

Katie Hobbs
Governor



Carlos Contreras
Director

Office of Economic Opportunity

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PHOENIX, ARIZONA 85007

December 1, 2024

The Honorable Katie Hobbs, Governor, State of Arizona
The Honorable Warren Petersen, Senate President, Arizona State Senate
The Honorable Ben Toma, Speaker, Arizona House of Representatives
Richard Stavneak, Director, Joint Legislative Budget Committee
1700 West Washington Street
Phoenix, AZ 85007

Dear Governor Hobbs, President Petersen, Speaker Toma and Director Stavneak:

Pursuant to A.R.S. §41-5401(C), the Office of Economic Opportunity, Workforce Arizona Council and Carlos Contreras, Director, are pleased to submit Program Year (PY) 2023 Workforce Arizona Council Annual Report due December 1st of each year.

Sincerely,

Carlos Contreras

Carlos Contreras
Director
Arizona Office of Economic Opportunity



Workforce Arizona Council

ANNUAL REPORT

Program Year 2023 (July 2023 - June 2024)



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Dear Stakeholders, Partners, and Community Leaders,

We are pleased to present the Workforce Arizona Council's Annual Report, a comprehensive overview of the significant initiatives we have implemented this year in advancing Arizona's workforce development. As we reflect on the initiatives and partnerships that have shaped our progress, it becomes clear that our collective efforts are fostering sustainable employment opportunities, especially in high-demand industries.

From June 2023 to June 2024, Arizona's employment landscape demonstrated robust growth and economic resilience. Total job gains reached 65,500 over the year, with increases across nine of twelve sectors, underscoring strong labor market activity throughout the state. By June 2024, Arizona's unemployment rate fell to a record low of 3.3%, outperforming the national rate of 4.1%. Five out of seven Metropolitan Statistical Areas (MSAs) in Arizona experienced job growth, led by Yuma at 2.2% and Phoenix-Mesa-Scottsdale at 2.1%. Projections through Q2 2025 anticipate continued expansion, particularly in construction (6.7% increase) and health care and social assistance, which is expected to add over 27,000 jobs.

Among the highlights is the Arizona Quality Jobs Workforce Development Initiative, which has been instrumental in addressing workforce and rural economic development challenges. With \$1.5 million allocated to ten organizations across eight counties, this initiative has trained over 2,000 individuals in industries such as Construction, Advanced Manufacturing, Firefighting/EMT, Law Enforcement, Forestry, and Utilities. This program is not only about job creation but about equipping Arizona's workforce with the skills necessary to access quality jobs that offer career advancement and long-term stability.

In addition, our ReadyTechGo initiative further underscores our commitment to creating pathways for workers in technology-driven industries. Through innovative training programs with community colleges, we are bridging the gap between job seekers and in-demand tech skills, supported by federal Workforce Innovation and Opportunity Act (WIOA) funds.

Another milestone was the 2nd Annual Arizona Workforce Summit, which brought together nearly 200 leaders to explore workforce challenges and opportunities unique to Northern Arizona. Attendees delved into critical sectors such as childcare, forestry, healthcare, and tourism while discussing strategies for strengthening rural and tribal communities. The Summit's impact extends beyond dialogue—participants are left with actionable strategies to address workforce gaps and build stronger partnerships in their regions.

Our efforts to enhance services for priority populations, improve governance and compliance, and continuously evaluate and improve our systems are critical to the long-term success of the state's workforce development. The initiatives highlighted in this report reflect the strength of our partnerships and our commitment to addressing the unique needs of Arizona's communities, from rural towns to growing urban centers.

I encourage you to explore the full report to gain insight into the impactful programs, collaborations, and policies driving Arizona's workforce forward. Together, we can continue to build a thriving, inclusive economy that benefits all Arizonans.

Sincerely,



Carlos Contreras
Director, Arizona Office of Economic Opportunity



Mark Gaspers
Chairman, Workforce Arizona Council

ARIZONA EMPLOYMENT REPORT

Arizona Office of Economic Opportunity (OEO) Labor Market Information team produces demographic, labor force, regulatory, workforce, and economic information for Arizona.

ECONOMIC HIGHLIGHTS



Arizona's population continued to grow across the state and is projected to continue to increase over the next several years.



3.3% AZ Unemployment Rate in June 2024. The lowest rate on record (using the current methodology), and lower than the U.S. rate of 4.1% in the same month.



65,000 gained jobs year-over-year in June 2024 recorded in **9** of 12 sectors



5 of 7 Metropolitan Statistical Areas (MSA) in Arizona gained jobs year-over-year. Yuma MSA recorded the highest growth rate (**2.2%**), followed by Phoenix-Mesa-Scottsdale MSA (**2.1%**) and Prescott MSA (**1.6%**).



11 of 12 sectors, in addition to Self-Employed, are projected to gain jobs through Q2 2025. **Construction** is projected to have the highest percent change (6.7% growth), while **Health Care and Social Assistance** is projected to record the largest job gains (27,287 jobs).



The State Coincident Index for Arizona, improved to **181.7** in June 2024 from a 49-month low of 128.7 in April 2020. Arizona per capita personal income grew **5.6%** from calendar year (CY) 2022 to CY 2023. U.S. per capita personal income grew **4.7%** over the same period.

Annual Report Overview



WORKFORCE ARIZONA COUNCIL

The Workforce Arizona Council (referred to as "the Council") is proud to present its report on the accomplishments for Program Year 2023. Throughout the year, ARIZONA@WORK, the state's dynamic workforce development system, extended its support to **101,131** job seekers, playing a pivotal role in aligning their skills with the demands of emerging opportunities from local enterprises. Our profound satisfaction stems from the exceptional strides taken across all twelve Local Workforce Development Boards spread across the state. The Council stands as the cornerstone of Arizona's workforce development efforts, mandated by the Workforce Innovation and Opportunity Act (WIOA). Comprising visionary individuals who represent the realms of private enterprise, labor, community-based organizations, state legislature, local governance, and state agencies, the Council shoulders the responsibility of translating the Governor's strategic vision into a vibrant and efficient workforce ecosystem.



VISION

The Workforce Arizona Council's vision is to create a future where every Arizonan has the opportunity to reach their full potential through access to meaningful employment while meeting employer needs, by driving the economic growth and prosperity of our communities.



MISSION

The mission of the Workforce Arizona Council is to develop and support an inclusive and equitable workforce system that connects business, education, and job seekers that results in a healthy economy in Arizona.

The Council is staffed by the Office of Economic Opportunity (OEO), comprised of experts in workforce development, labor market dynamics, and state demographics. Collaboratively, the OEO works in partnership with the Department of Economic Security and the Department of Education. Their combined efforts aim to enhance the presence of proficient workers throughout the state, achieved by fostering meaningful linkages between industry stakeholders, workforce entities, and educational partners.

