

## AZ JOB CONNECTION NEWSLETTER

### AJCs Move to Kansas Update

The transition to Kansas was completely and utterly successful! As you know, we are now officially hosted in Kansas with America's Job Link Alliance (AJLA). Employment Administration (EA) would like to take this opportunity to acknowledge the wonderful team behind this success, IT Sections, Workforce Development Unit (WDU) Management Analysts. Our Analysts pulled a seven day work week to ensure that "Go Live" was successful and did a great job of it. Thank you WDU for your diligence and up-holding DES's Mission & Goals! *Don't miss the AJC Enhancements 13.0 attachment with this newsletter!*

To learn more about DES's Vision please visit DES internet website by clicking the following link.

[About DES](#)

### AJC Tutorials

What better way to learn how to navigate an application if not directly from the source! As a way to support Arizona staff, EA requested America's Job Link Alliance – Technical Support (AJLA-TS) to add the Tutorials to AJC as a link. As always, AJLA-TS were more than happy to accommodate us. With the rollout version of 12.6, the Tutorials became available to all staff with access to AJC.

Once you log into your account, click on Training Resources located on the left of your screen. Links to access the User Guides and Quick Start Guides (QSGs) from Kansas are displayed. The User Guides were created just for you to utilize your account efficiently. Should you need a refresher or to stay in-the-know of a current change, all you have to do is scan for the needed user guide, click and load.

QSGs range from "Creating a Resume" to "Entering Job Referral Outcomes". The only drawback is that our clients do not have access to the QSGs but should a case manager have a job seeker at their desk and the case manager wants to show the jobseeker a QSG, the case manager can do so. The QSGs are formatted in PowerPoint with audio dictation and it takes about a minute to load them.

"AJLA-TS maintains an extensive library of user documentation. Our Quick Start Guides provide step-by-step instructions for the functions most frequently used by workforce center staff, and are designed to get new users up and running quickly. The AJLA User Guides cover the full functionality of all our products, providing detailed guidance for each screen and field."

- AJLA-TS



### WIA Update

EA's WIA Section will be holding WIA MIS Webinar's. The Webinars will be held quarterly and is presently in the planning phase. A draft outline has been developed and so far WIA has listed Error Reports, Core Service discussions, and AJC Enhancements/Issues. More information is soon to come, so be on the lookout.

### Resume Builder

Resume Builder is one of our most important tools in AJC for Job Seekers and Employers alike. Most Jobseekers will more than likely have experience in multiple fields of work and Job Seekers usually tailor their resumes to reflect this. To boost the amount of job matches in AJC, job seekers will need to shift away from submitting these types of resumes.

Resume builder can do this by first creating an objective statement based on the job title entered. As this is not some of our clients' forte, resume builder lists objective statements that are editable. Once the objective statement has been selected, job seekers are led to pick up to five qualifications that best describes their job title (a template of statements are listed).

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## Staff Development

### Five Elements of Effective Communication

1. Approach – timing, tone, point of view
2. Development – organization and evidence
3. Clarity – presentation of proposal
4. Style – Word choice and tone
5. Correctness – Rules & conventions

Visit the following website for the  
Five Elements Checklist and more details.

[Elements of Communication](#)

One of the things my manager loves to bring to a staff meetings are elements of staff development. So every month one staff member is picked to bring a subject for coworker growth. Everybody loves it and adds morale to our meetings.

### Verbal Communication Skills

- Active Listening
- Direct, self-confident expression
- Body Language
- Anger – expressing it and receiving it
- Dialogue – what it means and how to do it
- Summary/self-review
- Reading & Resources

Please take a moment to read and study the verbal communication skills by using the following link.

[Verbal Communication](#)

Keep a look out for next quarters *Staff Development*. We hope to bring you a boost of self-confidence that you will then spread the optimism to staff and clients alike.

