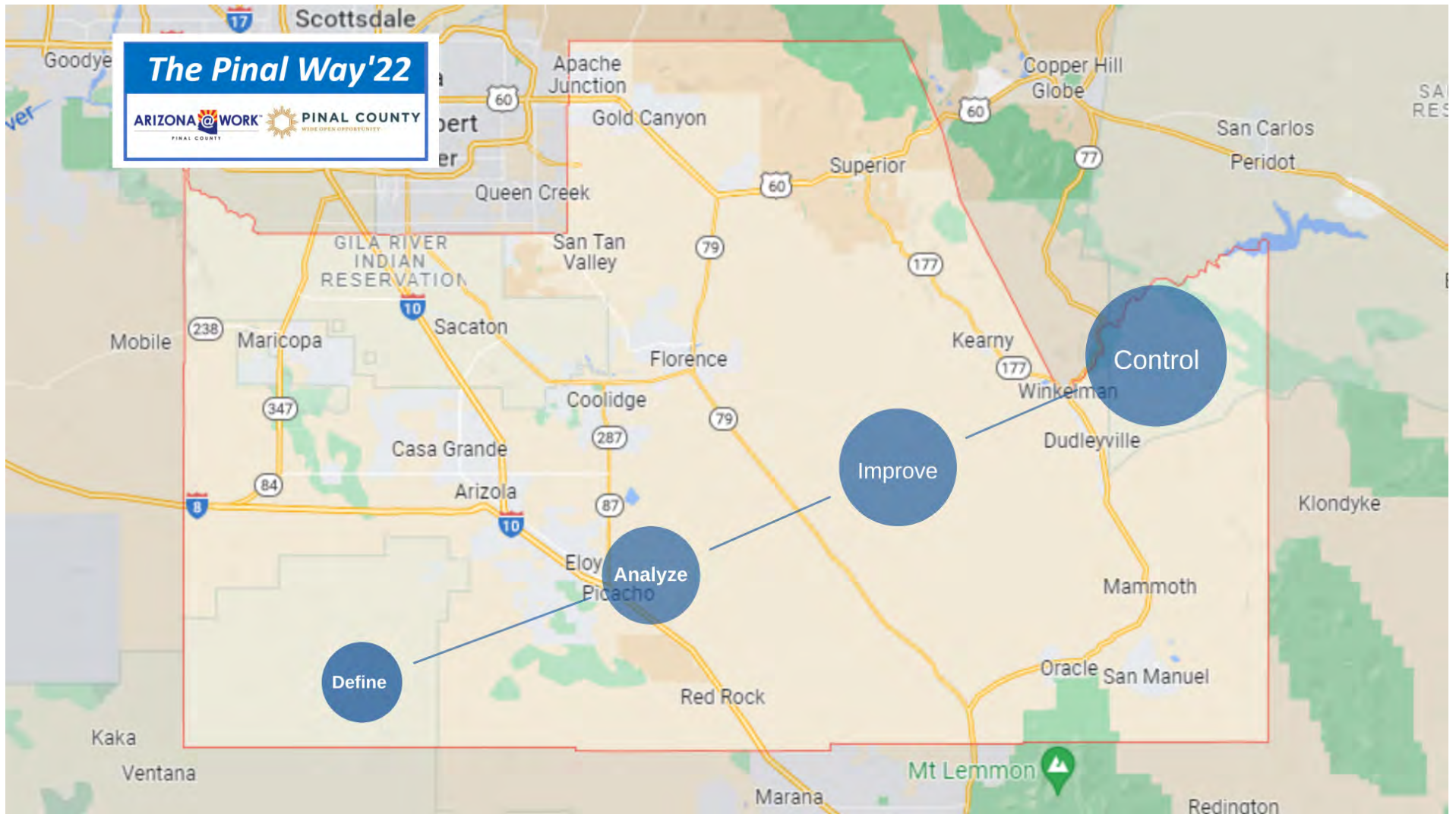






*The Pinal Way'22*



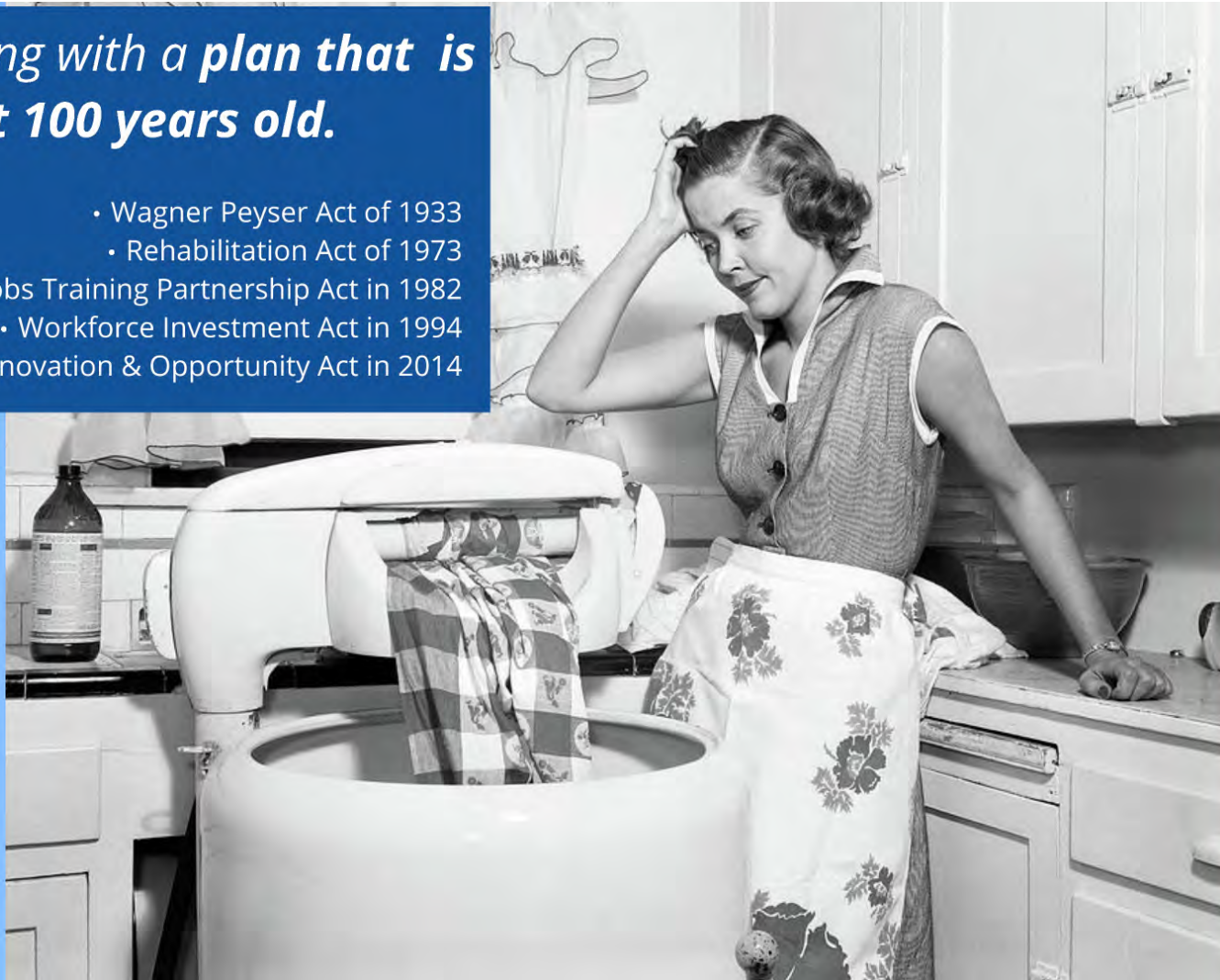
*We have an opportunity  
to innovative.*