WORKFORCE ARIZONA COUNCIL MEMBERS

Alexander Horvath, Tucson Medical Center

Angie Rodgers, Department of Economic Security, Titles I & III

Beverly Wilson, Department of Education, Title II

Bill Ruiz, Western States Regional Council of Carpenters

Daniel Witt, Lucid Motors

Danny Seiden, Arizona Chamber of Commerce & Industry

Debra Margraf, National Electrical Contractors Association

Dennis Anthony, Arizona State Apprenticeship Board

Gregory Anderson, Summit Healthcare Services

Jackie Elliott, Ed.D., Central Arizona College

Jeff McClure, County Supervisor, Pinal County

Jenna Rowell, Local First Arizona

Jim Corning, Novakinetics Aerosystems

John Walters, Vice Chair, Comparison Insurance Agency

Josh DeSpain, IBEW Local #570

Justin Wilmeth, Arizona House of Representatives, District 15

Karla Moran, Salt River Project

Katie Hobbs, Governor, State of Arizona

Kristen Mackey, Department of Economic Security, Title IV

Larry Hofer, Cox Communications

Mark Gaspers, Chair, Boeing

Michelle Bolton, Intel

Regina Romero, Mayor, Pima County

Sandra Watson, Arizona Commerce Authority

Shawn Hutchinson, Phoenix Electrical JATC

Sine Kerr, Arizona Senate, District 13

Thomas Winkel, Arizona Coalition for Military Families

WORKFORCE ARIZONA COUNCIL STAFF

Stacey Faulkner

Workforce Administrator

Kennedy Riley

Deputy Workforce Administrator

Nancy Avina

Research and Policy Manager

Oleg Shvets

Strategic Initiatives Manager

Deseret Romero

Governance and Compliance Advisor

Erin Gallagher

Council Project Manager

Krista McGarvey

Business Operations Manager

2ND ANNUAL ARIZONA WORKFORCE SUMMIT

The 2nd Annual Arizona Workforce Summit, held in Northern Arizona, brought together approximately 200 participants, including local business leaders, workforce professionals, educators, and community stakeholders. This year's Summit highlighted the unique workforce development landscape of Northern Arizona, as well as the vibrant rural and tribal communities within the region. Attendees were provided a platform to explore critical industry sectors such as childcare, forestry, healthcare, and tourism, and discuss how these initiatives align with the Governor's Workforce Arizona Council Strategic Plan, the WIOA 4-Year State Plan, and the workforce priorities outlined by Governor Hobbs.

ARIZONA WORKFORCE SUMMIT 2024

Building Arizona's Workforce of the Future



2ND ANNUAL ARIZONA WORKFORCE SUMMIT

The event featured a series of panels, presentations, and breakout sessions that fostered meaningful dialogue and collaboration. Key themes included addressing workforce gaps in rural areas, the importance of partnerships, and data-driven strategies for enhancing program effectiveness. Some of the notable sessions included:

- **Flagstaff Focus:** Addressing Workforce Successes and Challenges in Our Community – Local leaders discussed economic development strategies, the impact of the housing market on workforce stability, and initiatives supporting entrepreneurship and long-term employment.
- **Reimagining Corrections:** Workforce Engagements for Reentry – The panel addressed workforce preparation and the education needs of incarcerated populations, as well as strategies for reducing recidivism through high-risk program support and employer partnerships.
- **Arizona’s Childcare Crisis:** The panel highlighted the intersection of childcare availability and economic stability, exploring innovative solutions to alleviate barriers and enhance workforce participation.
- **Collaborative Workforce Efforts in Northern Arizona:** Representatives from workforce boards and economic development entities highlighted the need for cohesive data-sharing platforms and tailored strategies for rural versus urban planning.
- **Governor Hobbs’ BuildItAZ Apprenticeship Initiative:** The session focused on expanding trades and construction apprenticeships to meet the state’s growing labor demand, featuring five grantees who have successfully leveraged resources to build out programs.
- **Supporting Veterans’ Transition into the Workforce:** Discussions centered on connecting veterans to career services and enhancing business engagement to address veteran employment needs.

Outcomes of the Summit include strengthened partnerships, heightened awareness of local workforce issues, and the identification of innovative approaches to meet the region's needs. Participants left equipped with actionable strategies, best practices, and enhanced networks to continue driving meaningful impact within their communities.

The Summit remains a critical venue for aligning workforce efforts across Arizona, promoting cross-sector collaboration, and celebrating the successes of the state’s evolving workforce development system. We look forward to the continued engagement and future summits as we build on these accomplishments.

ARIZONA@WORK, the dynamic workforce system of Arizona, stands as a collaborative venture blending public service, private businesses, and job-seekers. It is orchestrated through state agencies, a network of twelve local regions which are all aligned to deliver comprehensive workforce development services to both individuals and businesses. This intricate web of programs serves as a conduit, widening pathways to employment, education, training, and crucial support services. It particularly empowers individuals overcoming barriers to employment, opening doors to opportunities that pave their way to success within the labor market. Simultaneously, this robust system meets the demands of Arizona's employers, furnishing them with the skilled workforce required to excel in the global economy.

LOCAL WORKFORCE DEVELOPMENT AREAS

- Arizona Tribal Workforce
- Maricopa County
- Pima County
- Southeastern Arizona
- City of Phoenix
- Mohave/La Paz Counties
- Pinal County
- Yavapai County
- Coconino County
- Northeastern Arizona
- Santa Cruz County
- Yuma County

The Workforce Arizona Council produces this report, pursuant to A.R.S. §41-5401, for the state's workforce development programs under the Workforce Innovation and Opportunity Act (WIOA), highlighting performance attained in the Four Core Programs by the following Title Partners:

Title I: Workforce Development Activities – Adult, Dislocated Worker and Youth Programs (12 Local Workforce Areas)

Title II: Adult Education and Literacy Act Program (Department of Education)

Title III: Wagner-Peyser Employment Services Program (Department of Economic Security)

Title IV: Vocational Rehabilitation Program (Department of Economic Security)

STATEWIDE INITIATIVES

The **Arizona Quality Jobs Workforce Development Initiative** aims to drive the growth of in-demand jobs while addressing critical workforce and rural economic development challenges. The Office of Economic Opportunity has allocated grant funding to support seven organizations, including community colleges, high school career and technical education districts, and local workforce agencies across eight counties in Arizona. By providing essential resources such as equipment, supplies, salaries, and outreach activities, the initiative has created a robust workforce pipeline, enabling Arizona companies and municipalities to hire local talent for well-paying, quality jobs in targeted industries. Notably, 1,103 individuals have benefited from hands-on training programs across six key sectors: Construction, Advanced Manufacturing, Firefighting/EMT, Law Enforcement, Forestry, and Utilities. This investment not only fosters sustainable employment but also paves the way for career advancement in Arizona's growing job market.

The **ReadyTechGo** Initiative rebrands and relaunches the Automated Industrial Technology Program, a collaborative effort among Maricopa Community Colleges, Central Arizona College, and Pima Community College. Serving as a foundational course tailored to the advanced manufacturing sector this initiative reinforces the original charter agreement and establishes a strategic plan for expansion, encompassing areas such as robotics, electric vehicles, battery storage, aerospace, defense, and semiconductors. It features affordable, stackable credentials that are easily transferable among the three colleges. Developed with input from leading industry players including Boeing, Intel, Lucid, and Raytheon, the program equips students with approximately 80% of the essential training required for entry-level positions in advanced manufacturing. To enhance visibility and accessibility, the initiative launched a statewide outreach campaign promoting the program across all three community colleges. As a result of these efforts, enrollment in the program reached 969 individuals for the Fall 2024 term, reflecting an 8.9% increase from Fall 2023. This growth underscores the program's effectiveness in meeting workforce demands and providing pathways to careers in high-demand fields.

