

July 2023

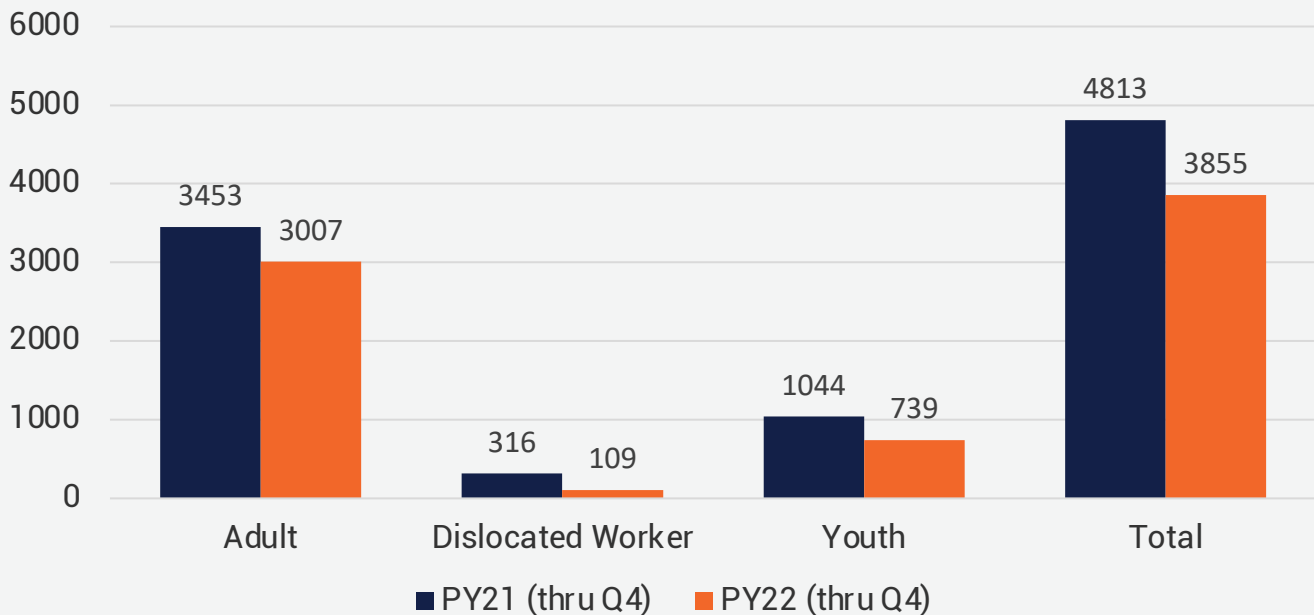
Quarter 4 Report FY23

Maricopa County
Human Services Department
Workforce Development Division

Overall Participation

In the 4th quarter, program participation declined compared to the previous year. The decrease participation can be associated with the counties very low unemployment rate. There was approximately a 20% decrease in overall participation between the two fiscal years. Programmatic changes, Priority of Service, and budget curbed enrollment into OST's to the previous levels. The goal is to more intentionality identify services are provided to clients most in need. Transportation continues to be our most sought-after industry; however, an increase in healthcare/social service training supporting more than 178 participants in the industry during through this past quarter.

Program Participation



Comprehensive Center Traffic

We currently operate 2 Comprehensive Centers, One located in the East Valley at 1001 W Southern Ave. Suite 101 Mesa, AZ 85210, the other located in the West Valley at 4425 W Olive Suite 190 Glendale, AZ 85302. Through the 4th quarter that traffic through those centers was captured as follows:

West Valley – 8449 Job Seekers

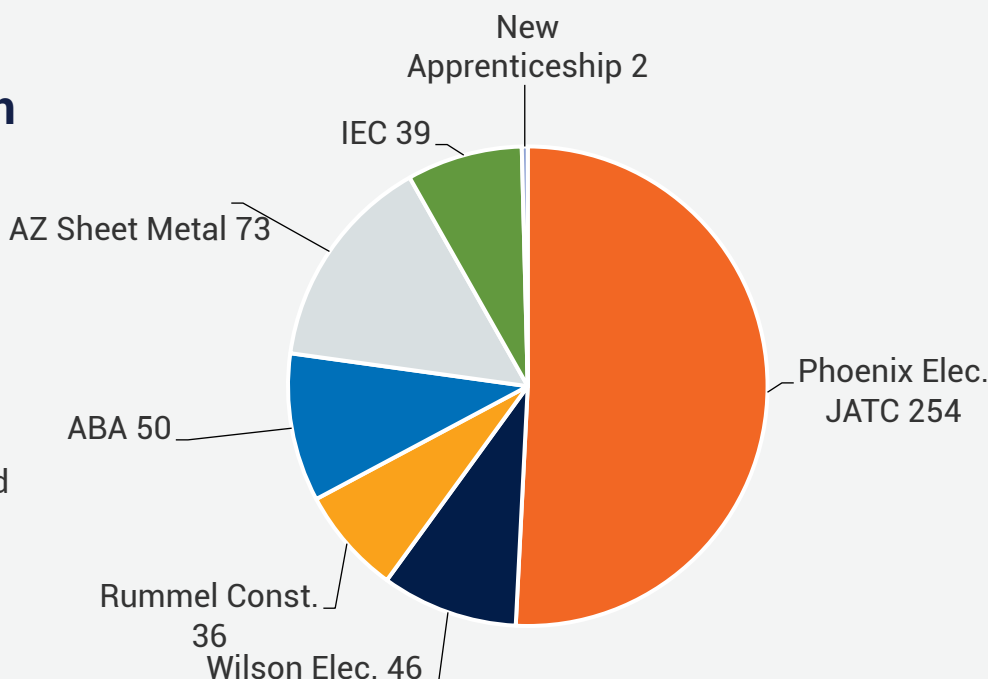
East Valley – 6954 Job Seekers

Apprenticeship

During the 4th quarter, the Maricopa County apprenticeship team supported 500 apprentices across our partner programs. Construction related fields continue to be the most sought-after programs, however, staff are actively working with employers and training providers from other industries such as healthcare and manufacturing to expand the number of opportunities available to those seeking them. During Q4 the apprenticeship team also engaged and enrolled 273 new apprentices into their respective programs with a start date in Q1 PY23

Apprenticeship Participation Breakdown

Currently seven apprenticeship training providers are receiving assistance. The program staff have connected and established 3 new formal relationships with Western Electrical Contractors Association, Skill up AZ, and Okland Construction to assist new participants moving forward with funding opportunities.



The Apprenticeship Team attended the Arizona Registrar of Contractors (AZ ROC) second annual Construction Science Technology Apprenticeship Fair and VIP Summit on April 26th, 2023 at Chase Field in Phoenix.

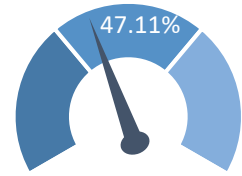
Breakdown: 40 exhibitors in construction trades—mix of Training Providers and employers. ABA/AZ Sheet Metal and PEJATC were all in attendance

During the Summit, AZ ROC reported 915 attendees and 40 employers at the event. The Apprenticeship Team engaged with business owners/training providers to discuss the apprenticeship career pathway.

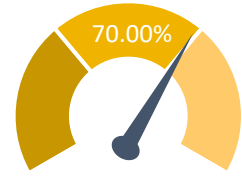


Priority Population Summary

In November 2022, the Maricopa County Workforce Development Division implemented a Priority of Service Policy to ensure available funding was available to job seekers with the highest need. The policy aligned the Adult/DW Program’s caseloads with priority funding specifically available to Veteran’s, Eligible Spouse’s of Veterans, Basic Skills Deficient, receiving Public Assistance, and/or low-income. The transition successfully shifted the composition of our caseload over the past six months and now 70% of the program’s caseload is individuals within those parameters.