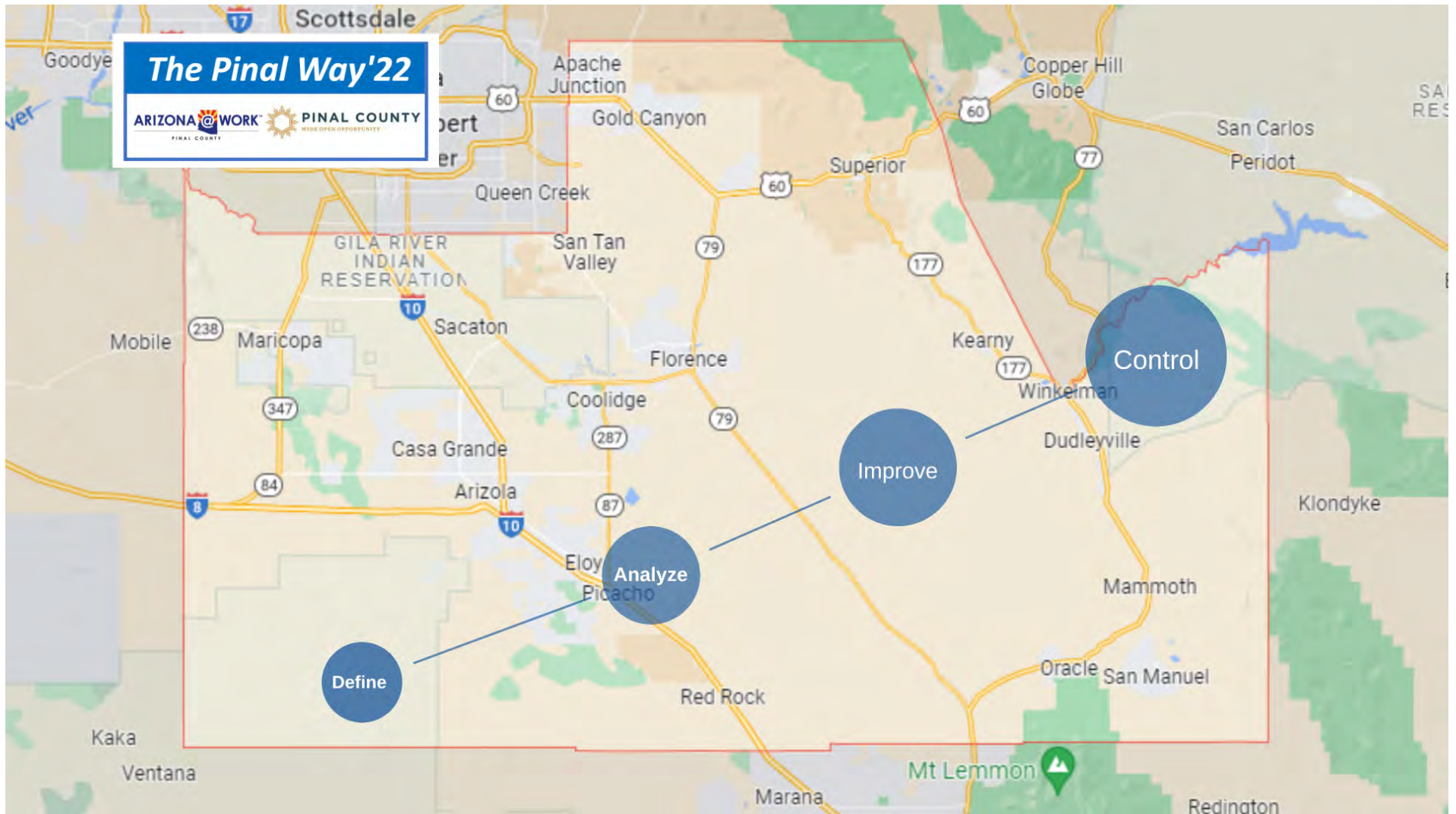
We can **no longer** accept "status-quo" of  
our county workforce system.

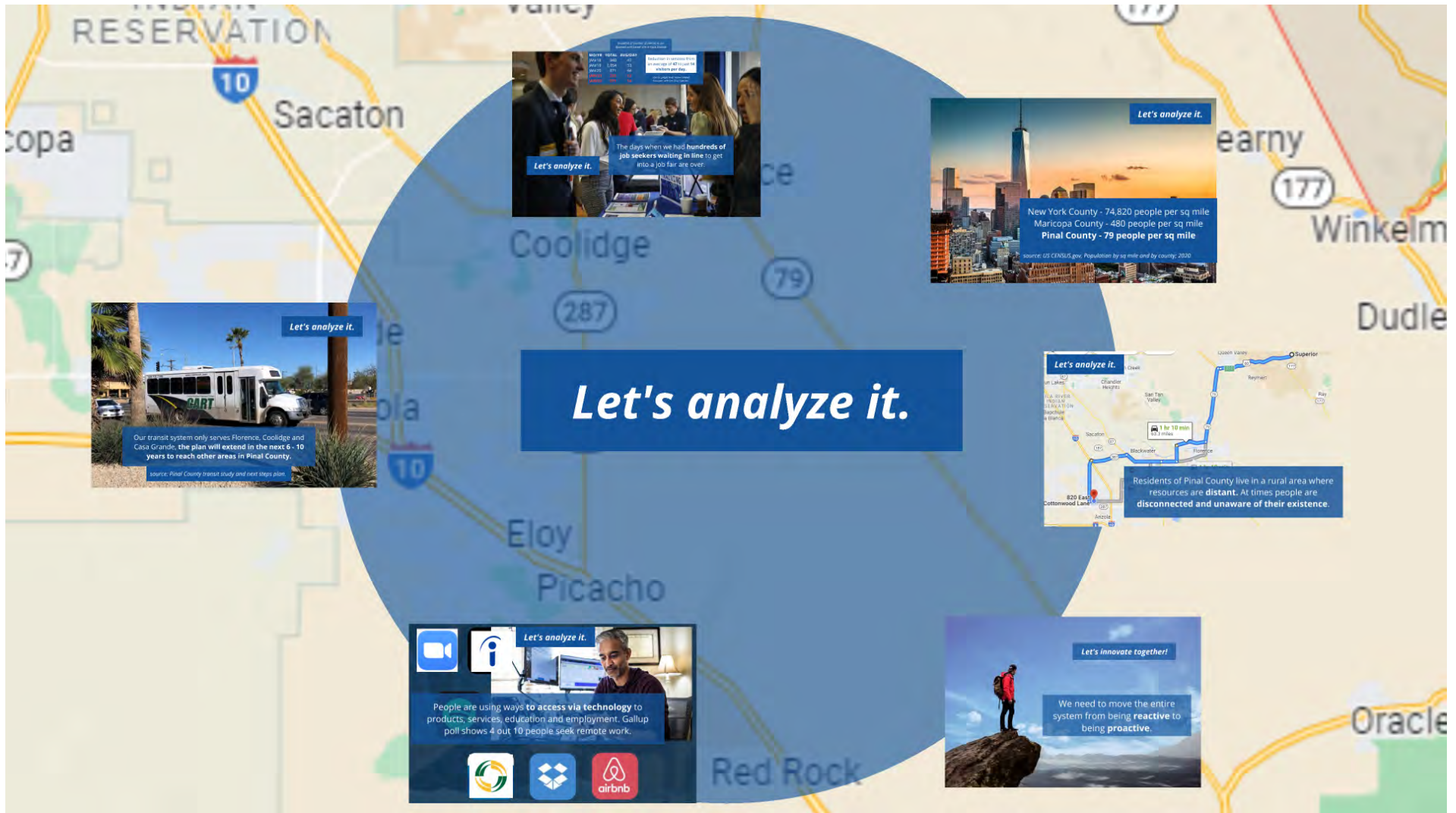
Our **service is insufficient** to meet  
the current needs of our community.

