



Arizona

Workforce System Vision

The overall goal of Arizona's workforce system will be to offer companies – both new and existing – workers who can fulfill every opening they have.

Arizona will be laser-focused on connecting people to paychecks and reducing the employment rate



Arizona Workforce System Reform

Governor's Council on Workforce Policy changes to Workforce Arizona Council.

- Will identify best practices from other States that help unemployed and underemployed workers gain skills employers need;
- Will restructure the state's goals, governance and processes for the workforce development system;
- Will adopt specific policies that will assist in the successful implementation of these new processes;
- Will increase the effectiveness of state agencies to help people find jobs as a condition of receiving public assistance;
- Will integrate workforce with the education system to ensure seamless P-20-W pipeline.



Council goals will be achieved through a strategic partnership between the Governor's Office, the Department of Economic Security, the Arizona Commerce Authority, and the Arizona Department of Education and other stakeholders

There are three main segments of Arizona's workforce and each has its own unique challenges



Unemployed and do not currently have the skill set or ability to enter the workforce



Previously working but need to be retrained due to changing economy



Those who have the ability to be trained for highly skilled jobs



Creating a Functionally Aligned Workforce System

Seamless Service Concepts

- Silo
 - Every agency does its own thing independent of each other
- Integration
 - Merge many functions
 - History of “take over” strategies
- Seamless
 - Maintain agency identity behind the scenes but work together to create a seamless approach to service delivery
 - FUNCTIONAL ALIGNMENT

Functional Alignment

- Focused Customer Service
- Reduced Customer Confusion
- Leverage Funds
- Eliminate Duplication
- Local Workforce Functional Teams
 - Welcome
 - Skills/Career
 - Business Services

One-Stop Center Network

- No wrong door access
- Service delivery point for multiple workforce services
- Starting and referral point for wide variety of services
- Integration and seamless delivery
- Goal is functional service delivery, not “program” based service delivery

Examples of Seamless/Functional Alignment

- Shared Greeter Roles/Responsibilities
- Shared Classrooms
- Shared Workshop Leaders
- Shared Workshops
- Shared Conference Rooms
- Shared Business Services
- Shared Resource Room Coverage
- Shared Resources in Resource Room
- Shared Case Management

Welcome Team

- Core Services WITHOUT Significant Staff Involvement
- May Be Part of Resource Sharing Agreement
- May Include WIA as a Screening Function: Initial Assessment, Triage, Resource Room...