January 2023

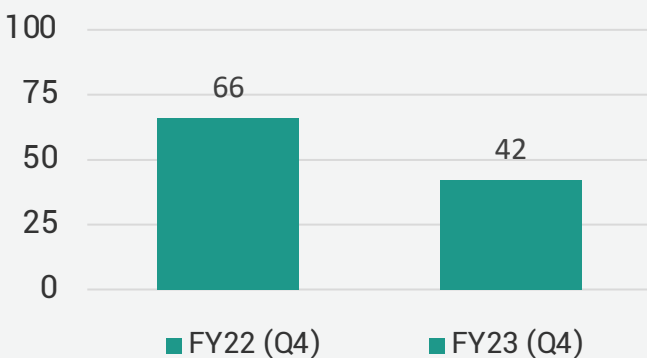


June 2023

Work Experience

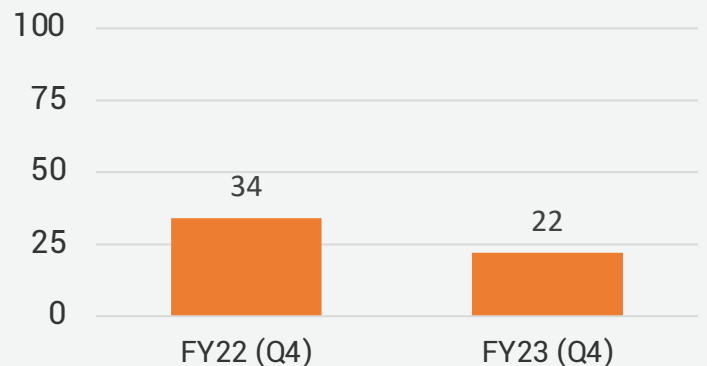
A Work Experience (WEX) is a planned, structured learning experience that takes place in a workplace for a limited time. Work Experiences may be paid or unpaid, as appropriate, and consistent with other laws, such as the Fair Labor Standards Act. A Work Experience provides participants with opportunities for skill development and includes academic and occupational education. The employer provides supervision and training to the participant as outlined in a Worksite Agreement. Work Experience wages are funded through the WIOA grant.

Youth Program



The Youth WEX program experienced a decrease in participation during the 4th quarter. The program the FY24 budgets in all youth elements and resulted in a reduction in youth participants at the comprehensive centers.

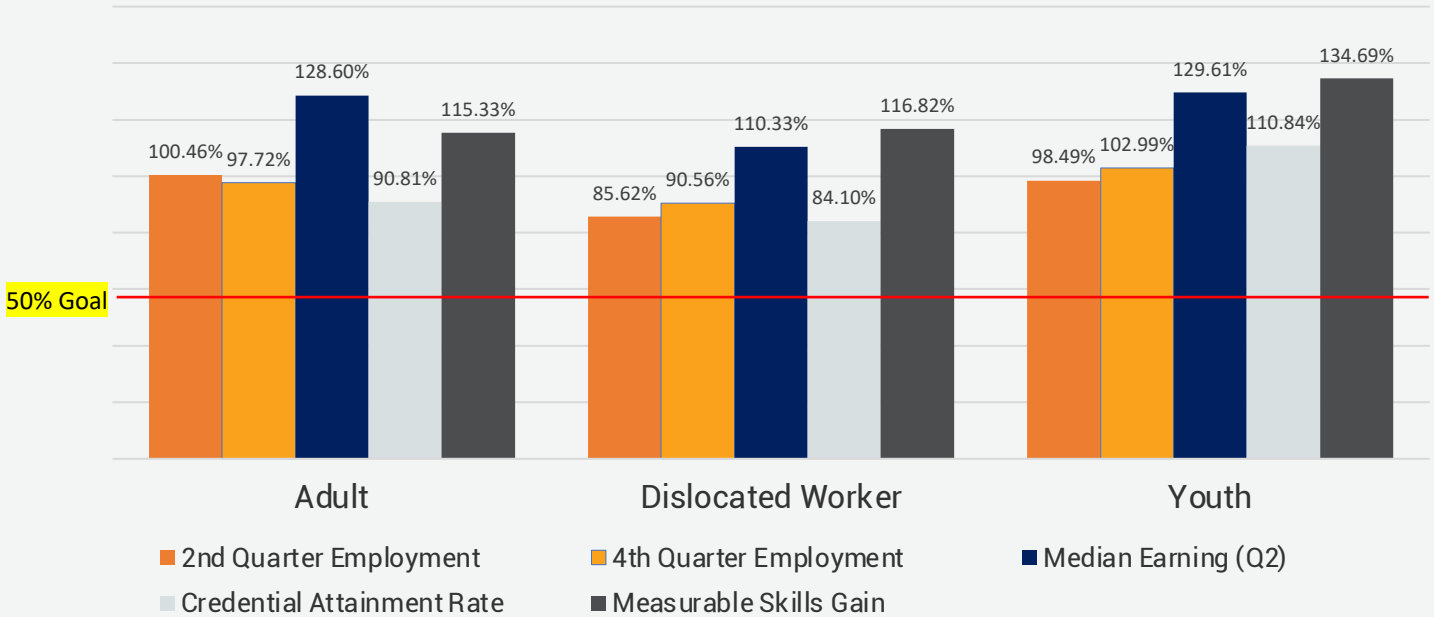
Smart Justice



In Q4 of FY23, there was a decrease in the number of Smart Justice participants in the WEX Program. The program does not anticipate future decreases in service delivery levels.

