

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

*Martha M. @WORK*

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***Presentation to the Pinal County Workforce Development Board***  
***One Stop Operator Report***  
***(November – December PY 21)***

January 20<sup>th</sup>, 2022



Innovative Workforce Solutions

# Initiatives

- **Virtual Services**

**OSO working to expand our ARIZONA@WORK Pinal County services to the surrounding communities.**

- 1. Goals: To improve our Services throughout Pinal County by offering Virtual services to customers and clients in their area.**
- 2. Time frame: 3 to 6 months**
- 3. Success: Customers would be able to access our services virtually from there Home computers, Cellphones, or using one of our access points.**

- **Arizona Coalition for Military Families**

**OSO working on partnering and collaborating with Arizona Coalition for Military Families to bring more resources to our community for our Veterans.**

- 1. Goals: To provide more recourses to the Pinal County Veterans.**
- 2. Time frame: 3 Months**
- 3. Success: To expand our services and resources to the Veteran surrounding communities.**



# Key System Metrics

Metric	Goal July 1 – June 30, 2022	YTD (PY_21_) July 1 – Dec 31.	% of Goal
<b>Customer Contacts</b>			
Job Center(s) July 1- Dec. 31, 2021	6,000	1,479	25%
Phone/Online	10,800	279	3%
Placement into Employment	600	375	62%
Average Hiring Wage	18.45	\$18.45	
Annualized Average Hiring Wages	29,000,000.00	\$13,758,108.80	47%

# Industry Breakdown of Employment Placements

Industry and Occupation	# of Placements (PY 21 YTD Nov.)	# of Placements (PY 21 YTD Dec.)	# of Placements (PY 21 YTD )	Avg Starting Wage (Nov-Dec 21)
Manufacturing	37	34	110	\$18.61
Transportation	4	3	21	\$17.79
Construction	2	1	17	\$17.25

# Success Stories

## Summary of success stories submitted by all partners

**TANF (Nov. 2021):** Monica Smith (TDS Equus TANF) began assisting a Jobs Program customer in Pinal County last spring. In spite of the challenges from the pandemic, he was motivated and obtained employment within a short amount of time. He was in need of some support and services to promote stability and encourage employment retention while transitioning to financial independence. Jobs Program assisted with rental assistance to ensure he had a stable place to live and rest. Tools for work were provided including work boots. Vehicle insurance was paid for a couple of months to ensure he is legal to drive and transportation reimbursement (gas reimbursement) provided to ensure he can get to and from work. Recently this customer successfully completed his 180-day employment follow-up working full-time (40 hours/week) earning \$18.70 per hour with benefits.

