

# AZ JOB CONNECTION NEWSLETTER

Workforce Information Technology Section (WITS)

working to keep you informed and up-to-date!

JUNE 2016

VOL 9 ISSUE 19

## Would you like to view previously distributed newsletters?

Use the following link: [AZ Job Connection Newsletters](#)

## Do you have information that you would like to share in the AJC Newsletter?

Send it to: [AJCInfo@azdes.gov](mailto:AJCInfo@azdes.gov)

## WIOA

When you're talking WIOA (Workforce Innovation Opportunity Act), do you mean all the core partners or one of the programs under WIOA? The Workforce Innovation Opportunity Act was signed as a Law on July 22, 2014. Under WIOA there are 4 core partners which encompass six core programs:

**Title I** – Adult, Dislocated Worker, and Youth (ages 14 - 24); **Title II** – Adult Education; **Title III** – Wagner-Peyser and **Title IV** – Vocational Rehabilitation.

### *Performance reporting for WIOA begins July 1, 2016.*

Under WIOA reporting, self-services do not extend the exit-date, so if the jobseeker has not received services in the last 90 days, the enrollment(s) will exit and the last service will be the date of exit.

## Changes to the Service Dictionary

Correction to the Service Dictionary for the column that indicates which services extend the exit date: Change the Case Management service to '0' in the column: 'extends exit date'. This service does not extend the exit date. The Service Dictionary can be downloaded from

<https://des.az.gov/sites/default/files/dl/WIA-1045AHBPPD.pdf>



## Up-coming Events

ARIZONA@WORK, Yuma County, with several community partners will be hosting a Yuma Community Job and Education Fair at the Yuma Civic Center on September 7th, 2016, from 9a-1p.

## Staff Development

**Innovation is often described as** “something new or improved that obtains a positive result”. This can be a new process or procedure, a new service, a new product, or just a different way to get something accomplished.

**Ever hear this from leadership?** “Hey, we need to think outside-the-box on this one”. This sometimes helps to inspire a group to really get out there and come up with some truly outside-the-box notions. What often happens is that an idea is presented and it's “too radical”, “too far-fetched”, “too risky”. What that leader really wanted was the group to come up with ideas outside-their-box, but not outside-the-leader's box. When I hear “think outside-the-box”, I first ask, “what's the box”, because you can't think outside of it until you know what it is.  
~ The HeadScratcher Post

## Customer Satisfaction

Staff ~ please notify your customer (jobseeker and employer) that they may be called or receive an e-mail allowing them the opportunity to complete a survey letting us know how we are doing. We value their comments.



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## Did You Know?

There is a new question on the Exit Question Link 'Self-employed'. The self-employed question is required. A "Not Reported" response applies when you don't have a yes or no answer, that is, when the participant has not been contacted to confirm.

## Success Story

Victor came to Arizona Call-A-Teen Youth Resources, Inc. (ACYR) in 2012, joining our GED program. While studying for his GED, he joined our Special Population Workforce program.

Victor stayed focused on his goals! While working with ACYR, he raised his academic levels and gained his GED, successfully completed a work experience with Trevor Browne High School: Custodian department, and with the City of Peoria: Parks and Recreation department; completed work-readiness training, met goals and researched career paths.

After gaining his GED in 2013, Victor chose a career as Pharmacy Technician and enrolled in that program at Arizona College. He has successfully completed the program and gained his credentials.

Although Victor had obstacles to overcome such as homelessness and charges on his record, he always stayed focused on what he wanted to achieve. This young man started working and then began the process of getting his charges set aside. Victor went to the court, acknowledged he had made a mistake and showed the judge the many positive changes in his life, and was able to have his charges set aside.

Throughout his participation, Victor has consistently received high praise for his excellent work, dedication, and commitment - from teachers, co-workers, and supervisors. He is now employed, self-sufficient, and ready to take on all of life's challenges and opportunities.

## Staff Kudos

We'd like to recognize the outstanding service of Vocational Specialist III, Tonya Howard, in Apache Junction. Our contributing client told us, "Tonya was there for me in *everything*; she is just Awesome!" Way to go, Tonya!

From a Casa Grande Employer, we hear that Linda Martínez, Programs & Projects Specialist II, "has been very helpful". That's beautiful. Thanks for being a fine example, Linda.

A couple of extra-milers posting the positions for employers who can't get to it, deserve credit, also! María Barnett, Program Service Evaluator II at the Santa Cruz One-Stop in Nogales was mentioned by an Employer, there: When our employees do not have time to post the positions, she offers to post [them] for us. Thanks, María!

Another María we'd like to feature is Employer Liaison and Acting Supervisor María Echols in the Phoenix - West Workforce Office. Despite the responsibilities in that role, she is reported by an Employer to have posted their positions. Nice.

Various job-seekers have commented on workers who stretched themselves on their behalf..."Mariel Klein was outstanding" (Career Guidance Specialist at the Gilbert office). "Celina López (also in Gilbert) answers every question promptly. She is *very* helpful." Personnel Analyst III with DDD has been cited as being "great!" Of that same DDD mix we have Administrative Assistant III Sophía León, who truly shines, as our contributor declares, she "warms my heart". Isn't that swell? We love to hear that.