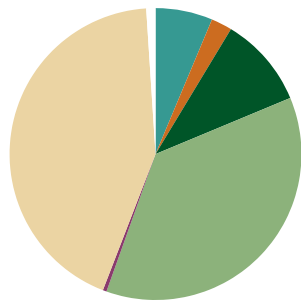
The **BuildItAZ Apprenticeship Initiative** marks a significant advancement in Arizona's workforce development, specifically designed to equip workers with the essential skills and expertise needed in the state's construction and trades sector. The initiative aims to double the number of registered apprentices in these fields. A first round of capacity grants was awarded to five organizations in Maricopa and Pima Counties. This funding has facilitated the hiring of instructors, enhanced outreach and recruitment efforts, and supported curriculum and skill development. It also provided stipends, expanded programs, and procured vital supplies and equipment to strengthen existing high-quality construction apprenticeship programs. As a result, 503 individuals, primarily from underserved communities, have gained immediate benefits, leading to increased graduation rates and greater access to union apprenticeship opportunities or further education in the construction industry. This initiative not only addresses workforce needs but also promotes equity and access in high-demand career pathways.

The **DES WIOA Title I** one-time funding opportunity awarded to local areas in PY 2023 built capacity, supplemented formula funding, and resulted in the following:

- In **Pima County**, placement of 35 youth in a pre-apprenticeship program with the Arizona Building and Construction Trades Council, leading to registered apprenticeships with Arizona Pipe Trades, International Brotherhood of Electrical Workers, and Ironworkers Union, and others.
- In **Mohave-La Paz Counties**, acquisition of Virtual Reality (VR) headsets, which innovates career planning, work experience activities, and training for youth. The VR headsets are expected to be used by 400 youth participants by the end of PY 2024.
- In **Pinal County**, implementation of the Intentional Design of Justice Involved Career Pathways initiative, aimed at addressing unique challenges of justice-involved individuals reentering the workforce. The initiative has served 43 individuals by the end of PY 2023.
- In **Yuma County**, upgrades to ADA-compliant equipment that enhance accessibility to one-stop services.

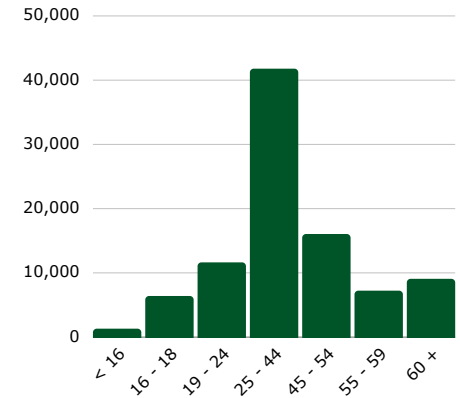
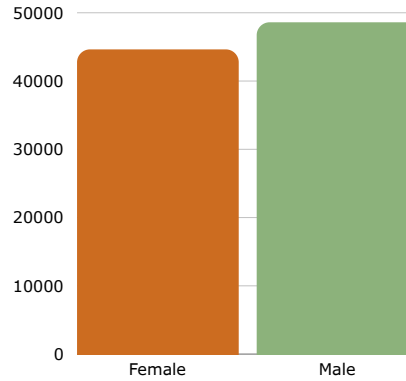
EXECUTIVE SUMMARY

DEMOGRAPHICS



Race/Ethnicity

- American Indian/Alaska Native
- Asian
- Black/African American
- Hispanic/Latino
- Native Hawaiian/Pacific Islander
- White
- Multiracial



101,131

PY21 81,683 | PY22 89,559
Total Participants Served



96,867

PY21 75,189 | PY22 88,429
Total Participants Received Career & Training Services



\$91,601,265.00

PY21 \$100,086,510 | PY22 \$110,132,974
Total Money Spent on Career & Training Services



150,759

PY21 112,385 | PY22 130,538
Barriers to Employment Identified



81%

PY21 78.8% | PY22 81%
Businesses Satisfied with Services Received



4,477

PY21 3,616 | PY22 1,815
Credentials Earned

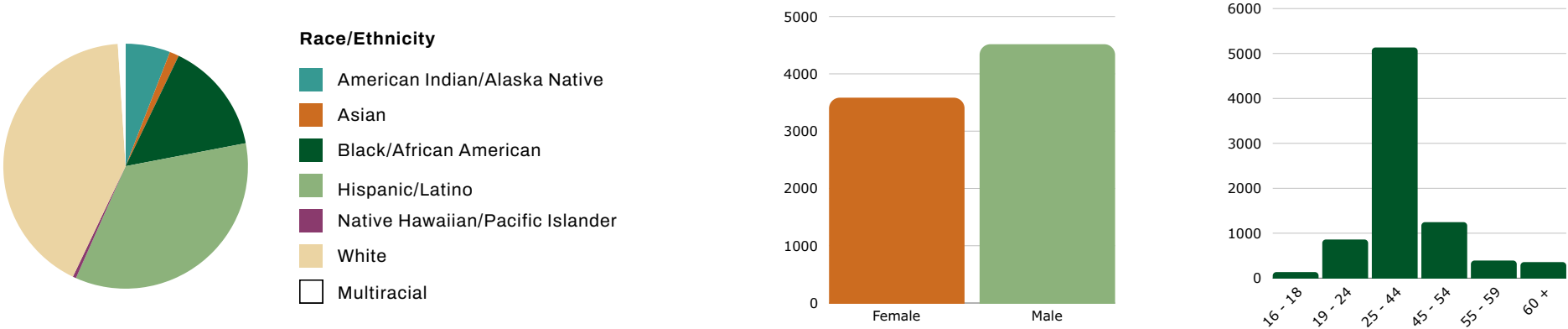
WIOA Program Performance



TITLE IB: ADULT PROGRAM

The Adult Program prioritizes service for veterans, public assistance recipients, low-income individuals, and those with basic skills deficiencies. In the program year, the program successfully served **8,124** participants.

DEMOGRAPHICS



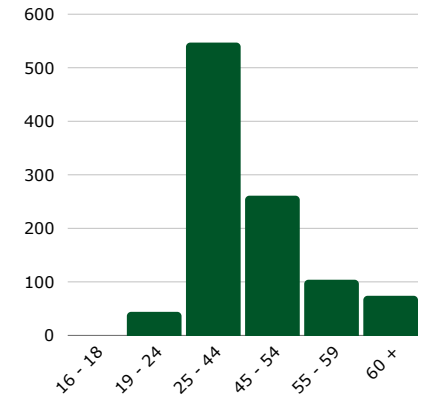
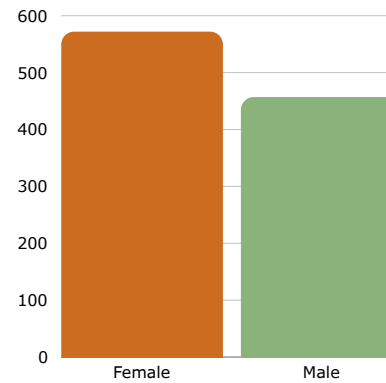
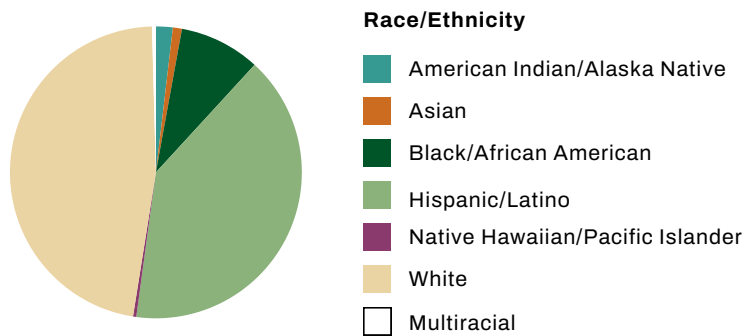
PERFORMANCE INDICATORS