Welcome Team

Greeter/Receptionist

**Initial Assessment
Triage**

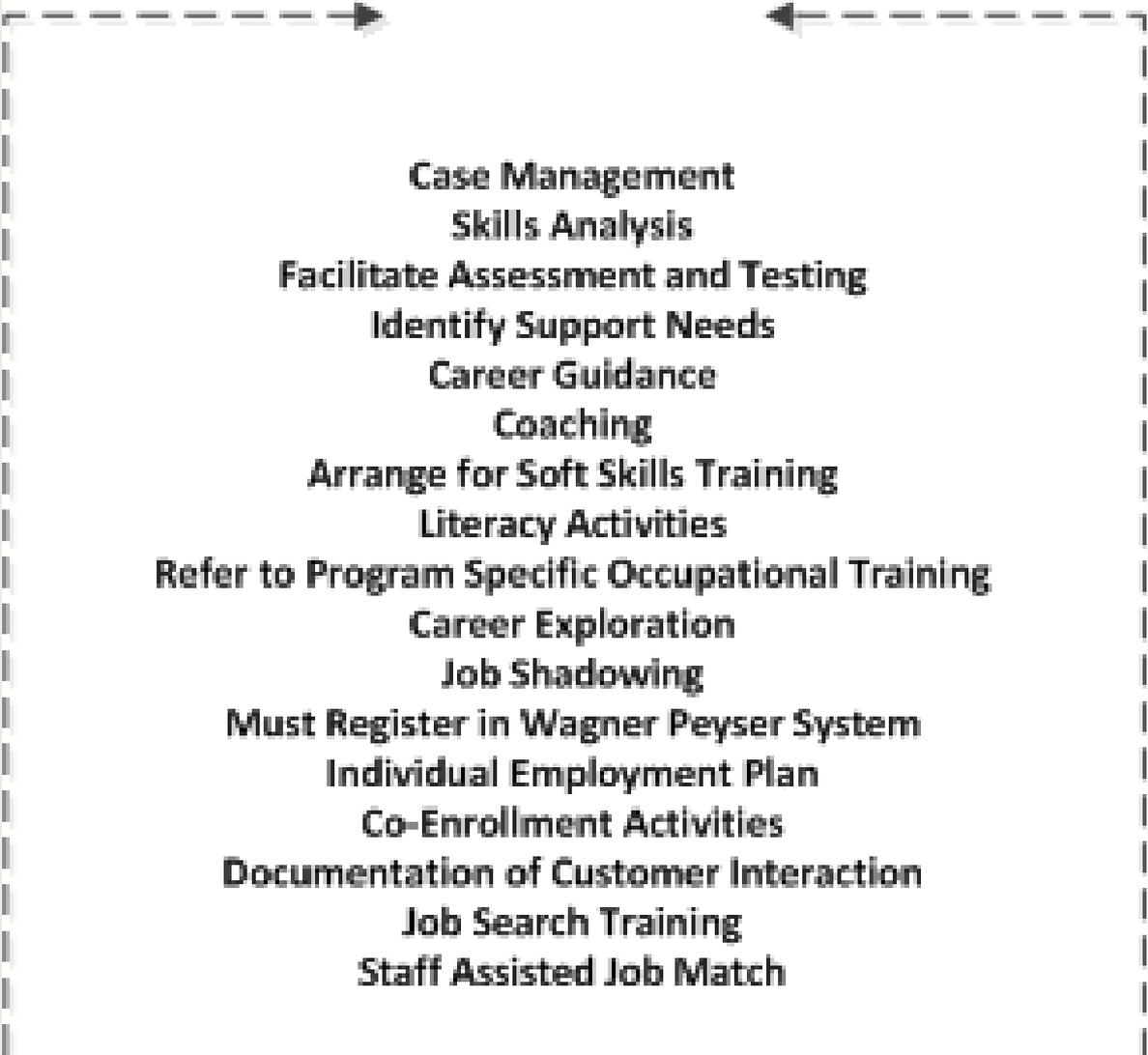
**Referral To: Resource Room, External, Internal,
Appointment**

**May Include: Registration,
Orientation to Services, Labor Market Information,
Identification of Basic Skills Deficiencies , Self-
Directed Job Referral and Placement, Referral to
Generic Workshops**

Skills/Career Development Team

- Core Services WITH Significant Staff Involvement
- Intensive Services
- May Be Part of Resource Sharing Agreement
- May Be Co-enrolled Across Funding Streams
- Must Be Registered in Employment Services

Skill/Career Development Team



Case Management
Skills Analysis
Facilitate Assessment and Testing
Identify Support Needs
Career Guidance
Coaching
Arrange for Soft Skills Training
Literacy Activities
Refer to Program Specific Occupational Training
Career Exploration
Job Shadowing
Must Register in Wagner Peyser System
Individual Employment Plan
Co-Enrollment Activities
Documentation of Customer Interaction
Job Search Training
Staff Assisted Job Match

Training

- Remains with the funding source and follows State and Local policies and procedures.
- No partner may obligate or expend funds on behalf of another partner.

Business Services Team

- Building relationships with employers through local and regional initiatives including but not limited to sector partnerships and business alliances;
- Identifying opportunities to address human resource needs of employers;
- Becoming the bridge between business and job candidates by coordinating recruitment and referrals;
- Reviewing job candidate qualifications;
- Providing economic, business and workforce trends;
- Organizing specialized training programs around business and industry needs;
- Providing information on human resource services; and,
- Developing business opportunities and on-the-job training contracts;
- Providing advanced job search guidance to job seekers.