WIOA Performance

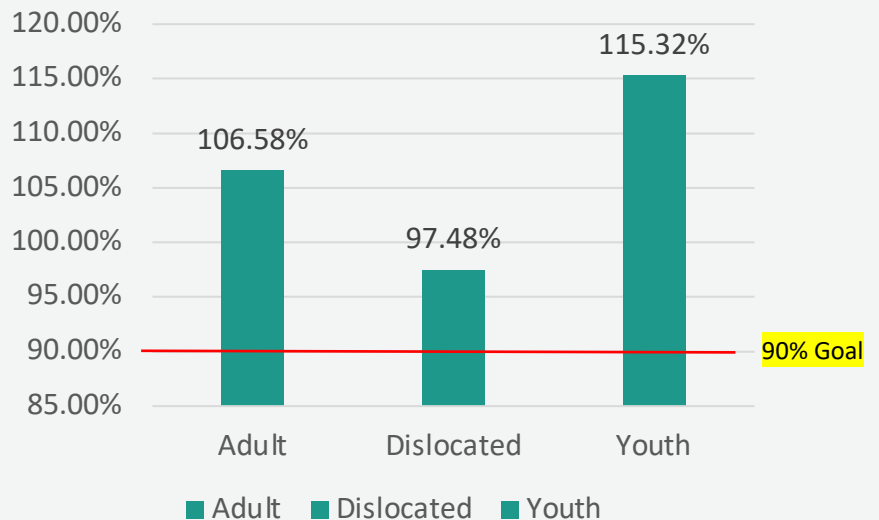
Adjusted Performance Measures



Adjusted Performance: Within the adjusted performance metrics, all program are currently above the targeted fifty percent line in all categories. Due to the targeted efforts from the career advisors and quality improvement team, the Dislocated Worker program is now exceeding the targeted metrics in all categories.

Overall Scoring: The overall scores for the three core programs are an average of the scores from the five performance measures displayed above. The Youth and Adult programs are exceeding the annual goals. Staff are confident that by the end of the program year the Dislocated Worker Program will have captured more credentials and measurable skills gains in to exceed the goal in this program as well.

Overall Scores



Program Highlights

Youth Program

The Youth Team was very active in its Community Partnerships by

- Co-hosting a Youth Job Fair with the City of Tempe
- Hosting Gilbert High Students at our East Valley Career Center
- Presenting program information to our OSO and Title Partners
- Providing a Career Readiness Workshop for 30+ Youth participating in a Tempe Summer Internship Program
- Providing a Resume Workshop for the MESA PD Youth Program
- Presenting program information to Rio Salado College, and

Additionally, the team continued to meet internally to drive the successful transition of In-House delivery of seven of the fourteen Youth Elements. Vendor meetings began in June providing a platform to communicate the importance of quality and fiscal responsibility expected of all program partners when delivering services to valued Participants

Smart Justice Program

The Smart Justice team continued a successful collaboration with MCAPD at the various probation sites, and with DES & ADCRR at the Second Chance Centers at Phoenix West and Perryville. Smart Justice was able to provide direct services to 85 individuals at those locations. These services included orientation, meet and greets, and individualized enrollments.

In an additional partnership with ADCRR & DES, Smart Justice provided orientation and facilitated workshops during the Resource Employment Development (RED) Program to 298 individuals in a virtual classroom setting. These partnerships continue to showcase how Reentry services are successfully being provided as a collaborative.

To end the year, in partnership with St. Mary's Skills Center, Smart Justice enrolled 15 new participants and managed 22 clients overall in the WEX Program for Q4. This led to 14 participants successfully completing the Culinary or Forklift Operator Program. With the newly acquired life and workforce skills to go with newly obtained employment, these participants will begin their workforce journey towards self-sufficiency.