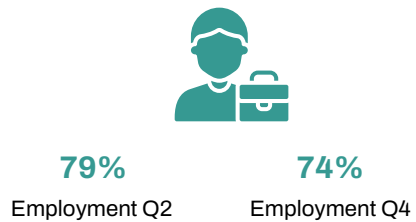
TITLE IB: DISLOCATED WORKER PROGRAM

The Dislocated Worker Program offers support to individuals who have experienced job termination, layoffs, or received notices of employment termination, typically resulting from closures or downsizing. During the program year, the program assisted **1,030** individuals.

DEMOGRAPHICS



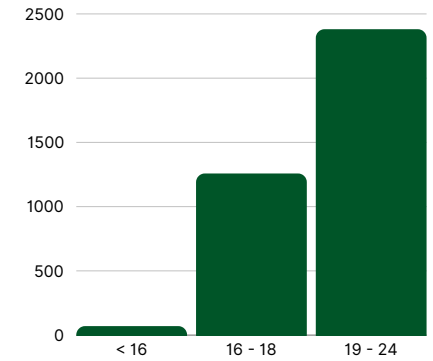
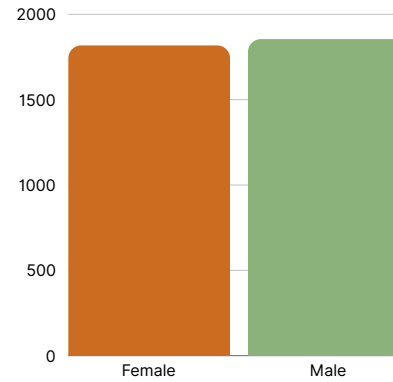
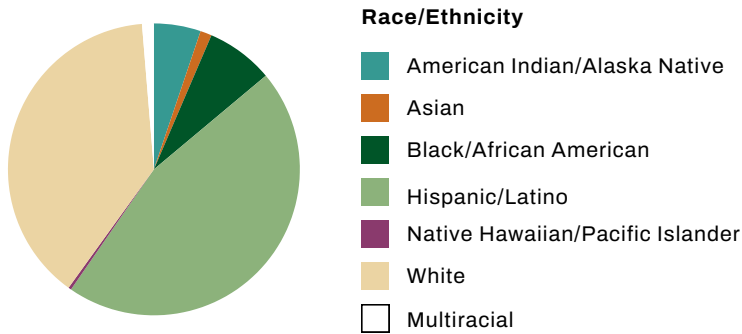
PERFORMANCE INDICATORS



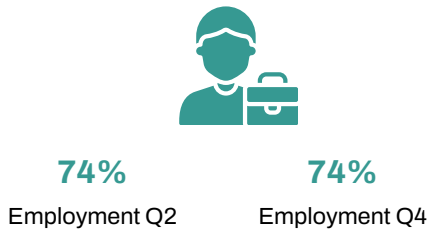
TITLE IB: YOUTH PROGRAM

The Youth Program serves eligible in-school youth aged 14-21 and out-of-school youth aged 16-24. In the program year, the program extended its services to **3,709** individuals.

DEMOGRAPHICS



PERFORMANCE INDICATORS



ARIZONA@WORK TITLE IB: ADULT, DISLOCATED WORKER AND YOUTH SUCCESS STORIES

Veteran, Gerald W., faced unemployment after his company lost a key contract and struggled to job hunt without computer access. He sought help at the Red Mountain Library, where staff referred him to **ARIZONA@WORK – Maricopa County**. At the Mesa office, he received professional support, including veteran-specific resources and resume development classes, and he praised trainer Juliann Drew for her guidance. Through hard work and the center's assistance, Gerald secured a position as an Emergency Program Manager for the State of Arizona. His story highlights the transformative impact of career centers in empowering veterans to overcome challenges and achieve fulfilling careers.



MeleLani Honwikvaya, from the **village of Sistommovi of the roadrunner clan**, served as a Program Assistant with the Hopi-Tewa Women's Coalition to End Abuse (HTWCEA). Under manager Carey Onsa-Namoki, she contributed to outreach and education on issues like domestic violence and sex trafficking, while also handling administrative tasks. A highlight of her experience was participating in the **Hopi/Tewa Rise & Thrive Youth Summit and attending a Domestic Violence Conference** at Twin Arrows, where she learned the importance of respect for oneself and others. Grateful for the support from her family and the WIOA program, MeleLani looks forward to using her newfound knowledge and experience to benefit her community.

ARIZONA@WORK TITLE IB: ADULT, DISLOCATED WORKER AND YOUTH SUCCESS STORIES

Eric, a high school graduate, husband, and father, faced unemployment and sought help at the **Pima County Youth One Stop Center** for employment and training assistance. With aspirations of becoming an electrician or welder, he aimed to complete career training, secure full-time employment, and achieve financial stability for his family. The Workforce Development Services (WDS) team referred him to the **Trades Building Futures Apprenticeship Readiness program**, a transformative six-week course that he successfully completed on August 2, 2024. Following the program, Eric passed the certification tests for the Building Trades Plumbers & Steamfitters Local 469 and secured a position as a first-year apprentice with Arizona Pipe Trades (Union) on August 26, 2024, earning a starting pay of \$23.70 per hour for 40 hours a week. **Eric's journey exemplifies the life-changing impact of programs at Pima County Youth One Stop, empowering youth to succeed and build better futures.**

Stella Maris, a dislocated worker after the closure of 99 Cents Only Stores, faced immense pressure as the sole provider for her household to quickly find new employment. Despite the competitive retail job market and discouragement from seeing former coworkers secure jobs, she diligently spent hours at the Job Center applying for assistance and improving her resume and interview skills with Workforce Specialist Chris Dyer and Technician Kim Scoggins. After persistently following up with potential employers, Stella was encouraged to apply for a Customer Service Supervisor position at Goodwill, which matched her skills better than her initial applications. Her hard work culminated in a successful interview, leading to her acceptance of the role. Now thriving in her position, **Stella's journey highlights the resilience and support that empower individuals to overcome barriers and achieve their career goals.**



ARIZONA@WORK TITLE IB: ADULT, DISLOCATED WORKER AND YOUTH SUCCESS STORIES



Zanea, a single mom of two young children, worked hard to balance motherhood, a job, and classes at Pima Community College (PCC) while pursuing her dream of becoming a Licensed Practical Nurse (LPN). To enter the LPN program, she first needed her Certified Nursing Assistant (CNA) license, so she came to our One Stop Center for help with funding her CNA training. After enrolling in the CNA program at The Academy on Demand, Zanea faced a setback due to COVID-19, but she didn't let that stop her. She completed coursework online while recovering and resumed her clinical training on weekends. Once certified, she was ready for the LPN program at PCC, where we assisted with financial aid applications and secured additional funding through AZ Quest, a program supporting those impacted by COVID-19. Zanea excelled in her LPN studies, earning top grades and graduating with her certificate. Now, she's preparing for her licensure exam, and her journey is a testament to the power of determination and the importance of support in overcoming obstacles.

