



A portrait of Martha M. @WORK, a woman with dark curly hair, wearing a blue button-down shirt, leaning against a yellow wall. In the background, there is a large, semi-transparent '@' symbol.

Martha M. @WORK

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ARIZONA@WORK Maricopa County Title1B

Request for Additional Funding for Workforce Services

April 2020

Overview of Services

- The purpose of Title1B is to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy.

Who We Serve

- **Adult and Dislocated Worker (DW) program**
 - Individuals ages 18 and older
 - Business connections for job seekers and employers
- **Youth program**
 - Individuals ages 14-24
- **Rapid Response**
 - Businesses
 - Employees who have been laid off

Services

- **Job Seeker Services**
 - Apprenticeships
 - Work Experiences (WEX)
 - Occupational Skills Training
 - Support Services
 - Career Guidance and Exploration
 - Referral to Services
 - Case Management
- **Business Services**
 - Assistance with Finding Qualified Talent
 - Developing a Skilled Talent Pipeline
 - Conduct Targeted Hiring Events
 - Layoff Assistance
 - Labor Market Analysis
 - Provide Relevant Experience for Employers



Innovative Workforce Solutions

Individualized and Basic Enrollments

- WIOA establishes **two levels** of employment and training services for adults and dislocated workers; DES policy requires documentation in Arizona Job Connection (AJC). **Both Basic and Individualized services impact performance measures.**
- **Individualized career services** require a customer be enrolled and provide eligibility documentation to receive funding.
 - This requires that **case managers work one-on-one with clients** to complete the following:
 - Comprehensive and specialized assessments of skill level and service need
 - Development of an Individualized Employment Plan (IEP)
 - Short term pre-vocational services
 - Internship and Work Experiences (WEX) linked to careers
 - Workforce Preparation Activities
 - Financial literacy services
 - Out-of-area job search assistance and relocation assistance
 - English language acquisition and integrated education and training programs
- **Basic career services** are available to all individuals accessing a Career Center
 - This can include but is not limited to:
 - Job Readiness Workshops
 - Assessments
 - Orientation to WIOA services
 - Determination if an individual is eligible to receive funding for training
 - Labor Market Information
 - Referral and coordination with other programs and services within the One Stop System

Case Management Definition

- The Commission for Case Manager Certification defines case management as:
 - “...a collaborative process that assesses, plans, implements, coordinates, monitors, and evaluates the options and services required to meet the client's health and human service needs. It is characterized by advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes”
 - In addition, addressing the importance of Trauma Informed Care, the Family Centered Coaching definition is:
 - “Family-Centered Coaching is a **relationship** and **strength-based** practice designed toward improving long-term whole-family functioning and its objective is to integrate meaningful **relationship-based services** that support **transformational** whole-family well-being”

Staff Roles and Responsibilities

| Staff Roles and Responsibilities | |
|--|--|
| Position | Duties for the Position |
| Career Advisor | <ul style="list-style-type: none"> • Upfront participant Triage • Assistance with Basic Career Services • Eligibility determination for Individualized Services • Assignment of activities under Individualized Services • Follow Up Services for 12 Months |
| Business Service Representative | <ul style="list-style-type: none"> • Customized Business Services including: <ul style="list-style-type: none"> o Screening and Referral of candidates, o Customized Recruitment Events, o HR Consultation to write job descriptions, explain labor laws, etc. o Information on In Demand Industry and Occupations, and o LMI and available jobs in the market. |
| Program Service Representative | <ul style="list-style-type: none"> • Greeting and Welcome to Career Center • Providing Information • Monitoring Resource Room activity • Assist in Retention and Follow Up Services for 12 Months |
| Workforce Trainer | <ul style="list-style-type: none"> • Upfront participant Triage • Assistance with Basic Career Services as needed • Conduct Orientation and Workshops for job seekers • Conduct ACRC proctoring of Credential test • Provide customized support for community providers and WARN activities |
| Quality Improvement - Management Assistant | <ul style="list-style-type: none"> • Provide Skill Training for WDD staff • Complete Case Reviews for quality • Policy Development • Liaison with State Policy for service provision |
| Workforce Development Coordinator | <ul style="list-style-type: none"> • Addresses customized services for businesses • Assistance with Basic Career Services • Eligibility determination for Individualized Services • Assignment of activities under Individualized Services • Follow Up Services for 12 Months |