And how about this - "Georgia Smith in the Gilbert office gets BIG KUDOS for her encouragement. Everyone's so nice, courteous, kind, compassionate, thorough, gentle; such a positive experience, such human treatment." We are really proud of all the folks who truly care about the success of our program participants. Your efforts brighten their hope, and really help!

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## Opportunities for Improvement

Our valiant Employer customers are scrambling to fill positions amidst the heavy responsibilities of running their businesses. These quotes can make us more conscious of some specific needs we can meet, as we put ourselves in their shoes...

“The application process took three weeks to be approved. I posted the position in the [local News Paper] and filled the position while waiting to be approved with the Arizona Job Connection.”

“I am disappointed. I have so much work, and not enough employees. [There was] no follow-up from the One-Stop Centers.”

Our job-seekers are facing multiple challenges as they try to establish and maintain self-sufficiency. Their hope will be bolstered if we can reverse the kind of reports we’ve been receiving from them...

“I can’t connect with my advisor. I leave multiple messages; she doesn’t answer.” “She never returned my calls, nor called me of her own accord.” “I was placed in work I did not prefer.”

More satisfaction and success for everyone are fruits of more sensitivity to others’ needs. Our life is enriched as we learn to genuinely care, and show it. We can do this! Let us each evaluate our personal investment in doing all we can to truly assist all our customers, watching the miracles unfold in job-seekers lives.

## The Carrot, the Egg, and the Coffee Bean

A young woman went to her mother and told her about her life and how things were so hard for her. She did not know how she was going to make it and wanted to give up. She was tired of fighting and struggling. It seemed that, as one problem was solved, a new one arose. Her mother took her to the kitchen. She filled three pots with water and placed each on a high fire. Soon the pots came to a boil. In the first, she placed carrots, in the second she placed eggs, and in the last she placed ground coffee beans. She let them sit and boil, without saying a word. In about twenty minutes, she turned off the burners. She fished

the carrots out and placed them in a bowl. She pulled the eggs out and placed them in a bowl. Then she ladled the coffee out and placed it in a bowl.

Turning to her daughter, she asked, "Tell me, what do you see?" "Carrots, eggs, and coffee," the young woman replied. The mother brought her closer and asked her to feel the carrots. She did and noted that they were soft. She then asked her to take an egg and break it. After pulling off the shell, she observed the hard-boiled egg. Finally, she asked her to sip the coffee. The daughter smiled as she tasted its rich aroma. The daughter then asked, "What does it mean, mother?"

Her mother explained that each of these objects had faced the same adversity - boiling water - but each reacted differently. The carrot went in strong, hard and unrelenting. However, after being subjected to the boiling water, it softened and became weak. The egg had been fragile. Its thin outer shell had protected its liquid interior. But, after sitting through the boiling water, its inside became hardened! The ground coffee beans were unique, however. After they were in the boiling water, they had changed the water.

"Which are you?" the mother asked her daughter. "When adversity knocks on your door, how do you respond? Are you a carrot, an egg, or a coffee bean?" Think of this: Which am I? Am I the carrot that seems strong but, with pain and adversity, do I wilt and become soft and lose my strength? Am I the egg that starts with a malleable heart, but changes with the heat? Did I have a fluid spirit but, after a death, a breakup, or a financial hardship, does my shell look the same, but on the inside am I bitter and tough with a stiff spirit and a hardened heart? Or am I like the coffee bean? The bean actually changes the hot water, the very circumstance that brings the pain. When the water gets hot, it releases the fragrance and flavor.

If you are like the bean, when things are at their worst, you get better and change the situation around you. When the hours are the darkest and trials are their greatest, do you elevate to another level? How do you handle adversity? Are you a carrot, an egg, or a coffee bean?

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## Past Events

On Saturday, April 16, 2016, **25,000** guests attended HopeFest - PHX 2016. CityServe, Arizona's HopeFest - Phoenix, brought the community together to meet the immediate needs of our un-insured, under-insured and under-served neighbors, and then connected them to resources that facilitate long-term solutions, independence, and stability. Through a collaboration of helping agencies, organizations and individuals, thousands of people received FREE medical, dental, vision, food, housing, haircuts, clothing, personal care products, employment services, child safety needs, and so much more. This year, the veteran table saw 46 veterans, 52 non-veterans.



## Reach Out to Our Veterans!

Keep these valiant individuals foremost in your endeavors to create opportunities for their sustained growth and progress after their service in the military. They deserve our best. Thanks!



*"Home of the Free...Because of the Brave"*

For added support and awareness of veterans, we invite each of you to participate in and promote the Red Shirt Friday tradition that started in Show Low, Arizona in 2010. This simple demonstration of veteran-consciousness is one more way to show our veterans that we appreciate their investment and sacrifice. *Let's wear Red Shirts on Fridays!*

### AJC Change Control Requests

**Do you have a suggestion or a recommendation to enhance AJC functionality? We would like to hear from you!**

Please use the following link to create a Change Control Request (CCR) for the AJC Workgroup to review. [CCR](#)

All requests should be emailed to [AJCInfo@azdes.gov](mailto:AJCInfo@azdes.gov) for processing.