Overcoming economic challenges and homelessness, **Hannah** joined the **PYQ program** aiming to become a police officer. The program provided resources and stability, allowing her to gain job experience with the **Graham County Sheriff's Office**. Her story shows how career support can empower individuals facing adversity to pursue their dreams in public service.

ARIZONA@WORK TITLE IB: ADULT, DISLOCATED WORKER AND YOUTH SUCCESS STORIES

I spent over a year trying to find employment. I had no work experience since I was a stay-at-home mom taking care of my children. I heard about the ARIZONA@WORK program from Campesinos Sin Fronteras. I attended an orientation and followed all the steps to gain entry to the program and was provided training as a Cafeteria Assistant which started in November 2023 and ended in February 2024. Just as my training was to end, a position as a baker opened up. I applied, and was given the job. I'm very happy and **thankful to ARIZONA@WORK-Yuma County** because I now have a full-time position that fits my needs. **Thank you, ARIZONA@WORK.**



Patricia felt stuck in a stagnant position until she enrolled in WIOA to obtain a **CompTIA Security+ certification**. Within two days of completing her certification, she was promoted, received a significant pay raise, and took on a more challenging role where she could make an impact. Her story underscores the value of certification support, leading to career advancement and personal growth.

Dear CM, and the **ARIZONA@WORK Pinal County Staff**,

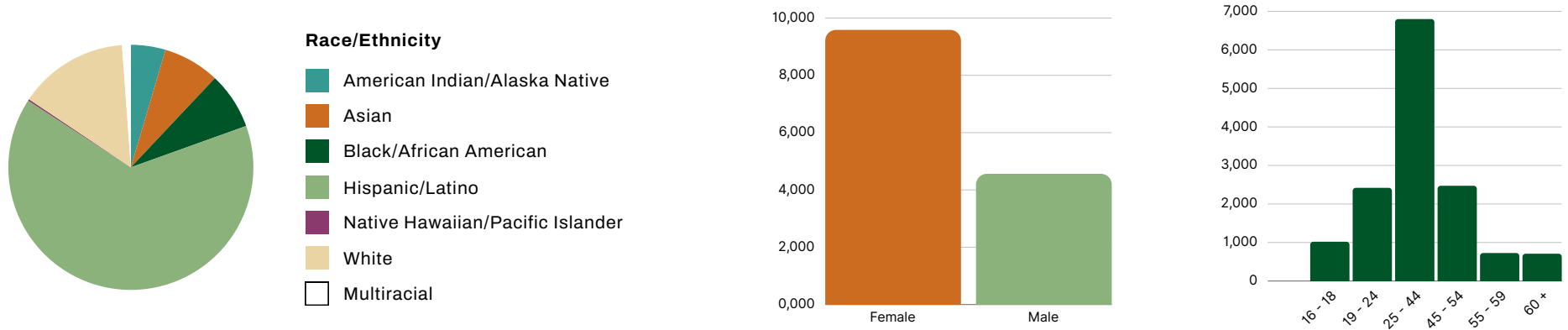
I hope this letter finds you well. I wanted to take a moment to express my heartfelt gratitude for your unwavering support and guidance throughout my journey to **obtaining my Commercial Driver's License (CDL) and launching my new career**. Your dedication, patience, and expertise have been invaluable to me. From the very beginning, **you took the time to understand where I came from and the challenges I faced after spending 20 years in prison**. You stood by me every step of the way. Your encouragement and belief in my abilities motivated me to push through every obstacle and achieve my goals.

Thanks to your assistance, I am now a licensed commercial driver, **earning over \$30 an hour**, and ready to embark on this exciting new chapter in my life. The skills and knowledge I gained with your help and the support of ARIZONA@WORK Pinal County will undoubtedly contribute to my future success. Once again, thank you, Sonia, for your exceptional support. Your commitment to helping individuals like me succeed is truly commendable. I look forward to keeping you informed about my employment so that you can continue to inspire others with what is possible. Wishing you all the best, and **may your dedication continue to positively impact many more lives.**

TITLE II: ADULT EDUCATION AND LITERACY

Arizona Adult Education provides comprehensive education and training services to students 16 years of age and older who are not enrolled in a K-12 school. Adult Education providers offer access to quality programs to assist students to: earn a High School Equivalency (HSE) Diploma; become proficient in English language; participate in integrated education and training programs to earn an industry recognized credential and connect to employment and job training opportunities; and/or to transition to post-secondary education. In the past year, Adult Education and Literacy served **17,509** individuals.

DEMOGRAPHICS



PERFORMANCE INDICATORS



ARIZONA@WORK TITLE II: ADULT EDUCATION AND LITERACY SUCCESS STORIES



“I would like to thank all the staff of Rio Salado College and Phoenix College for giving me the opportunity to continue my studies. I learned wonderful things in the last ten months. Now, it is time to think and execute my potential in the medical field.”

“I would like to express my gratitude for being given the opportunity to attend this MAA class. This experience has been a lifelong dream of mine, and I am ready for my future endeavors. You are never too old to educate your mind.”



“The Construction Trades Institute has been very eye opening for me. Besides the actual hands-on work, I’ve learned so much about tools, safety, and how to communicate on work-sites...”

“ I have always loved technology. The Semiconductor Manufacturing program allowed me to learn valuable skills from the ground up and has helped me be more confident in my career as an engineer.”



ARIZONA@WORK TITLE II: ADULT EDUCATION AND LITERACY SUCCESS STORIES

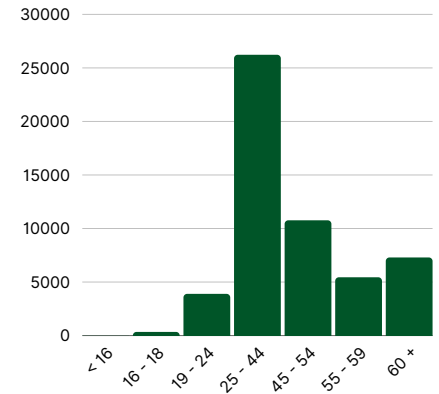
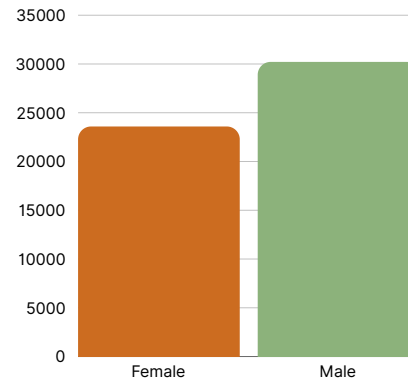
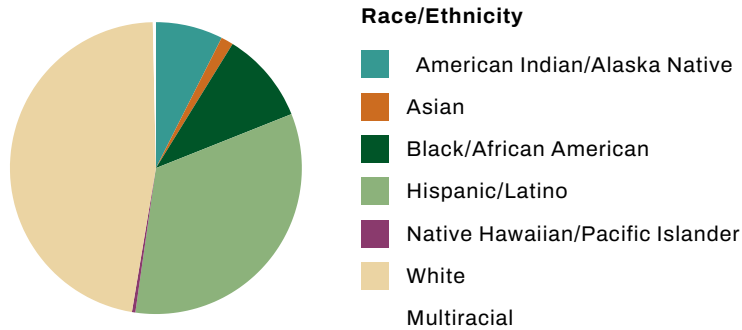


This year, the Workforce Education program at **Yavapai College** launched the Vocational ESL Commercial Driver's License (VESL CDL) program, designed to help non-native English speakers gain employment as licensed commercial drivers. The program's first graduate, **Candelario Mesa Cosio**, successfully earned his Commercial Driver's License on July 2, 2024, after working diligently to improve his English and mastering the skills needed to operate commercial trucks. The success of the VESL CDL program is a testament to the dedication of Dawnette Polland and Dr. Alexander Barber, who developed specialized bilingual curriculum and provided one-on-one support. **Candelario's achievement not only enhances his family's economic situation but also serves as an inspiration to future students.** With plans to welcome more students this fall, the VESL CDL team envisions expanding its impact on workforce education in the community.