Service Provision – Serving Participants with Barriers

| | FY20 projected | FY21 projected |
|--|----------------|----------------|
| Unemployed ¹ | 2108 | 5750 |
| Long-Term Unemployed ² | 442 | 2593 |
| SNAP Recipients (Food Stamps) ³ | 873 | 1283 |

- ¹ Economic Policy Institute projects that national Unemployment Rate could reach 15% in July 2020, which would be an increase by a factor of 2.73 over the March Arizona Unemployment Rate (5.5%), as reported by OEO. The FY21 projection reflects this increase.
- ² Bureau of Labor Statistics reported that in the wake of the Great Recession, Long-Term Unemployment status accounted 45.1% of unemployed individuals. The FY21 projection applies this rate to the FY21 projected Unemployed figure.
- ³ The American Public Human Services Association is projecting growth in the SNAP and Medicaid programs of 47%. The FY21 projection applies this increase to FY20 figures.

Individuals Pre and Post COVID-19 Served

| Individuals Served | FY20 YTD | FY20 Forecasted | FY21 Projected | +/- |
|--|-------------|--------------------|-------------------|------|
| Adult & Dislocated Worker Programs | 3011 | 3579 | 5660 | 58% |
| Individualized & Training Service Participants | 1770 | 2036 | 3840 | 89% |
| Basic Career Service Participants | 1241 | 1543 | 1770 | 15% |
| Youth Program | 754 | 878 | 1420 | 62% |
| Total Participants, All Programs | 3765 | 4457 | 7080 | 59% |
| Rapid Response (Reportable Individuals, Non-Participants) | 289 | 344 | 940 | 173% |
| Total Individuals Served (Including non-enrolled and self-service) | 13102 | 16388 | 26055 | 59% |

Business Services and COVID-19 Impacts

- Sent 2-question survey (Are you hiring? Are you laying off?) to 2,476 businesses
 - Received 207 replies that businesses are hiring and added to ArizonaAtWork.com
- 73 businesses have submitted a WARN across Arizona since COVID-19
 - 31 have been directly assigned to Maricopa County with several more being assigned as a cross-regional activity with the City of Phoenix and DES;
 - Business Services Team is currently working with these employers
- Currently recruiting for a Retail and Logistics Virtual Hiring Event in coordination with Pipeline AZ.