Program Highlights (continued)

Adult/Dislocated Worker Program

During the 4th Quarter, the Adult/Dislocated Worker team completed 212 Meet & Greet appointments and enrolled 63 individuals and focused on service to high priority individuals which includes veterans, eligible spouses of veterans, low-income individuals, and basic skills individuals. The team also partnered with City of Phoenix and processed 27 transfers to prevent the delay of services to participants applying for OST funding. The team promoted new workshops in the center by engaging participants to attend center workshops such as Financial Empowerment, Resiliency in the Workplace, and LinkedIn.

The Adult/Dislocated Worker team ensured that all Measurable Skill Gains (MSG) overlapping program years were resulted out and documented the successful closure of the training milestones. Staff participated in special initiatives to focus on special populations in the community. Career Advisors were identified to conduct outreach at Rapid Response events to increase engagement with dislocated workers. Career Advisors were identified to partner with Rapid Rehousing/CBI-Homeless Division, Empowerment Pathways Programs, and Early Education to provide 2 Gen Services.

Business and Community Services

The business services portion of Microsoft Dynamics, a customer relationship management software tool (CRM), is in full implementation. Staff record all contact with business, hiring event data and job placements on this platform. Staff identify a business's industry in the profile and track and monitor activity in the six in-demand industries. The information is cross referenced with any participant engaging in hiring events, job referrals and ultimately job placements.

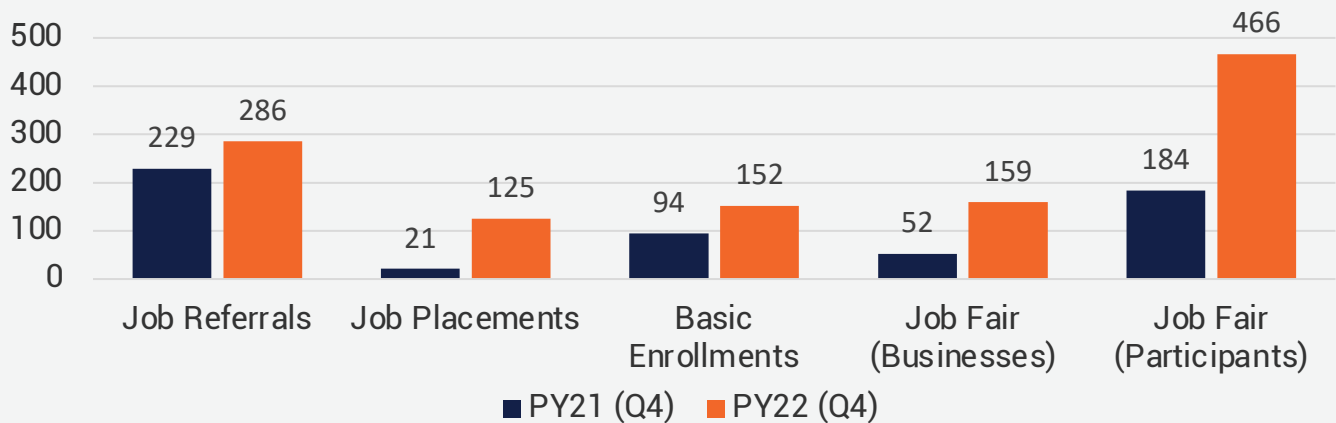
Core participant workshops and hands on labs focusing on Job Search, Resume' and Interview skills are created based off staff collaboration in workgroups. For service delivery consistency, staff attended the three workshops. The same three core workshops, in addition to others, are regularly provided at all eight workforce partnership sites and two comprehensive enters.

A cost-sharing agreement with the City of Goodyear established Goodyear Workforce Development Coordinator. The position will be housed at the Maricopa County Human Services campus in Goodyear, also housing Early Education Division classrooms and a public health facility. Workforce services are expected to begin early next quarter.