DILBERT APRIL 7, 2014



## Resume Builder Cont.

The job seeker will then add work experience and then select an occupation code. Job seekers may have a hard time with this portion and this, possibly, is where the job match disconnect comes in. A few tries may be needed to generate the correct occupation code, but a good match is what employers are looking for. Job seekers are then led to select from lists (based on the job title entered) of talents, tools & technologies, and work activities. They will then finish up with education, accomplishments, military service (if applicable), references, and completing an advanced search using the occupation associated with the resume.

Encourage! Encourage! Please urge our job seekers to update their resumes and browse job postings. Let's get our employers excited to post jobs in AJC again!

## Social Media Mobile Application

Clients can now share job listings via social media. Click on Facebook, Twitter, Google+, and LinkedIn to share a job with family and friends. To access the Social Sharing Links please go to; Search Jobs> Select Search Option> Select Search Criteria> Select a Job> then post the job if desired.

## SPAM ALERT

**ALERT!!!** We have been notified that users have received e-mails for employment opportunities that are not legitimate. Non legitimate contacts can include work from home opportunities or attempts to have you cash a check. Employers do not interview by Instant Messaging (IM). We encourage you to research the employer and ask for verification of the person who contacts you about the employment opportunity. If you suspect that you have been contacted by one of these potentially fraudulent employers, please notify us immediately at the following e-mail: [EAHelpDesk@azdes.gov](mailto:EAHelpDesk@azdes.gov)

# AZ JOB CONNECTION NEWSLETTER

## Hot Topics

**Minimum Wage in Arizona** - In 2006 Arizonans voted to authorize the Industrial Commission of Arizona to enforce and implement **Raise the Minimum Wage for Working Arizonians Act**, where A.R.S 23-363(B) directs the minimum wage to be increased on January 1st of 2008 and on January 1st of successive years by the increase in the cost of living. The increase in the cost of living will be measured by the percentage increase from previous August to August of the preceding year. This was Arizona's way to insure that the minimum wage would remain fair. But, is it enough? Let's take a look at what Arizona's cost of living is estimated to be:

A tool called the Living Wage Calculator was developed by [Dr. Amy K. Glasmeier](#) and the [Massachusetts Institute of Technology](#) as part of the Living Wage Project. The [Living Wage Calculator](#) compares living wage, the hourly rate an individual must earn to support their family, state minimum wage (which is the same for all individuals), and poverty rate. Graphs are also displayed to help us understand how the living wage was calculated by using typical expenses (what individual expenses went into the living wage estimate) and the typical hourly rates for various professions. A single adult will need to make \$9.20 an hour to sustain monthly expenses of food, medical, housing, transportation and other (essentials). Based upon the calculator, Arizona is \$2.30 off the mark.

Will raising the rate truly work for Arizona? Arizona already has the statutory language built in the 2006 Arizona Minimum Wage Act, which ensures an increase every January 1st using the cost of living formula. Will businesses offset the cost increase by making cuts? Are minimum wage jobs truly only a temp job for the young and college students? Should raising the minimum wage be issued as an Executive Order? These are the questions we will need to ask ourselves when planning our futures and those of our children.

**Please use the follow links to learn more on Minimum Wage:**

[Living on the Minimum Wage](#)  
[Raise the Wage](#)  
[Industrial Commission of Arizona](#)  
[The Economic Case for Increasing the Minimum Wage: State by State Impact](#)

"Learn about the Labor Department, break through the jargon and the acronyms and explore our work. To learn more about words and phrases visit the [A to Z Index](#)." - USDOL

## Quarterly Kudos

From our Job Seekers:

- To the Miami/Globe office; can't say enough great things about this office.
- David Blyth, you were praised for your prompt responses, and helpfulness (Kingman Office).
- Yolanda Rodriguez, thank you for going above and beyond in your duties (51st Ave Office).

From our Employers:

- Thanks to the staff at the Bullhead City location, they were great to work with and very helpful.
- Thank you Leo Verdugo, you were a great help (Irvington location).
- Safford and Clinton office staff are considered very helpful, thank you for always being ready to assist. You are a pleasure to work with.
- Thanks to Heidi and the staff at the Craycroft office in Tucson for their assistance with job interviews in the office, as well as referring clients. Job well done!