Workload Pre and Post COVID-19 with Additional Staff

| Position | Current Workload | Future Workload |
|--|---|--|
| Career Advisor | <ul style="list-style-type: none"> • Current Total number of CA's: 29 • 19 Adult/DW Career Advisors <ul style="list-style-type: none"> • Caseload target Adult/DW CA: 77 • 10 Youth Career Advisors <ul style="list-style-type: none"> • Caseload target Youth CA: 60 • Individuals Served: 2036 • Currently meeting all caseload targets | <ul style="list-style-type: none"> • Requesting 16 Adult/DW CA; total: 35 • Requesting 5 Youth CA; total: 15 • Individuals Served: 3840 • Based on projections to meet target caseload sizes we need a total of 35 Adult/DW CA and 15 Youth Career Advisors. |
| Business Service Representative | <ul style="list-style-type: none"> • Current BSRs: 6 • Average WARN notices per month: 2-4 | <ul style="list-style-type: none"> • Requesting 4 BSRs; total: 10 • 31 WARN notices assigned directly to Maricopa County in one month |
| Program Service Representative | <ul style="list-style-type: none"> • Current PSRs: 10 • Follow-up and retention services for 105 clients per month | <ul style="list-style-type: none"> • Requesting 2 PSRs; may need additional staff once participants exit program- total: 12 • Follow-up and retention services for 198 clients per month |
| Workforce Trainer | <ul style="list-style-type: none"> • Current Trainers: 4 • Employment Academy: 4 sessions per month • ACRC Proctor: 4 sessions per month • Workshops: 34 per month • Assessments: 4 sessions per month | <ul style="list-style-type: none"> • Requesting 2 trainers; total: 6 • Employment Academy: 6 sessions per month • AACRC Proctor: 6 sessions per month • Workshops: 51 per month • Assessments: 6 sessions per month • Rapid Response: 4 sessions per month |
| Quality Improvement - Management Assistant | <ul style="list-style-type: none"> • Current MA: 3 • Case read 115 Adult/DW cases per month | <ul style="list-style-type: none"> • Requesting 0; total 3 • Case read 217 Adult/DW cases per month |
| Workforce Development Coordinator | <ul style="list-style-type: none"> • Current WDC: 5 • Caseload target for WDC: 50 | <ul style="list-style-type: none"> • Requesting 0; total 5 • Caseload target for WDC: 50-60 |
| Supervisors | <ul style="list-style-type: none"> • Current supervisors: 7 • Currently supervise 8 to 1 supervision ratio | <ul style="list-style-type: none"> • Requesting 4 supervisors; total 11 • 8 to 1 supervision ratio maintains |

Hiring Process

The current hiring process for Maricopa County is taking 30 to 45 days. As a result of the COVID-19 pandemic, all interviews are being completed virtually.

- Step 1 – Positions are announced via the Maricopa County website and are posted for three to five days.
- Step 2 – Resumes are reviewed by the County HR Department and a list is sent to the hiring supervisor within seven days after position close.
- Step 3 – Hiring supervisor reviews the resume list, select potential candidates, and schedules interviews within five days.
- Step 4 – Conduct interviews via WebEx which can take one or two days.
- Step 5 – Candidate selection and background check. Takes one to two weeks depending on DPS schedule.
- Step 6 – Candidate offer and designation of start date. Usually two weeks for the candidate to give notice to current employer.
- Step 7 – Start date – begins onboarding and scheduling of all required County New Hire training and State required training.

Required Positions and Personnel Funding for Arizona@Work - Maricopa County COVID-19 Response

| | Mid-Point Salary | Benefits | Indirect | Total Per Position | Additional Positions | Forecasted FY20 Need | Annualized Total |
|-----------------------|------------------|-----------|-----------|--------------------|----------------------|----------------------|------------------|
| Career Advisor | \$ 47,174 | \$ 21,178 | \$ 15,174 | \$ 83,526 | 21 | \$ 219,256 | \$ 1,754,051 |
| Business Services Rep | \$ 50,814 | \$ 21,897 | \$ 16,142 | \$ 88,853 | 4 | \$ 44,427 | \$ 355,413 |
| Program Services Rep | \$ 40,560 | \$ 19,871 | \$ 13,416 | \$ 73,846 | 2 | \$ 18,462 | \$ 147,693 |
| Trainer | \$ 55,390 | \$ 22,801 | \$ 17,359 | \$ 95,550 | 2 | \$ 23,888 | \$ 191,100 |
| Supervisors | \$ 58,822 | \$ 23,480 | \$ 18,271 | \$ 100,574 | 4 | \$ 50,287 | \$ 402,296 |
| | | | | | 33 | \$ 356,319 | \$ 2,850,552 |

Summary of the Service Provider Request

Request approval of WIOA COVID-19 response staffing plan, which includes the funding of 33 contract positions to be hired beginning in FY20.

The purpose of these positions are to address the drastic economic downturn as a result of the COVID-19 aftermath.



Thank you!