High Performing Organizations

MAKING IT GREAT!



CHOOSE A POSTIVE ATTITUDE



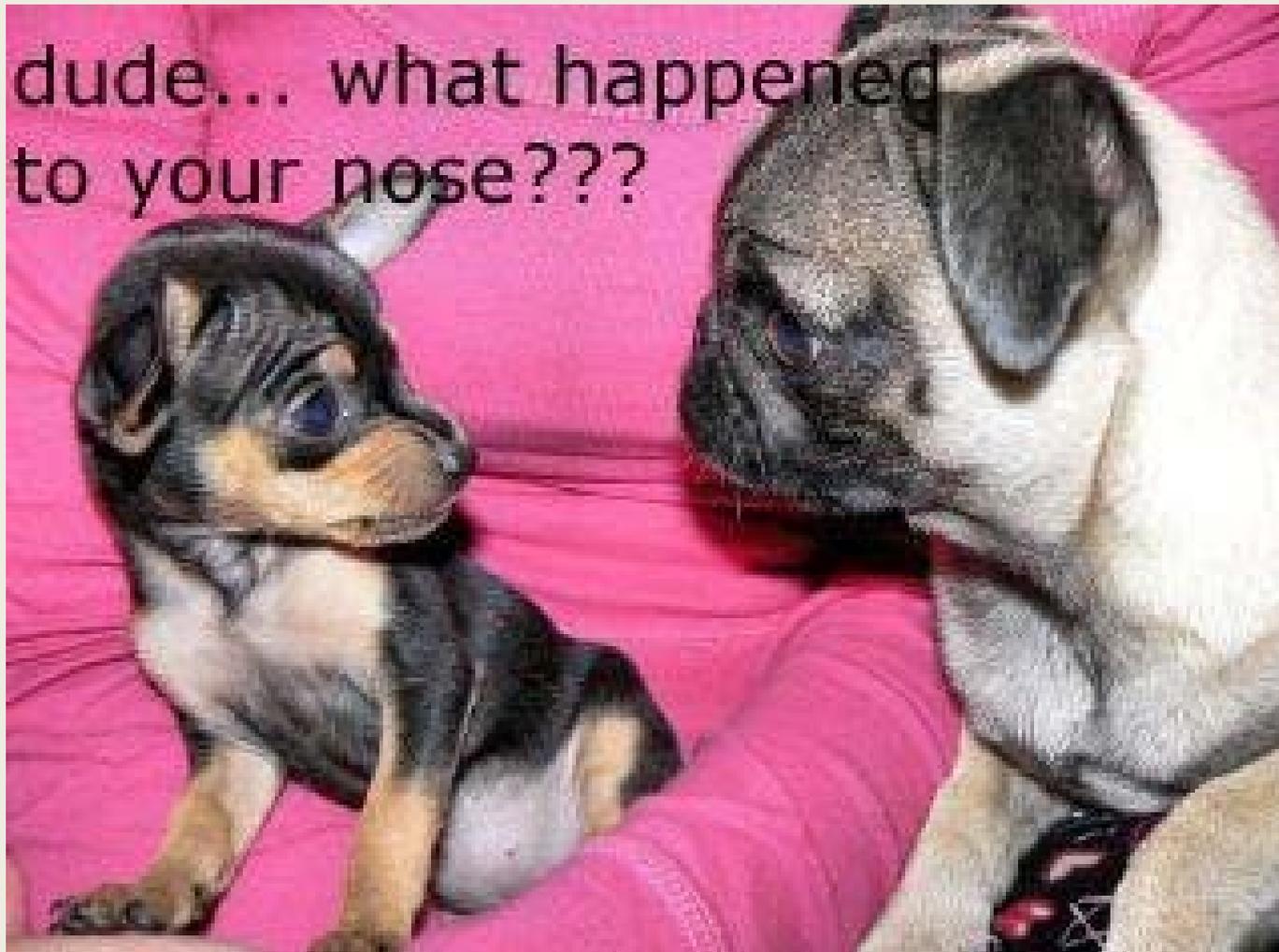
- So What Can **YOU** Do?