## AZ JOB CONNECTION NEWSLETTER

### DERS Very Own Success Story

Some of you may know him as one of the IT guys. Maybe you have spoken to him because you're locked out of Windows or needed updates. Or you may have met him in your office while upgrading your Resource Room PCs. Let us tell you his story...

George Lechner worked for many years with John C. Lincoln Hospital. To compensate for the changes in the workplace George started taking college classes at Glendale & Rio Salado Community Colleges. There, he achieved his CompTIA A+ Computer Repair Certification and took Cisco Networking and Security classes. With the change in management, George found himself looking for work. Like many people at the time, in the middle of the great recession, finding employment became the job.

During this time, Windows went through several changes. Windows 7 took the place of Vista and it seemed like every company out there wanted only Windows 7. Though George searched for employment and even went on several interviews, there was still no success. With no Windows 7 experience George was never offered employment.

After an extended amount of time George, wanting to keep his "dreams alive", attended a Goodwill Job Fair in November of 2012. At the job fair, George was able to speak to a Computer Skills Institute Representative. From this discussion he learned about the WIA Grants and the One Stop Workforce Connection. George was able to sign up for the S.O.A.R. program. With persistence and dedication, George was able to attend a workshop earlier than originally planned. After successful completion of the S.O.A. R program, George received his certificate of completion but before any funding could be granted, George had to research schools, books and tuition costs.

Having completed the required research, George successfully gained funding and was able to take his first course in Windows 7 at Rio Salado Community College, as well as a second course in CompTIA Network + Certification at the Computer Skills Institute. Through hard work and diligence George continued his search for employment.

Having not been employed since December 2011, George was finally offered and accepted a position with DERS Employment Administration's IT Sections LAN Team. He has been with EA LAN for over a year now and has been a great asset to our section.

In true George fashion, he is continuing his studies to become CompTIA Network + and Security + Certified.

For the next few months George and the EA LAN team will be working on the Resource Room PC refresh project throughout Arizona. Give the LAN Team high five's for their hard work and a job well done.



## FAQs

**Q = Question/issue**

**A = Answer**

**Q:** HOW TO REASSIGN A CLIENT'S OFFICE WHEN IT SAYS "OPEN ADMIN OFFICE"?

**A:** For ES requests send to the [+ESACustomerSupportServices@azdes.gov](mailto:+ESACustomerSupportServices@azdes.gov).

For WIA requests send to the [EA-WIA@azdes.gov](mailto:EA-WIA@azdes.gov)

Include Client's name, Part ID and office to be changed to.

**Q:** WHAT TO DO WHEN A CLIENT CLICKS ON A JOB ORDER AND A BLANK PAGE APPEARS?

**A:** The blank page appears because you are exiting the secured AZ Job Connection website. Depending on your browser you will see a type of security message asking you if you want to proceed. If you choose to proceed, the job order will display in a new window.

**Q:** HOW TO DENY AN ADULT APPLICATION IF A CLIENT IS DUALY ENROLLED AS AN OLDER YOUTH AND ADULT?

**A:** If the Adult enrollment is in a pending status, then the staff assigned to approve pending enrollments can deny it and work the older youth application.

**Q:** WHAT IS THE PROPER DATE TO USE FOR ENROLLMENT AND ELIGIBILITY WHEN A CLIENT IS ENROLLED IN THE SYSTEM ON 12/20 BUT PAPERWORK WAS NOT COMPLETED AND SIGNED UNTIL THE 28TH?

**A:** You would use the eligibility date of the 28<sup>th</sup>.

**Q:** WHAT TO DO WHEN A WIA CLIENT WILL NOT EXIT?

**A:** Look for any additional services which will extend the date, including ES, TAA, RES/REA, Participant Entered Self-Service Activity, and Job Referrals. The enrollment will close 90 days after no services are entered from *any* program.