*We are working with a **plan that is almost 100 years old.***

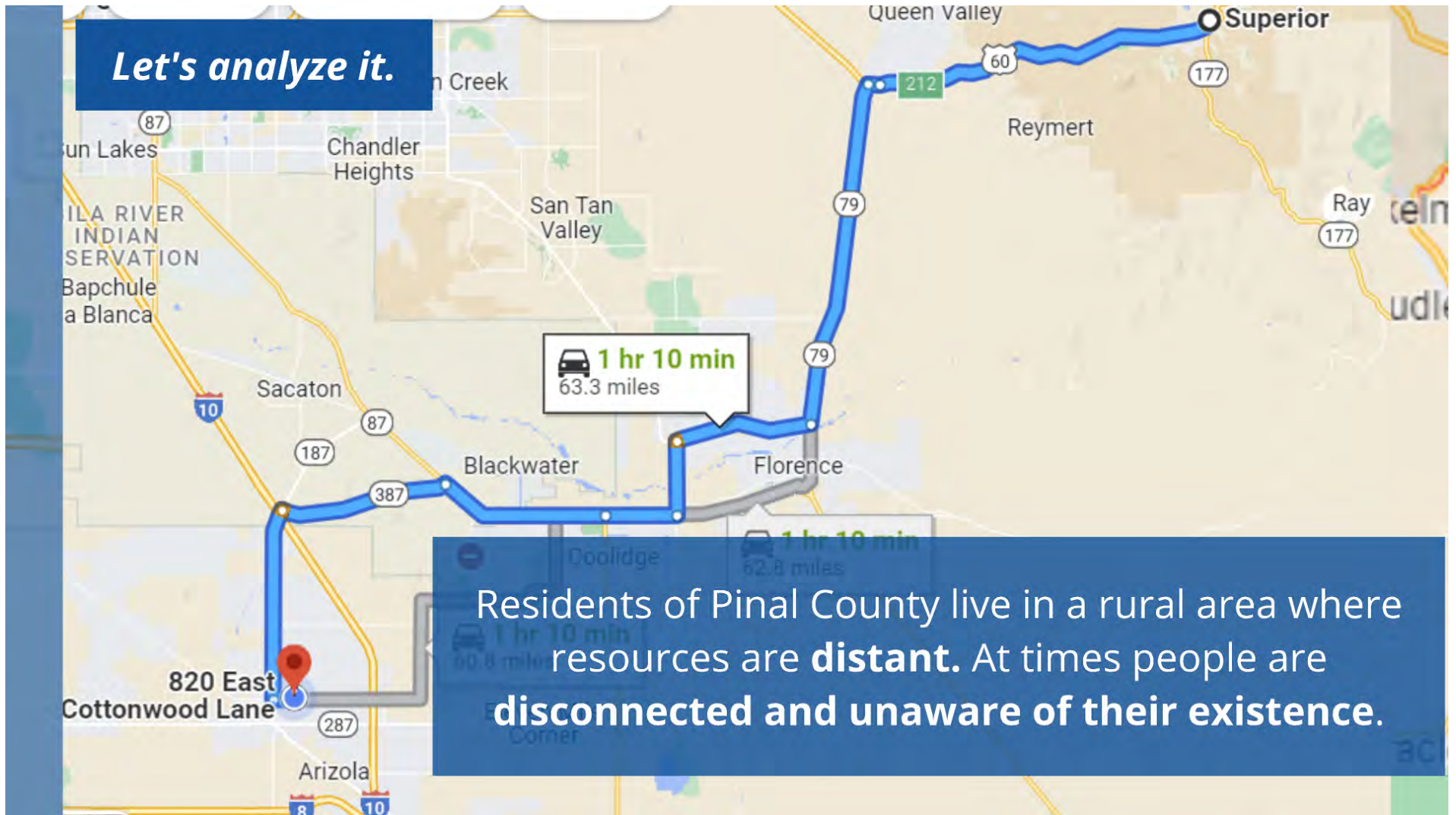
- Wagner Peyser Act of 1933
- Rehabilitation Act of 1973
- Jobs Training Partnership Act in 1982
- Workforce Investment Act in 1994
- Workforce Innovation & Opportunity Act in 2014







*Let's analyze it.*





*Let's analyze it.*

New York County - 74,820 people per sq mile  
Maricopa County - 480 people per sq mile  
**Pinal County - 79 people per sq mile**

*source: US CENSUS.gov, Population by sq mile and by county; 2020*





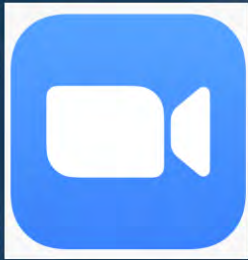
*Snapshot of number of visitors in our  
Business and Career site in Casa Grande*

| MO/YR         | TOTAL      | AVG/DAY   |
|---------------|------------|-----------|
| JAN/18        | 940        | 47        |
| JAN/19        | 1,054      | 53        |
| JAN/20        | 871        | 44        |
| <b>JAN/21</b> | <b>231</b> | <b>12</b> |
| <b>JAN/22</b> | <b>271</b> | <b>14</b> |

Reduction in services from  
an average of **47** to just **14**  
**visitors per day.**