STOP DYSFUNCTIONAL BEHAVIOR



- So What Can YOU Do?

STOP FINDING FAULT



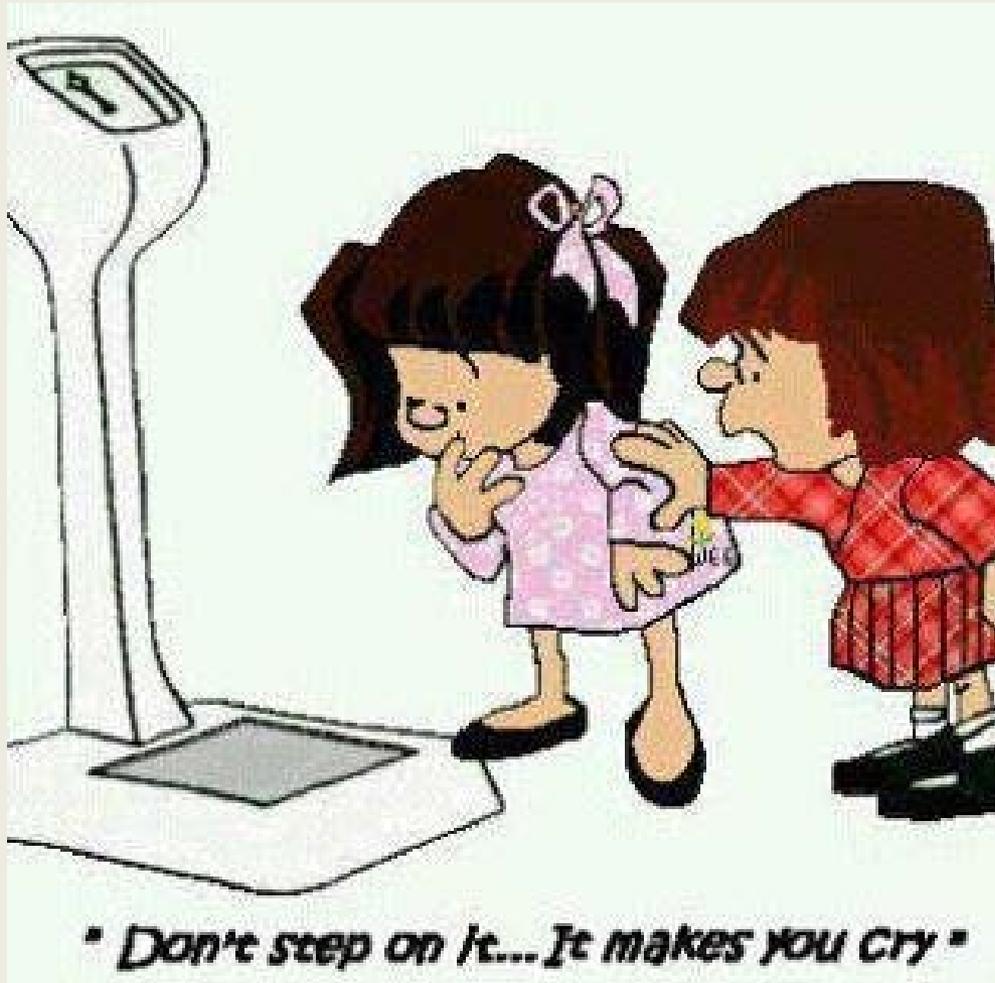
- So What Can YOU Do?

BE NICE IN THE SANDBOX



- So What Can YOU Do?

HELP SUPPORT YOUR COLLEAGUES



- So What Can YOU Do?

Look in the mirror and say **I LOVE THIS
WORK BECAUSE IT FEELS GOOD
TO HELP PEOPLE**

YOU MAKE A DIFFERENCE