Business and Community Services

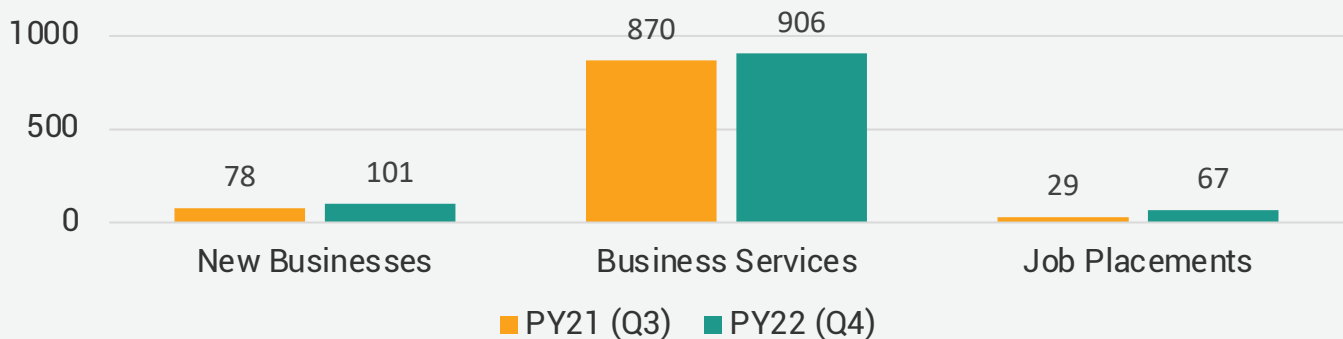
The Business and Community Services team re-alignment has been successful with an increase in community participation. The hiring events are being promoted both internally and externally by community partners. Increases the number of participants from businesses and job seekers. The Business Service Representatives are providing labor market information and job leads to the Workforce Development Coordinators monthly, which is resulting in an increase in both job referrals and placements.

Workforce Development Coordinators



The Workforce Development Coordinators (WDC's) continue to work closely with the local municipalities in whom we share an agreement with. The WDC's are tasked with providing all services offered at the two main career centers in Glendale and Mesa.

Business Service Representatives



The Business Service Representatives serve as the face of services available to local businesses on behalf of the program. Staff are committed to connecting employers with highly trained and talented job seekers throughout our communities. There have been increases in all major Key Performance Indicators amongst our BSR team. Staff are tracking follow up services and providing the information to the employers for enhanced engagement.

Success Stories

Success Story 1: Mesa Event

On 6/27/23, Workforce Development Coordinators and Business Service Representatives held a hiring and resource event at the Mesa Arts Center. In attendance were 38 employers, 8 community resource organizations and 80 job seekers. Of the 38 employers, 28 of them were in our board identified in demand sectors. The event has yielded 6 job interviews and 3 job placements to date, with outcomes continuing to occur.

A unique highlight of this event was the large-scale, on site, clothing boutique. Women's and men's professional clothing, shoes, jewelry, bags and more were available to pick out, try on and take home. The job seekers were all super excited about being able to receive clothing to participate in their upcoming job interviews with the onsite employers and eventually wear to their new jobs. Almost 50 job seekers went home with attire.

One client expressed that being able to pick out, try on and take-home professional clothing from the boutique gave her confidence in her appearance in her current role and in attending interviews for a growth position she applied for. She was so thankful for the opportunity she promised that she would pay it forward by referring other job seekers to come see us at the Mesa partner site.

Success Story 2: RaShell

RaShell, a job seeker working with Melinda, the Workforce Development Coordinator in Surprise, participated in workforce services and secured employment.

RaShell wrote the following powerful email:

I was out of work, starting to feel unemployable, at a loss and just feeling down. I went to ARIZONA@WORK at the suggestion of a neighbor and was introduced to Melinda. At first, I put it off, I did not believe that I would benefit from going there, and I soon found out how wrong I was.

The day I walked into the office I was greeted immediately with a smile and kindness, but I was not alone. That is how everyone that walks into that office is greeted. Melinda met with me, and I was still not sure if she would be able to help me find a job. But, when I walked out the door, I felt a lot more upbeat, Melinda talked with me, not to me. I left with information on how to redo my current resume, (which needed to be done) information on Community Resources, as well as fliers on upcoming Job Fairs and Career Workshops. I was given the tools I needed to find a job and the support, but I did the work. I took full advantage of everything I was offered, and it made a difference. I would not have been as successful without Melinda's help and support. I now have a job and a new perspective. The Career Workshops are very beneficial and really help one to get out of their comfort zone, prepare for interviews and build confidence. I am very appreciative of the services provided by ARIZONA@WORK, Melinda and all the staff there. I highly recommend to anyone looking for a job, or a better job to go to the ARIZONA@WORK office for assistance.

-RaShell

Rate of pay: \$22.00 an hour

Hours: 40 hours per week

Position: Family Connections Consultant

Start date: June 26, 2023

This program is funded 100% by the Department of Labor, from our current award of \$14,815,479.00.



Maricopa County
Human Services Department
Workforce Development Division
Maricopa.gov/WDD