



Martha M. @WORK

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Presentation to the Pinal County Workforce Development Board
One Stop Operator Report
(March – April PY 21)

May 19th, 2022



Innovative Workforce Solutions

Initiatives

Pinal County Contact Call Center - Update

Goals: To better serve our customers, we have incorporated the services of the Pinal County Contact Call Center. To cut down on irrelevant calls to the Job Center, the Contact Center would screen all incoming calls and direct the calls to the appropriate resource.

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

Success: Reducing the number of irrelevant calls to the front desk and assisting customer who are interested in employment, training and education opportunities.

Update: Since February 18:
We have seen an 8% decrease in “irrelevant” calls to our front desk



Initiatives

Business Services Team Database- Pinal

Building a Business Services Team using our partners to better serve Pinal County employers

- 1. Goals: To reach out and provide our services to all Pinal County employers.**
- 2. Time frame: 3-6 Months**
- 3. Success: To expand our services to all employers throughout Pinal County.**



Key System Metrics

Metric	Goal July 1 – June 30, 2022	YTD (PY_21_) July 1 – Apr. 30.	% of Goal
Customer Contacts			
Job Center(s) July 1, 2021- Feb 8, 2022	6,000	2694	44%
Phone/Online	10,800	374	3%
Placement into Employment	600	616	102%
Average Hiring Wage	18.45	\$18.89	
Annualized Average Hiring Wages	\$29,000,000	\$23,398,169	81%

Industry Breakdown of Employment Placements

Industry and Occupation	# of Placements (PY 21 YTD March.)	# of Placements (PY 21 YTD April.)	# of Placements (PY 21 YTD)	Avg Starting Wage (Mar. – Apr. 22)
Manufacturing	25	10	190	\$17.88
Transportation	4	8	37	\$17.91
Construction	0	1	18	\$18.00

Success Stories

Summary of success stories submitted by all partners

(Apr. 2022): Leroy Sparrow, Talent Development Specialist, has been assisting a customer in Pinal County to reach her highest potential. She came to the Jobs Program about a year ago, during the pandemic not quite ready to begin participating. An assessment was completed, and challenges were identified by her

Career Planner who provided resources and support services for resolution.

One of the resources provided was Vocational Rehabilitation to assist her to complete her High School Diploma. Leroy continues to cheer on her success, co-case managing with VR. The support services provided were related to transportation, basic utilities and communication services including internet & phone service, for online job search and vocational activities.

She has been employed since July 2021 but knows a diploma would improve her opportunity at a better job. Also, she already has her eye on a job which requires GED or HS diploma. She completed her 150-day employment follow-up in April earning \$15.50 per hour working 35 hours per week.