APRIL 2014

VOL 5 ISSUE 12

# AZ Job Connection Newsletter

*Employment Administration, Information  
Technology Section (EA/IT) working to keep you  
informed and up-to-date!*



# DES

*Your Partner For A Stronger Arizona*

# AJC NEWSLETTER SPECIAL EDITION

AJCs Special Edition Newsletter is brought to you by the Employment Administration IT Section

VOL. 1, ISSUE 1

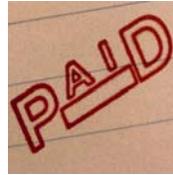
## Top stories in this newsletter



AJC Move to Kansas



12.4 Special Highlights



12.5 Special Highlights



12.6 Special Highlights

## AJC Move to Kansas



We want to share some exciting news! The near future is here, America's Job Link Alliance (AJLA) will now be hosting the AJC application with a Go Live date of April 14<sup>th</sup>. What does this mean for Arizona? It means that we will have the latest releases as soon as AJLA-TS uploads them. Any mandatory changes to DOL reporting will be available more readily enhancing Arizona's ability to accurately and timely provide federal reports to DOL. This also means any system issues can be corrected without unnecessary delays by the folks that have created the application.

On April 14<sup>th</sup> all of the changes we are raving about in this article will become available to you. In addition to the amazing New Resume Builder (detailed in 12.6 Highlights) we will now have a new link available to staff after logon with AJC's Quick Start and User Guides that will be located under Training Resources as a flyout. The Guides will receive updates as changes occur in AJC as well.

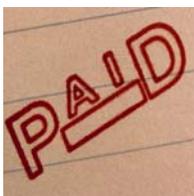
Please read the AZ Job Connection Enhancements, it has been attached with this Newsletter and is a complete list of Enhancements that will be available after "Go Live".

## 12.4 Special Highlights



In 12.4 many of the changes are Client, Employer and Reporting focused having added new job search capabilities, Client/Program/Enrollment note functions, and social sharing links for clients to share job listings. Staff can now track Employer approvals and denials, view closed job orders without reactivating them and when a casetracker updates an Employer record, the next page allows them to apply the update to Job Orders for that employer. A variety of reporting categories have been added that include Service Status Report to provide support for staff to keep the service status updated, Leveraged Funds that will accommodate and track leveraged funds and the Client Expenditure Report which can display all expenditures associated with the client. Several new Report 8 selections have been added too.

## 12.5 Special Highlights



In 12.5 the changes are concentrated mainly on the TAA Payment system. Changes to FiscalLink-TAA include a new Budget Status Sheet (BSS), a new participant payment screen, new Region Admin payment screen, and a new vendor payment screen. The new payment screens are for TAA only and will mirror changes to TAA budget to show FY totals by Quarters. TAA Obligations Report, TAA Participant Budget, and TAA Payment Query have been added to allow Budget to breakdown/show FY amounts by FY. Several changes to ETP have been added as well. The Vendor ID name is ETP Provider Details page has been extended from 9 to 20. For Providers the "Accredited by" field have been lengthened also.

## 12.6 Special Highlights



12.6 Release deals mostly in correcting minor errors and additional user search capabilities. The best of all is the New Resume Builder tested and approved of by Jobseekers and Employers. There are many exciting functions within the new Resume Builder among them are the "no limitations" to the amount of resumes created, uploaded or in active status. Clients can preview their resume at any time during creation as well as build resumes specific to a job title. Our client's talents are listed and with just the click of the mouse, clients can check off what talent to be added to the resume that relates to their job title. This ability extends to other sections of resume builder. The user can choose what education, job titles and work experience they want displayed on the resume. The amount of time they want the resume to be active in AJC. After all of the choices have been made, Resume Builder reviews the data entries and makes suggestions for corrections. Resume Builder has so many great capabilities they cannot all be listed here. It is highly recommended that our clients take the virtual training to learn all of the great options.