TITLE III: WAGNER-PEYSER EMPLOYMENT SERVICES

The Wagner-Peyser Employment Services Program operates as a cohesive network of public employment offices, aimed at offering job placement assistance to individuals seeking employment opportunities, while also providing vital labor force recruitment services to employers. This program is co-located within the ARIZONA@WORK Job Centers across the state, where services are provided in three distinct modes: self-service, facilitated self-help services, and staff-assisted service. Wagner-Peyser Employment Services served **53,978** individuals in PY23.

DEMOGRAPHICS



PERFORMANCE INDICATORS



60%

Employment Q2

59%

Employment Q4



\$8,398

Median Earnings

\$33,592

Average Annualized Salary*

ARIZONA@WORK TITLE III: WAGNER-PEYSER EMPLOYMENT SERVICES SUCCESS STORIES



Arnulfo "Junior" Gonzales, Jr. became a beacon of hope at the **Second Chance Center** as a Recovery Support Specialist, transforming lives through his unique blend of coding skills and heartfelt mentorship.

His innovative "Family Feud – Interview Skills Edition" not only made learning engaging but also taught essential life skills such as teamwork and communication. **Junior's genuine care helped clients navigate their backgrounds with dignity, turning obstacles into opportunities for success.**

On February 28, 2024, he left the center with multiple job offers, marking the culmination of his impactful journey. **Junior's legacy is a testament to the transformative power of belief and support, inspiring many to embrace their second chances.**

ARIZONA@WORK TITLE III: WAGNER-PEYSER EMPLOYMENT SERVICES SUCCESS STORIES

Second Chance Program Participant, Katrina Moreno

Hello Ms. Dull,

I'm not sure if you remember me I was in your program a few years back and I just wanted to give you a little update. I'm doing very well, I have two beautiful baby girls now and I am currently in cosmetology school. **I just wanted to thank you so much for all you offered me being in the Second Chance program really gave me the push in the right direction** and I really think I would be doing so well if it wasn't for the program. If you ever find yourself in Tucson and need a haircut please come see me :-) I hope this message makes your day knowing that **you do change people's lives** and perspective of things doing what you do everyday! <3"

CHW Apprenticeship Testimony

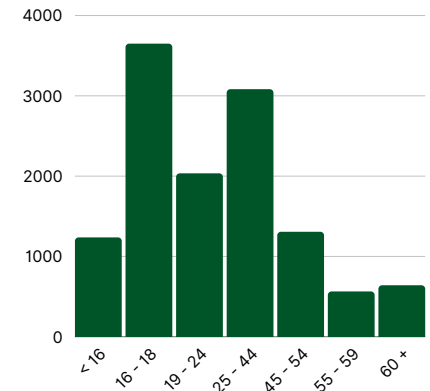
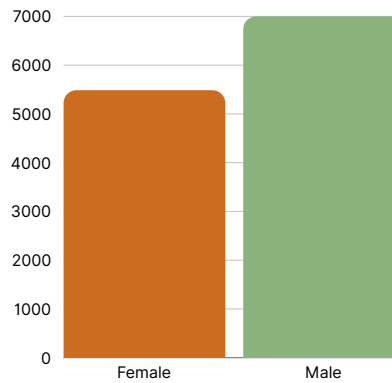
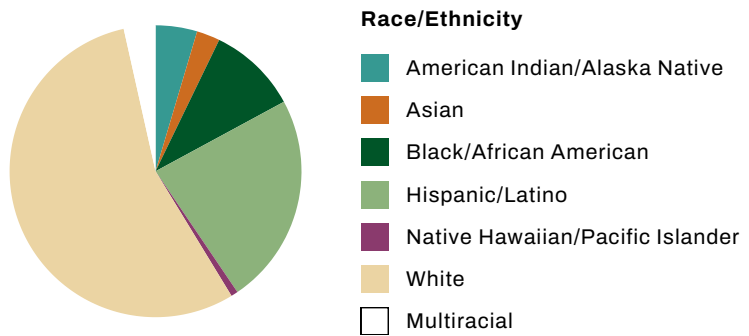
"Starting my first job in the **healthcare industry** has been an eye-opening experience. I've been able to apply what I've learned not only to my clients but also to my personal network, which has been incredibly rewarding. Every day, I'm absorbing valuable knowledge from my coworkers and mentor, and their guidance has been instrumental in my growth. **This journey has truly expanded my understanding of healthcare, and I'm excited to continue learning and making a difference both professionally and personally.**"

"This **apprenticeship has been a transformative experience for me.** I've had the opportunity to learn new platforms and dive into a role that's much more in-depth than anything I've done before. The learning curve has been steep, but my coworkers have been incredibly supportive, always ready to teach me how to navigate the various computer programs. Thanks to their guidance, **I'm gaining confidence and becoming more proficient each day.**"

TITLE IV: VOCATIONAL REHABILITATION

Vocational Rehabilitation (VR) stands as a comprehensive employment program dedicated to supporting individuals with disabilities in their journey to prepare for, enter, maintain, or regain competitive integrated employment. Services are individualized and adapted to meet each participant's specific vocational goals and disability-related needs. This program operates statewide through a team of professional VR Counselors, dedicated state staff, and expert contracted service providers. This program year, Vocational Rehabilitation served **12,517** individuals.

DEMOGRAPHICS



PERFORMANCE INDICATORS



53%

Employment Q2

50%

Employment Q4



\$4,706

Median Earnings

\$18,824

Average Annualized Salary*



25%

Credential Attainment

ARIZONA@WORK TITLE IV: VOCATIONAL REHABILITATION SUCCESS STORIES – Dakota Tidwell



Dakota Tidwell was diagnosed with Autism Spectrum Disorder, Bipolar Disorder, Obsessive-Compulsive Disorder, and Anxiety at a young age, often feeling misunderstood by others. In high school, he learned about the **DES Vocational Rehabilitation (VR) program**, which offered him support in pursuing his dream of becoming a **Pharmacy Technician**. With the guidance of VR Counselor Kristen Lennon and job coach Angie Holekamp, Dakota completed his certification and prepared for job opportunities. After a successful interview process facilitated by VR's partnership with Walgreens, he was offered a position as a Pharmacy Technician Trainee. **Dakota's journey exemplifies the transformative impact of support and determination, and he encourages others to seek help from VR**, emphasizing that "as long as you put in the effort, VR will do theirs."

