

ITEMS OF NOTE -- December 2008

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FACTS & FIGURES

Job Centers See Crush of People in Need — *New York Times, Monday, Nov. 24, 2008, by Damien Cave* (http://www.nytimes.com/2008/11/24/us/24jobs.html?_r=1&ei=5070&emc=eta1). "If a fit can be found anywhere, it would probably be here at one of 2,942 one-stop career centers that Congress established 10 years ago. They each play host to a web of federal programs for the needy or unemployed, offering training, job listings and, in most states, access to welfare programs like food stamps and unemployment insurance. Essentially, they are the emergency rooms of today's sick economy — and they are increasingly overwhelmed. ...Congress has extended unemployment benefits, which helps, but the Department of Labor also reports that this year's federal budget for workforce programs was cut by 1.74 percent, to \$3.7 billion, continuing a decrease of 14 percent from 2000 to 2007."

Bringing Employers to Potential Employees — Valley businesses with career opportunities are encouraged to recruit new employees, at no cost, using the WIA funded Arizona Workforce Connection job board (www.arizonavirtualonestop.com). In addition, the MWC Business Services Team is coordinating On-Site Recruitments, a job fair for one if you will, in its Career Centers. The MWC West Valley Center recently conducted a series of recruitments for warehouse-type positions for 2 west valley companies. More than 200 job seekers attended the recruitments in hopes of gaining employment. Even more recently (Nov. 25, 2008), the MWC Gilbert Career Center, working with representatives from Lowe's, coordinated an all-day recruitment at which nearly 400 job seekers sought to apply for 70 positions. Many applications were processed and a number of provisional job offers were made!



Submitted by:

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On behalf of:

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Human Services Department, Maricopa County

Tina Huff, Executive Director
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Maricopa Community Colleges



MISSION STATEMENT

Maricopa Workforce Connection's mission is to promote and facilitate strategic alliances among public and private stakeholders within the Maricopa County area to ensure workforce excellence and contribute to the economic vitality for area employers, incumbent workers and future workers. Funding for MWC services to local businesses and job seekers is primarily from WIA federal pass through dollars.

NEWS & MEDIA

Another Phone Bank to Answer Job Seeker Questions — Staff from Phoenix Workforce Connection and Maricopa Workforce Connections teamed up to participate in a live broadcast of Channel 3-TV's "Money Matters" series, featuring One-Stop workforce resources for job seekers, on Wednesday, November 12, between 4:30 – 6:30 p.m., staff spoke with



more than 180 job seekers and e-mailed with 30 others. Job seeker questions ranged from finding a specific job, preparing resumes based on today's standards, which employers are hiring, to filing for Unemployment Insurance benefits. Callers indicated wait times up to 40 minutes to speak with a representative.

A companion piece featured a Phoenix Workforce Connection (PWC) participant, who talked about her job loss in the banking industry and how the breadth of PWC services has helped her prepare for a new career in the high-demand health care industry.



(more)

PARTNER ITEMS

MWC and PWC Gain Confidence with Large East Valley Employer — Working together Maricopa Workforce



Connections and Phoenix Workforce Connection are assisting the Boeing Company, one of the largest employers in the East Valley, to recruit new employees for its Mesa location. Boeing's reputation as an excellent place to work is reinforced by its competitive wages and excellent employee benefits.

Boeing requested assistance in indentifying candidates for a multitude of skilled positions such as Engineering Multi-Skill Manager, Product Support Program Management 5, Supply Chain Specialist and Test & Evaluation Engineering Manager K.

To minimize any frustration or confusion for job seekers uncomfortable applying online, MWC and PWC have scheduled specific Boeing online application assistance sessions in each of the Greater Phoenix area's comprehensive One-Stop Career Centers.



Fine-Tuning Service Delivery — To improve and simplify initial MWC One-Stop Career Center service delivery to job seekers during this volatile economic time, the Arizona Manufacturing Extension Partnership (MEP) was called upon to help identify time savers and/or inconsistencies in center processes. The Arizona Manufacturing Extension Partnership (MEP) is part of a nationwide network of technical, manufacturing and business specialists linked together by the U.S. Department of Commerce and the National Institute of Standards and Technology. Maricopa Workforce Connections is not a "traditional" target recipient for AZ MEP's expertise. However, its principles lend themselves to service oriented operations, as pointed out PWC Board Member, Jim Godfrey, during a recent MWC/PWC meeting. Godfrey serves as a project manager for AZ MEP.



Arizona MEP's experienced project managers worked with key MWC Career Center staff to identify conditions which may impede ability to serve increased numbers of customers using the same resources. Arizona MEP employed a multi-facetted program were step-by-step processes are recorded and documented. A resulting Workforce Improvement Plan is being implemented in both

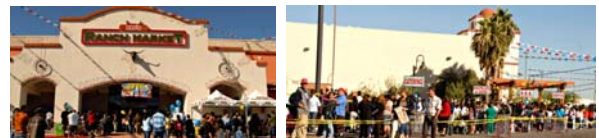
MWC Career Centers. The expected outcome of this effort is reduced time to the path of assistance best meeting a job seeker's needs.

Maricopa and Phoenix Workforce Connections Partner to Serve Valley Business— Pros Ranch Markets opened its 5th



Phoenix location in November. In preparation it worked with the local workforce areas (MWC and PWC) to help promote the 400 opportunities available to job seekers. More than 4,000 people attended the 2-day job fair, some waiting in line as early as 5 a.m. Tina Huff, Pro's Ranch Market's

human resources director and MWC Board member, was interviewed in the news piece available online at <http://www.azcentral.com/12news/news/articles/2008/10/17/20081017jobfair101708-CR.html>.



EVENTS & OPPORTUNITIES

Meet with Maricopa Workforce Connections' Leadership and Frontline Teams —

Please be on the lookout for an invitation to a networking session after the first of the new year. MWC Board members, community partners and team members will host events at both MWC Career Centers so State legislators and legislative staff may become familiar with our program, our customers and the ways the community benefits from our services.

Come See Us in Action — You are welcome to visit our Career Centers to engage with residents and local businesses or join the MWC advisory board during a regularly scheduled bi-monthly meeting. Please contact Patrick Burkhart, Assistant Director, Maricopa County Human Services Department (Phone: 602-506-4146 or e-mail: burkhartp@mail.maricopa.gov) to schedule a visit.

Upcoming Workforce Development events in Maricopa County include:

- Dec. 8 — General Job Fair, *Arizona Workforce Connection and East Valley Tribune*
- Dec. 11 — Recruit Military Career Fair



Gilbert Career Center
 735 N. Gilbert Road, Ste. 134
 Gilbert, AZ 85234
 Tel: 480/497-0350
 TTY: 480/632-1910

West Valley Career Center
 1840 N. 95th Ave., Ste. 160
 Phoenix, AZ 85037
 Tel: 602/372-4200
 TTY: 602/372-4261

Details on these events and others are available online at: <http://www.maricopaworkforceconnection.com/careerseeker/jobfair.asp>

Please visit the valley's 2 MWC Career Centers. We'd enjoy showing you what we do!