*source: google daily tracker shared  
document with One Stop Operator.*





*Let's analyze it.*



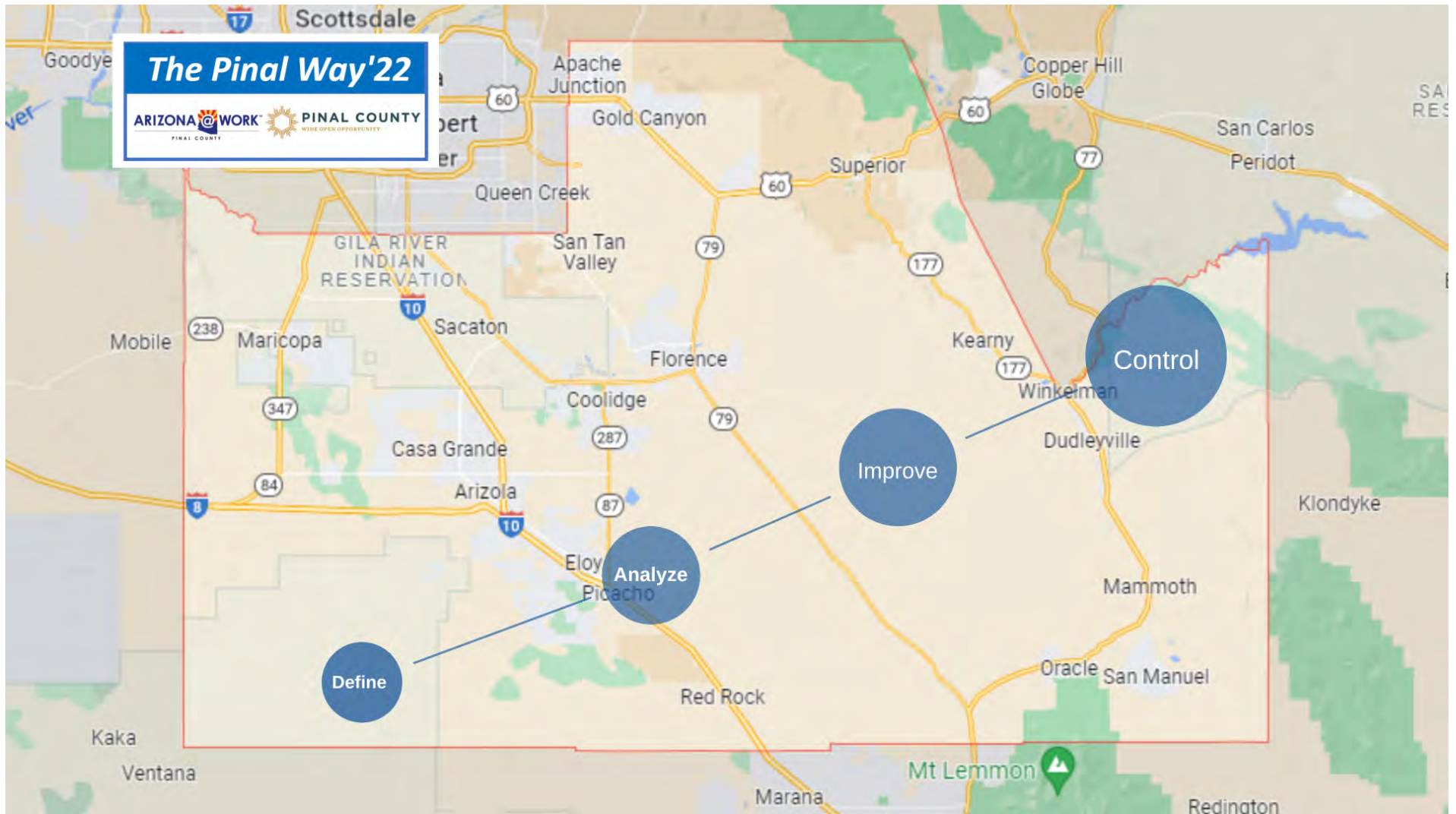
People are using ways **to access via technology** to products, services, education and employment. Gallup poll shows 4 out 10 people seek remote work.





*Let's innovate together!*

We need to move the entire system from being **reactive** to being **proactive**.



## Our Improvement Plan



## *The Pinal Way'22*



## *Our Improvement Plan*

- Easy to use website for mobile devices
- Creation of free account, self registration
- Live chat (via phone or via video)
  - Appointment scheduler, access to resources
  - News & announcements, access to trainings

Proudly serving the workforce  
needs of Pinal County.

FIND A JOB

RECRUIT TALENT



EDUCATION & TRAINING



INDIVIDUAL SERVICES



NEED YOUR GED?



ARE YOU A VETERAN?

# ***Our Improvement Plan***

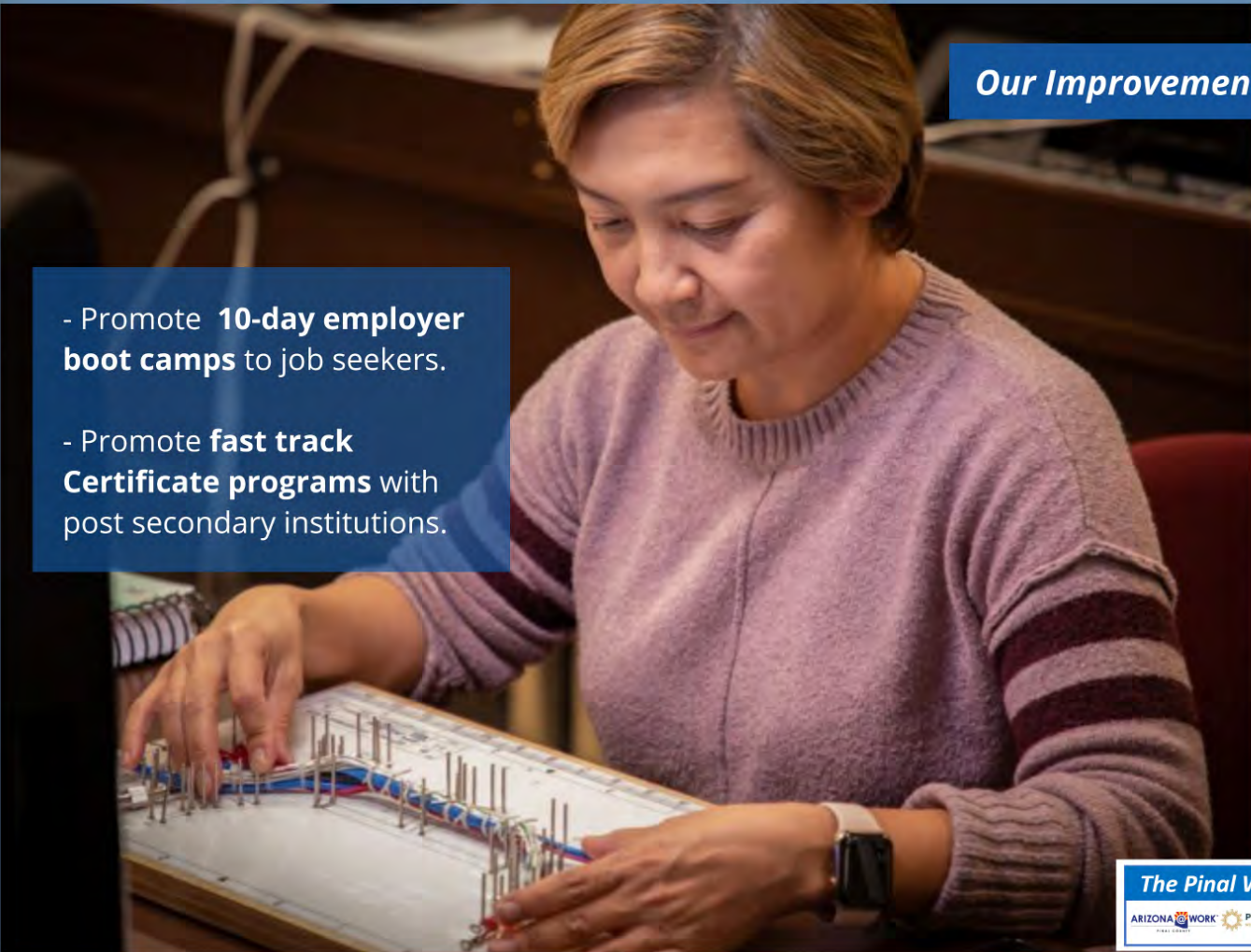
- Easy to use website for mobile devices
- Creation of free account, self registration
- Live chat (via phone or via video)
  - Appointment scheduler, access to resources
  - News & announcements, access to trainings

