

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
(January – February PY 21)

March 17th, 2022



Innovative Workforce Solutions

Initiatives

Pinal County Contact Call Center

To better server our customers, we have incorporated the services of the Pinal County Contact Call Center. The Contact Center will screen all in-coming calls and direct the calls to the appropriate direction. The Contact Center phone number is now the main number to connect to ARIZONA@WORK Pinal County.

Goals:

1. Phase 1: Reduce the number of irrelevant calls to the Job Center.
2. Phase 2: Incorporate direct routing of the calls to specific staff based on nature of the call

Time frame: 60 Work Days (Testing) (February 18th thru May 13th)

Success:

1. Short term: Reduction of irrelevant calls to ARIZONA@WORK Pinal County
2. Long term: Increase in efficiency in routing calls directly to staff based on the nature of the call.
3. Increase in customer satisfaction

Business Services Team - Pinal

Building a Business Services team using our partner to better serve the Pinal County Employers

1. **Goals:** To reach out and provide our services to all our Pinal County Employers without just focus only on the Casa Grande area.
2. **Time frame:** 3-6 Months
3. **Success:** To expand our services to all employers throughout Pinal County.



Initiatives

ARIZONA@WORK Pinal County Business Services Team

Create a Business Services team based on Goal 2 of the ARIZONA@WORK Pinal County Workforce Development Plan.

Goals:

- 1. Identify members of the team from ARIZONA@WORK Pinal County partners**
- 2. Identify to a team member to represent the team with The Pinal County Workforce Development Board Goal Group 2.**
- 3. Create an outreach plan to Pinal County's 3,800+ employers**
- 4. Develop an Action Plan to organize and track activities toward implementation and sustainability of the team.**
 - **Ensure data is collected and input into AJC for state/federal performance measures**
 - **Integrate Action Plan with Goal Group 2/Local First Arizona sector strategy implementation.**
 - **Create metrics of success.**
- 5. Time frame: 3-6 Months**
- 6. Success: To be determined by the Business Service Team. At a minimum:**
 - **Increase employer penetration rate**
 - **Sector based approach**
 - **Increase in employer satisfaction**
 - **Increase in usage of ARIZONA@WORK Pinal County business services**



Key System Metrics

Metric	Goal July 1 – June 30, 2022	YTD (PY_21_) July 1 – Feb 28.	% of Goal
Customer Contacts			
Job Center(s) July 1- Feb 8, 2021	6,000	2,035	34%
Phone/Online	10,800	374	3%
Placement into Employment	600	494	82%
Average Hiring Wage	18.45	\$18.45	
Annualized Average Hiring Wages	29,000,000.00	\$18,576,646.00	64%

Industry Breakdown of Employment Placements

Industry and Occupation	# of Placements (Jan.)	# of Placements (Feb.)	# of Placements (PY 21 YTD)	Avg Starting Wage (Jan - Feb 22)
Manufacturing	9	23	142	\$18.61
Transportation	1	2	24	\$17.91
Construction	0	0	17	\$17.25

Success Stories

Summary of success stories submitted by all partners

TANF (Jan. 2022): I was a landscaper. I worked really hard but got paid just over minimum wage so I had to work a lot of hours and was struggling to take care of my family rent and bills. Norma and the Job program helped me with rent and bills when times got really rough because my wife is disabled so I am the only income for my family.. Norma helped me get in school so I could learn a new trade which was HVAC. With that school and training I was hired as an HVAC sheet metal worker at the local 359 sheet metal union. Now I get paid a lot better and I'm able to support my family and I'm now in the process to buy us a home of our own.... Thank you for everything you've done for our family Norma and the jobs program. Our family is very grateful. Gratefully, respectfully,

