consecutive Weeks)	2,313	525	1,500	2,172	7,678	6,577	20,765
Low-income Individuals	5,711	619	3,506	5,424	12,795	6,339	34,394
Migrant and Seasonal Farmworkers	130	28	60	164	309	22	713
Individuals with Disabilities (including Youth)	381	36	370	771	1,762	12,903	16,223
Single Parents (including Single Pregnant Women)	1,933	250	516	2,028	2,128	602	7,457
Youth in Foster Care or Aged Out of System	6	1	163	151	14	152	487
TOTAL BARRIES TO EMPLOYMENT	13,778	1,817	8,736	22,894	32,953	32,207	112,385

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.



Arizona Commerce Authority Arizona Department of Economic Security Arizona Department of Education Arizona Office of Economic Opportunity

ARIZONA@WORK

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