ng the workforce

## ***Our Improvement Plan***

We propose to...

- Increase the number of **access points** across the county.
- Provide **cross-trained career ambassadors** at each access point.
- Build out/utilize **PinalWorks.com** as the central hub to our entire system.

A woman with short brown hair, wearing a purple sweater, is focused on working on a circuit board. She is using a pair of wire cutters to trim wires. The background is slightly blurred, showing what appears to be a workshop or lab setting.

## *Our Improvement Plan*

- Promote **10-day employer boot camps** to job seekers.
- Promote **fast track Certificate programs** with post secondary institutions.

*The Pinal Way'22*



## *Our Improvement Plan*



- Career exploration and engagement **using VR headsets** with youth & adult audiences.
- Establish multiple **VR pilot programs in** various industries.



## Our Improvement Plan





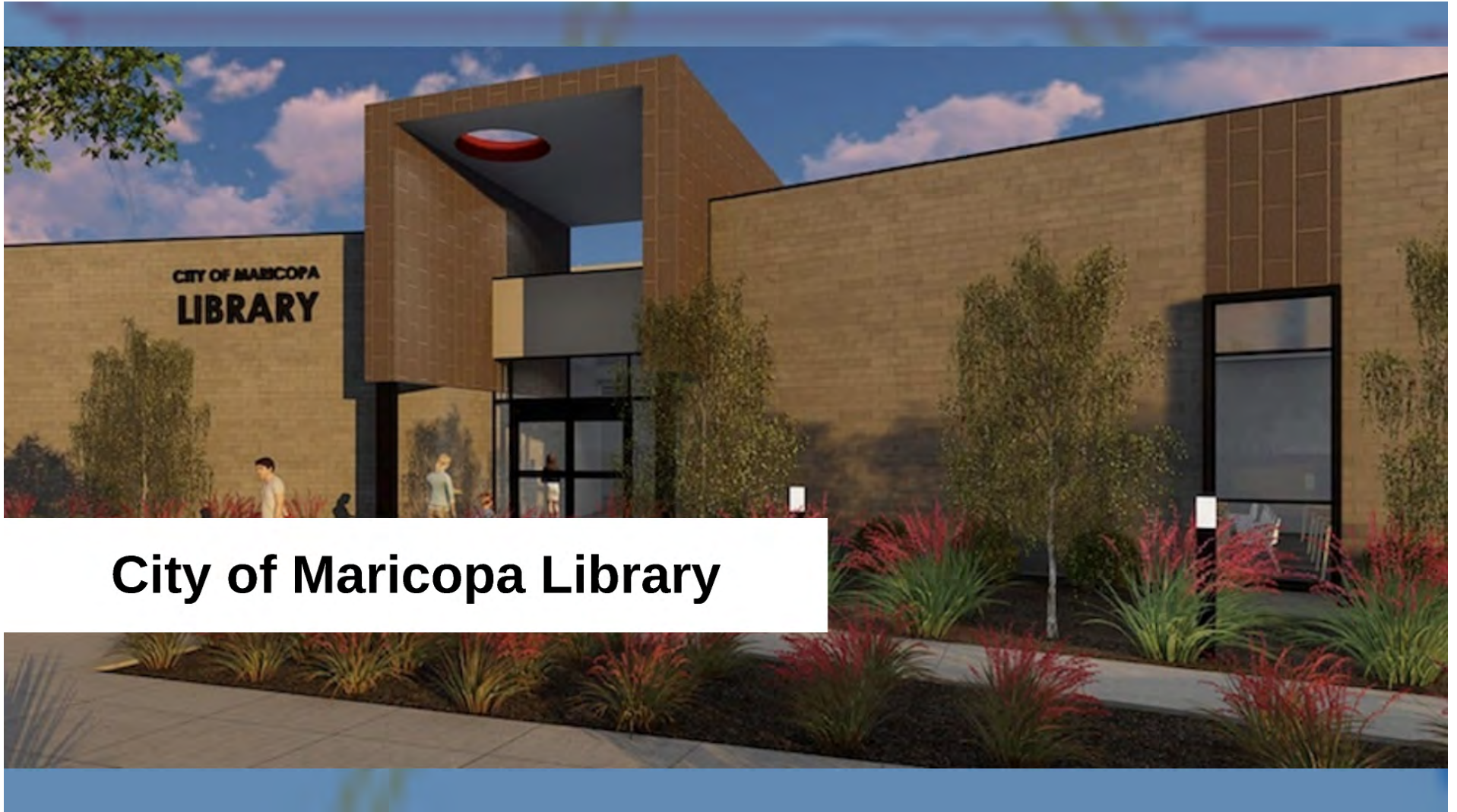
## Library - Eloy/Santa Cruz



## Business & Career Center - Casa Grande

# Coolidge Public Library





## City of Maricopa Library



## **Central Arizona College – San Tan Campus**



**Multi-Generational Center  
Apache Junction**



## **Multi-Generational Center Superior**



## Town of Kearny County Office



## Town of Mammoth Food Bank Center

*The Pinal Way'22*

ARIZONA @WORK PINAL COUNTY  
PINAL COUNTY  
ARIZONA

## *Our Improvement Plan*

### **Career Ambassador:**

- represents all partner programs
- trained to one standard
- provides career navigation
- provides workforce services (resume, job search, applications)
- provides mentor-ship/coaching
- connects to individualized services