ARIZONA@WORK TITLE IV: VOCATIONAL REHABILITATION SUCCESS STORIES – Jorge Gonzalez



Jorge Gonzalez, an Arizona Department of Economic Security (DES) Vocational Rehabilitation (VR) client, faced life-altering challenges after suffering two strokes that impacted his mobility and cognitive abilities. Previously a payroll clerk, Jorge received rehabilitation at the Barrow Neurological Institute before being referred to VR, where he worked with Brain Injury Specialist Debora Gerbert. With her guidance, Jorge engaged in therapy and training at the Center for Transitional Neuro-Rehabilitation (CTN), which prepared him for re-entry into the workforce. After volunteering to assess his workplace skills, Jorge was hired as a receptionist at the Herberger Theater in July 2022. **He expresses gratitude for the support from DES, which helped him regain independence and inspired him to pursue a degree in Social Work at ASU.**

ARIZONA@WORK TITLE IV: VOCATIONAL REHABILITATION SUCCESS STORIES – Julie Kim



In just a year, former Arizona Department of Economic Security (DES) Vocational Rehabilitation (VR) client **Julie Kim** has transformed her career path. Initially participating in the Project SEARCH program, which helps young people with intellectual disabilities transition to employment, Julie worked in the culinary department at Banner Hospital. **With the support of VR, she successfully transitioned to a new career as a dental assistant**, completing her education and obtaining her X-ray certification. Now, after eight months on the job, she enjoys helping patients regain their smiles and values her connections with coworkers. Reflecting on her journey, **Julie credits VR for guiding her toward a fulfilling career and expresses excitement about her future aspirations, including becoming a flight attendant.**

EFFECTIVENESS IN SERVING EMPLOYERS

ARIZONA@WORK's holistic business services approach serves Arizona employers and connects them with job-seekers. The outcomes are shared across all six core programs. Services to employers include rapid response, workforce recruitment services, incumbent worker training, and more.

BUSINESS SERVICES



4,990

New Employer Clients



23,654

Business Services Provided to Employers



54

New Registered Apprenticeship Programs Established

PERFORMANCE INDICATORS



63%

Employee Retention

Percentage of participants retaining employment



4%

Employer Penetration

Arizona employers using program services



363

Site Visits

Businesses receiving site visits from program staff

EMPLOYER SUCCESS STORIES – Schuff Steel

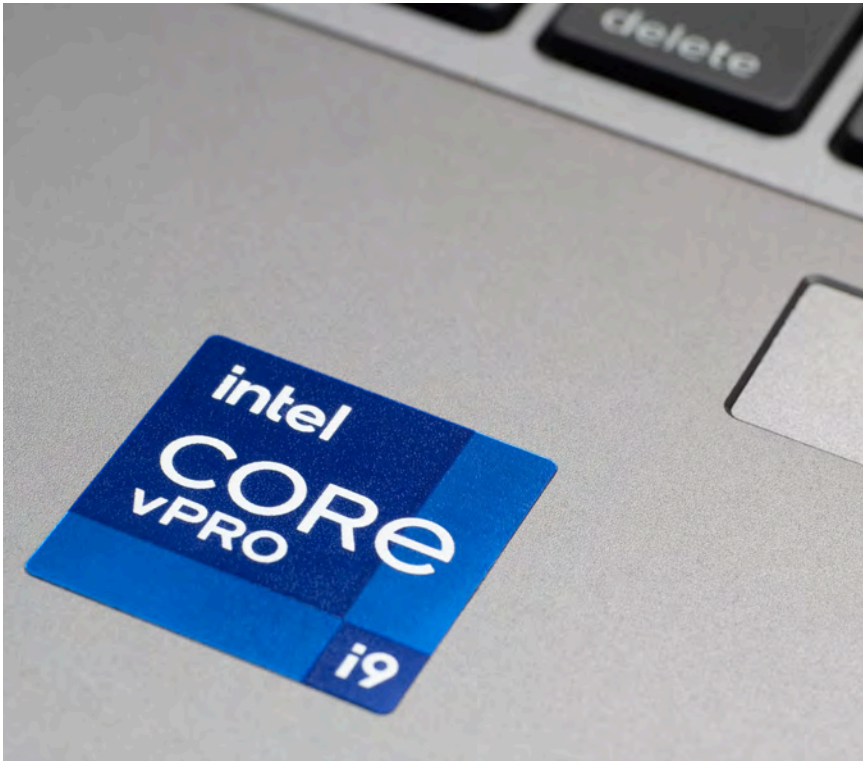
ARIZONA@WORK Coconino and its partners successfully navigated a workforce reduction at **SCHUFF STEEL** in Bellemont, Arizona. When the company announced its closure in August, affecting 63 employees, the Rapid Response Team stepped in to provide critical support. Over two days, the team hosted a hiring event, offering impacted workers **reemployment assistance, resume writing workshops, job readiness training, career counseling, and resources** on unemployment and trade adjustment assistance. The event was a resounding success, with all 31 affected workers who participated receiving the necessary support.

Key achievements:

- **100% participation:** Every affected worker who attended the event benefited from the services provided.
- **Rapid reemployment:** Twelve employees have already secured new jobs or relocated within the company.
- **Strong employer engagement:** Six employers participated in person, connecting directly with dislocated workers. Four additional employers continue to receive applications and resumes.
- **Inclusive support:** The event served individuals with disabilities and veterans, ensuring that all affected workers had access to the resources they needed.

This success story demonstrates the power of collaboration. By working together, ARIZONA@WORK Coconino and its partners were able to provide timely and effective support to dislocated workers, helping them transition to new opportunities and maintain their economic stability.

EMPLOYER SUCCESS STORIES – Intel



In August, **Intel launched its first U.S. registered apprenticeship program (RAP)** for manufacturing facility technicians in Arizona in collaboration with the Arizona Commerce Authority (ACA), the Phoenix Business and Workforce Development Board, the SEMI Foundation, Maricopa Community Colleges District (MCCD), Arizona Apprenticeship Office and Fresh Start Women’s Foundation. **The goal of Intel’s new RAP is addressing shortages in the semiconductor talent pipeline to help meet the workforce demand of the future.**

In its inaugural year, **nine apprentices began their full-time employment with Intel on day one of the program** and will receive on-the-job training in Intel’s fabs as well as in-classroom and lab experiences at Mesa Community College (MCC). Training is focused on learning the core competencies needed for facility technician roles, including hand-tool basics with mechanical, pneumatic, hydraulic and vacuum systems; electrical basics and electronics; handling of chemicals and gases; and communications skills, problem solving and critical thinking. **Upon completion of the one-year RAP, each apprentice will earn a certificate and college credit that can be applied to a degreed program.**

EMPLOYER SUCCESS STORIES – American Airlines

In March 2024, **American Airlines** announced layoffs affecting 335 remote staff at their Tempe, AZ location, including managers and customer service representatives. To assist these employees, who were primarily working remotely within a 75-mile radius, a virtual information and services program was developed to provide support where they were. This marked the first collaboration between the **State and Maricopa County Rapid Response Teams** to host a **Virtual Rapid Response event** tailored specifically to the needs of the affected workers.

The four-hour virtual event included sessions on job searching through the Arizona Job Connection, resume writing tips, interview preparation, and guidance on applying for unemployment benefits. It successfully engaged **207 participants** and garnered a satisfaction rating of **4.73 out of 5** from 91 survey responses, earning praise from American Airlines for the quality of Arizona's services.

This innovative approach not only provided immediate assistance but also set the stage for future events, such as the statewide and multi-state response to the 99¢ store closures in May 2024. By offering both virtual and onsite sessions, affected workers from California, Nevada, Texas, and various Arizona counties were able to access crucial resources to help them regain their footing. The success of these virtual sessions has since been applied to support other companies facing layoffs, enhancing regional collaboration and providing unified resources to the community.



EMPLOYER SUCCESS STORIES – Somerton Manufacturing



Somerton Manufacturing has emerged as a beacon of opportunity in **Yuma County**, partnering with **ARIZONA@WORK** to support **Justice Involved and English Language Learner (ELL) employees** in a busy work environment. One remarkable success story is that of an anonymous participant who, despite facing significant barriers such as unemployment and limited English proficiency, completed a two-month paid internship followed by four months of on-the-job training (OJT) as a metal fabricator. **With support services like language interpretation, clothing, and transportation, he successfully secured full-time employment at Somerton Manufacturing.**

In a heartwarming twist, **the company also provided an internship for his son**, allowing both to gain valuable skills as machine operator trainees, with translation services ensuring effective communication. Another participant, **Justen Ortiz Dugan**, overcame his challenges as a single parent and justice-involved individual to complete a paid internship in administration at Somerton. His dedication paid off when he was offered an OJT position as a Human Resource Assistant, quickly rising to the role of **Assistant Plant Manager with a salary of \$57,592.60 per year.**

Somerton Manufacturing's commitment to fostering inclusive employment practices, alongside the unwavering support from ARIZONA@WORK-Yuma County, showcases the transformative power of community partnerships in changing lives and creating successful career paths for those facing adversity.

Arizona Community College System



ARIZONA COMMUNITY COLLEGES

Arizona Community Colleges provide the primary gateway to higher learning and a variety of education opportunities serving Arizona's diverse student body. Fully accredited by the Higher Learning Commission, Arizona's Community Colleges prepare students to be job-ready more quickly and train or retain workers to fit employer needs.

Arizona's **Community College Districts** serve as key partners in delivering training services

296,919

Credited AZ
Students

20

Colleges

61

Locations

10

Districts



These colleges are represented by the Arizona Community College Coordinating Council (AC4), which engages and aligns the efforts of the districts. The Workforce Arizona Council coordinates with the Office of Economic Opportunity, ARIZONA@WORK, and AC4 to systematically and collaboratively align education, economic development and workforce initiatives in Arizona.



428

Eligible Training Provider
Programs Completed



\$2,402,777

Total Money Spent on
Title IB Enrollments



71%

Average Completion Rate



Appendix

WIOA Performance Data

WIOA PARTICIPANT DEMOGRAPHICS

Demographics	Adult	Dislocated Worker	Youth	Adult Education and Literacy	Wagner-Peyser Employment Services	Vocational Rehabilitation	All Programs
Race/Ethnicity							
American Indian/Alaska Native	611	26	270		4582	734	
Asian	129	14	66		845	412	
Black/African American	1537	125	388		6254	1581	
Hispanic/Latino	3589	563	2379		20499	3733	
Native Hawaiian/Pacific Islander	45	5	17		231	122	
White	4336	657	2017		28963	8802	
Multiracial	106	6	68		209	559	
Sex							
Female	4517	457	1855		30214	5486	
Male	3584	572	1818		23591	7000	
Age							
< 16	-	-	70		8	1237	
16 - 18	135	-	1258		341	3650	
19 - 24	860	44	2381		3896	2035	
25 - 44	5134	547	-		26227	3083	
45 - 54	1246	261	-		10766	1307	
55 - 59	392	104	-		5445	564	
60 +	357	74	-		7295	641	

WIOA PERFORMANCE INDICATORS

WIOA Performance Indicators	Adult	Dislocated Worker	Youth	Adult Education and Literacy	Wagner-Peyser Employment Services	Vocational Rehabilitation
1) Employment Rate – 2nd Quarter After Exit	73%	79%	74%		60%	53%
2) Employment Rate – 4th Quarter After Exit	69%	74%	74%		59%	50%
3) Median Earnings – 2nd Quarter After Exit	\$9,573	\$10,127	\$6,970		\$8,398	\$4,706
4) Credential Attainment	73%	71%	64%		-	25%
5) Measurable Skill Gains	74%	79%	68%		-	25%

WIOA PERFORMANCE INDICATORS

WIOA Performance Indicators	Adult	Dislocated Worker	Youth	Adult Education and Literacy	Wagner-Peyser Employment Services	Vocational Rehabilitation
6) Effectiveness in Serving Employers - measured by						
Retention with the same employer – 2 qtrs of continuous employment with same employer				-		-
Employer Penetration Rate – the percent of businesses/employers using services out of all employers in the state.				-		-
Average number of days to fill staff-assisted AJC positions.	-	-	-	-	-	-
Percentage of employers who contacted an ARIZONA@WORK Job Center to confirm that ARIZONA@WORK services assisted in identifying job applicants.	-	-	-	-	-	-
Number of companies and business organizations that have been visited by ARIZONA@WORK employees.	-	-	-	-	-	-
Total Number of Participants Served by Workforce Development Programs						
Participants Who Received Career and Training Services and Money Spent						
Number of participants that received career and training services						
Monies spent on career services						
Monies spent on training services					-	
Number of Participants Who Exited Career and Training Services						
Average Cost per Participant Who Received Career and Training Services						

BARRIERS TO EMPLOYMENT

Barriers to Employment	Adult	Dislocated Worker	Youth	Adult Education and Literacy	Wagner-Peyser Employment Services	Vocational Rehabilitation	All Programs
Displaced Homemakers	2	114	1		117	109	
English Language Learners, Low Levels of Literacy, Cultural Barriers	1266	138	2161		6347	4001	
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	48	3	11		134	124	
Ex-offenders	2029	78	272		9953	895	
Homeless Individuals/Runaway Youth	629	12	174		2188	240	
Long-term Unemployed (27 or more consecutive weeks)	2702	262	1353		10374	5843	
Low-Income Individuals	6526	495	3074		22349	6242	
Migrant and Seasonal Farmworkers	63	25	44		223	14	
Individuals with Disabilities (including Youth)	304	28	363		2714	12517	
Single Parents (including Single Pregnant Women)	1709	176	373		2882	624	
Youth in Foster Care or Aged Out of System	5	0	120		54	106	

Thank you to our statewide partners, colleagues and stakeholders focused on solutions to bring work opportunities to all Arizonans and support the needs of our job creators.

This work is possible thanks to the dedication, passion and collaboration of all involved.

Contact Us

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www.arizonaatwork.com



A proud partner of the  network

*Disclaimer: This report provides annual data based on quarterly figures collected under the Workforce Innovation and Opportunity Act (WIOA) guidelines. As WIOA mandates only the collection of quarterly data, some annual figures may be subject to estimation or extrapolation, potentially impacting their accuracy. Users should be mindful that annual metrics derived from quarterly data may not fully capture fluctuations or patterns that could occur with more frequent data collection. Therefore, while every effort has been made to ensure accuracy, these figures should be interpreted with caution for comprehensive annual insights.