## Our Improvement Plan

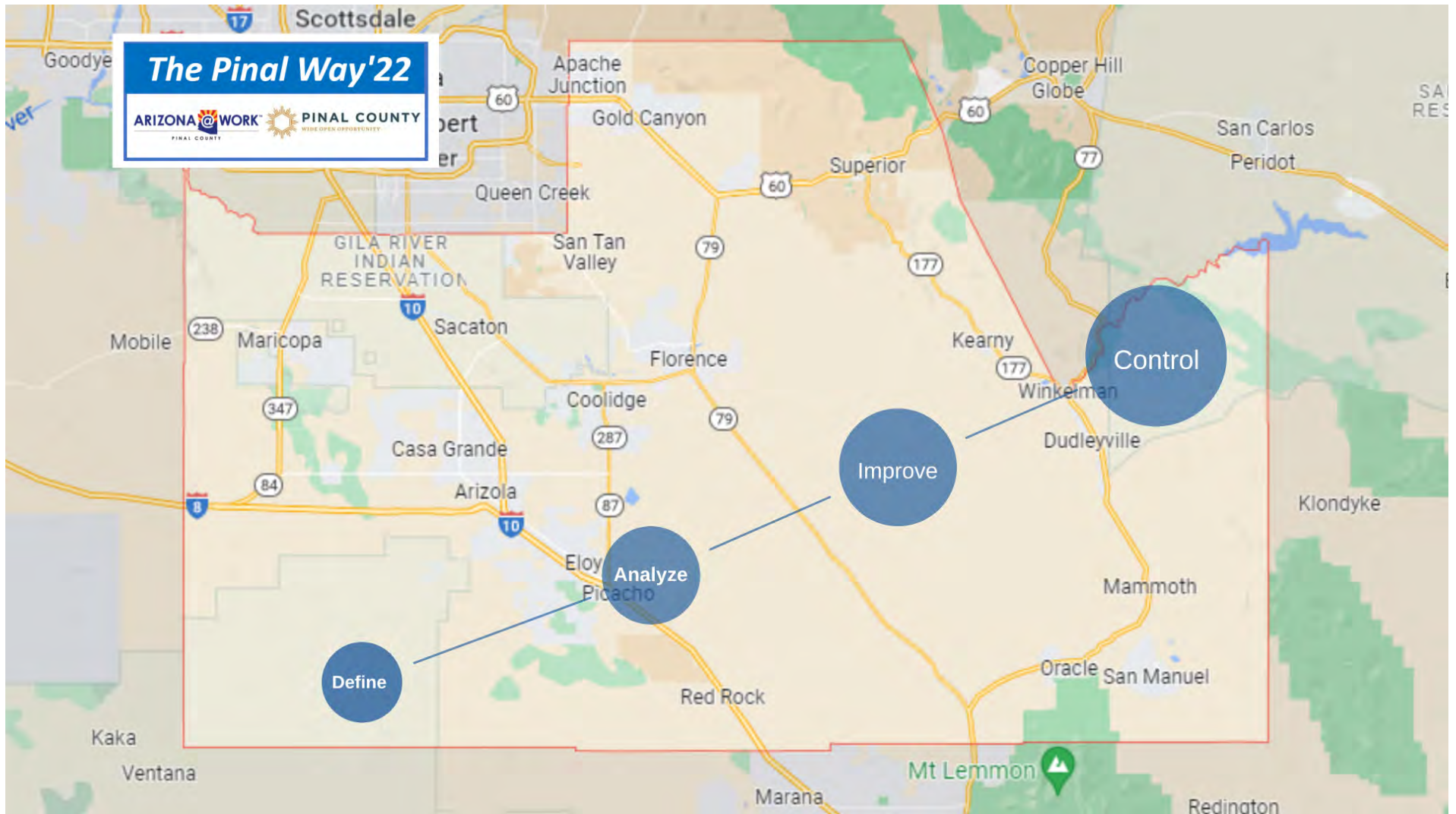


*The Pinal Way'22*



**BLOCKBUSTER**

**NETFLIX**



## Improvement and Sustainability

**The Pinal Way'22**

- Our team **develops a monitoring plan** to track the success of the updated process
- Crafts a **response plan** in case there is a dip in performance.
- The One Stop Operator **monitors and updates** the current best method.

- **Revamp and monitor** the customer service process via survey.
- **Track visitors** at each affiliate site for services offered; special event attendance (hiring events, trainings, certifications and boot-camps).
- **Monitor number of job referrals & placements** to ensure increase in healthy workforce.

**Next Action Steps...**

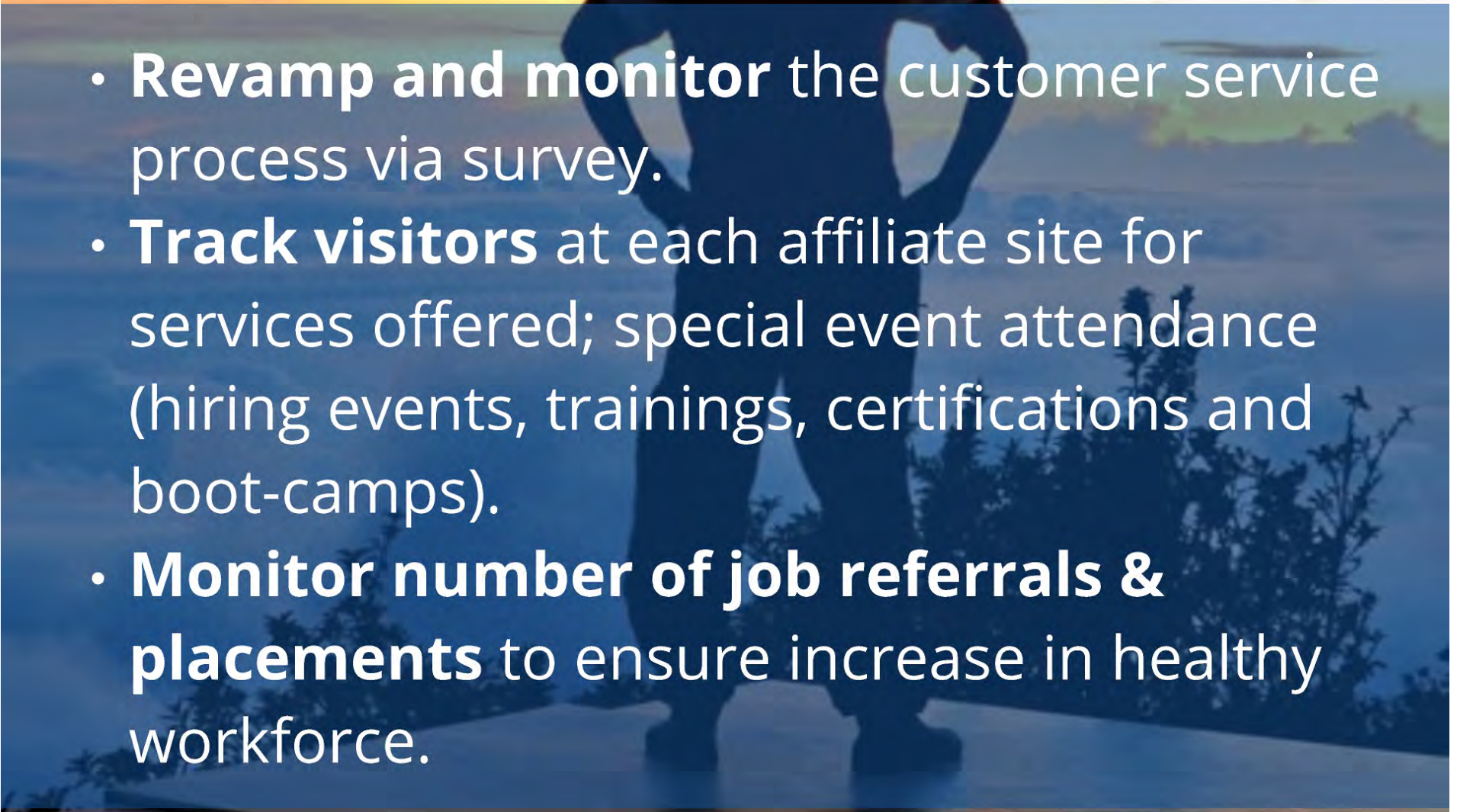
|                |                        |                 |                    |                  |
|----------------|------------------------|-----------------|--------------------|------------------|
| Identify needs | Develop plan of action | Develop metrics | Implement strategy | Monitor progress |
|----------------|------------------------|-----------------|--------------------|------------------|

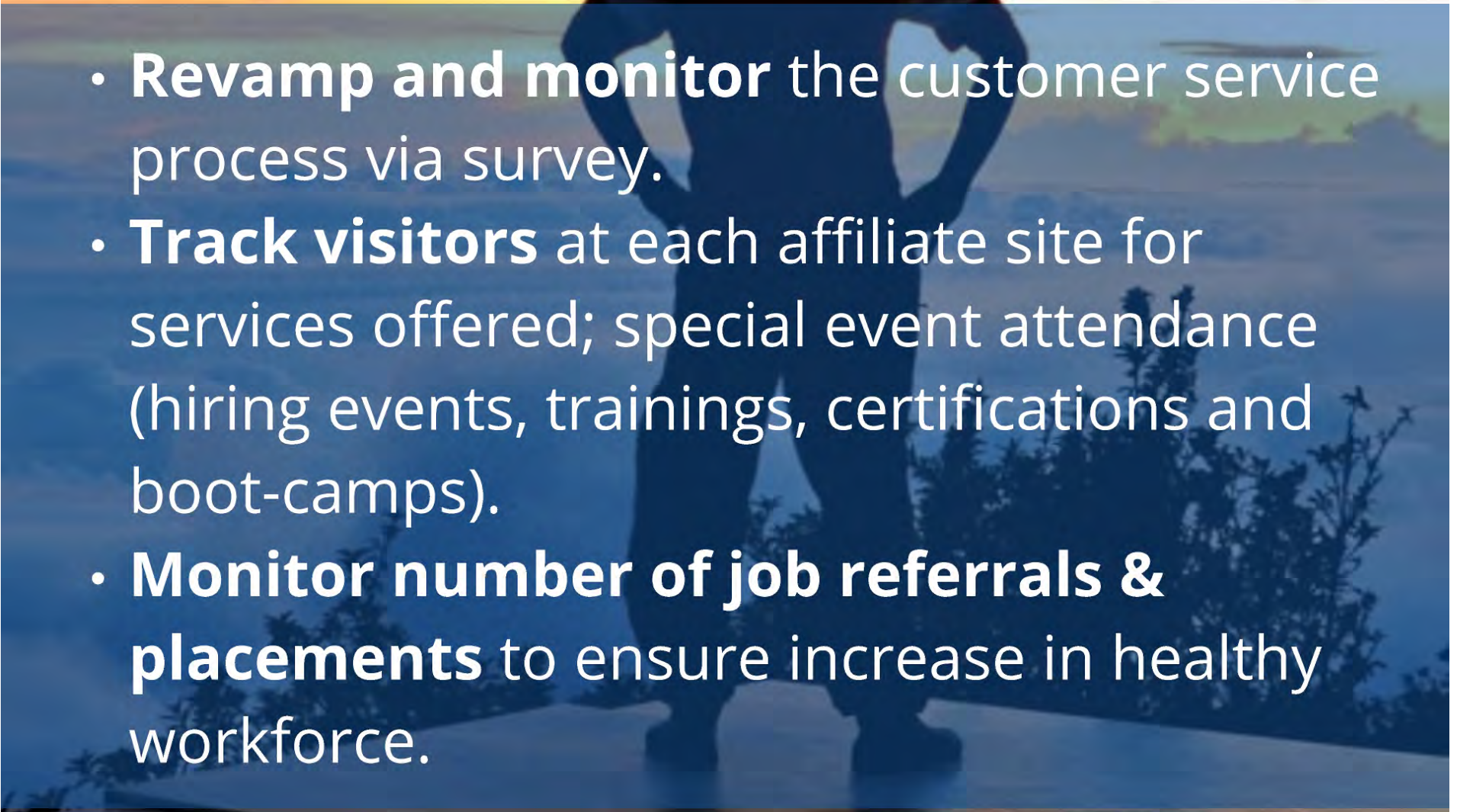
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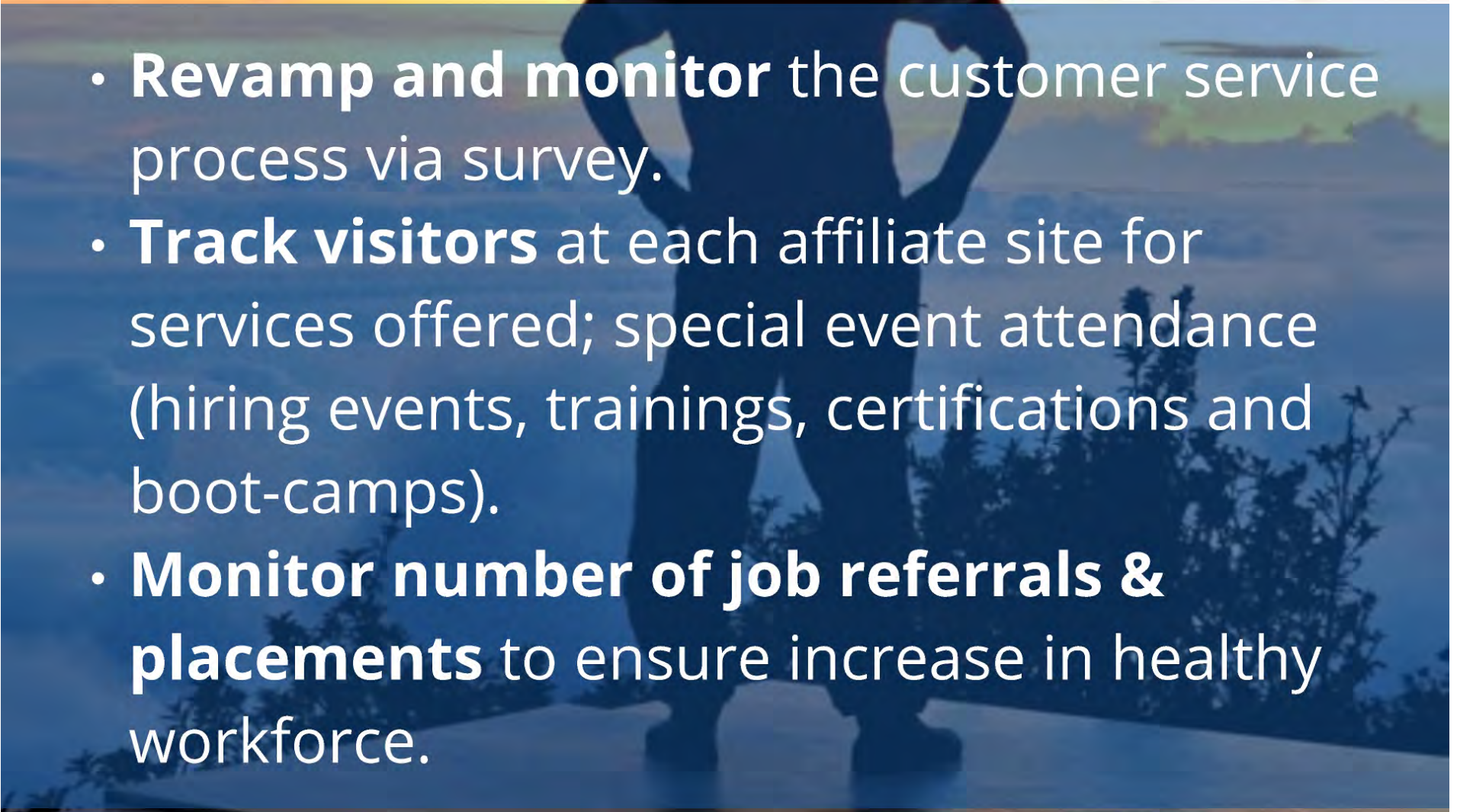
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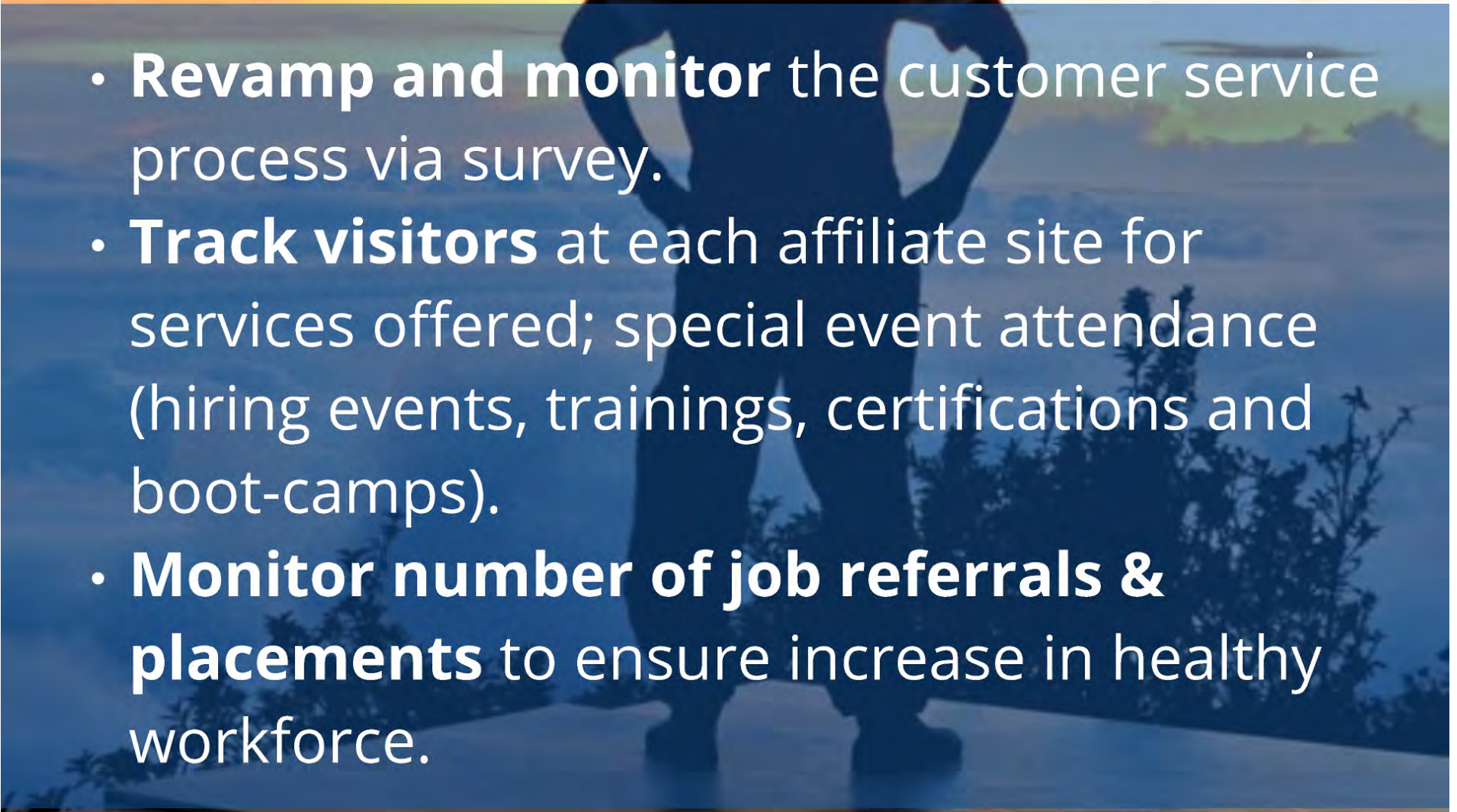
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- 
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  - **Monitor number of job referrals & placements** to ensure increase in healthy workforce.

- 
- A silhouette of a person standing with their hands on their hips, facing away from the camera. The background is a sunset or sunrise scene with a blue sky and some trees on the right side. The text is overlaid on the left side of the image.
- **Revamp and monitor** the customer service process via survey.
  - **Track visitors** at each affiliate site for services offered; special event attendance (hiring events, trainings, certifications and boot-camps).
  - **Monitor number of job referrals & placements** to ensure increase in healthy workforce.





## ***Next Action Steps...***

***The Pinal Way'22***



Create  
website

Identify  
affiliate  
locations

Develop  
staffing  
model

Pilot  
affiliate  
locations

Pilot  
virtual  
reality  
headsets



