

## 5. Workforce System and Partners

***A description of the workforce development system in the local area that identifies the programs that are included in that system and how the local board will work with the entities carrying out core programs and other workforce development programs to support alignment to provide services. Discuss how the LWDA will align policies, operations, administrative systems and other procedures to assure coordination and avoid duplication of the workforce programs and activities. Describe agreements and procedures in place or in progress, and describe how the local board will work towards WIOA compliance in regard to the selection of a one-stop operator and a funding mechanism for one-stop infrastructure costs (see WIOA sec. 121 and draft regulations Part 678). Also include a link to where policies and procedures are posted and provide copies of existing agreements in the appendix.***

***d. Employment Service. A description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the local area through the One-Stop delivery system, to improve service delivery and avoid duplication of services.***

Workforce Service is a network of public employment offices providing placement services for job seekers and labor force recruitment services for employers. Workforce Service is co-located with workforce development services in all [ARIZONA@WORK Job Centers](#) throughout the state of Arizona.

The Pima County locations are referred to as [ARIZONA@WORK Pima County One-Stop Career Centers](#).

Services are delivered in one of three modes:

1. Self-service;
2. Facilitated self-help services; and
3. Staff-assisted service

Workforce Service focuses on providing a variety of employment-related labor exchange services including, but not limited to:

- Employability Assessment;
- One-on-one initial registration in the Arizona Job Connection (AJC);
- Review on-line employability assessments for possible referral to other programs;
- Referrals to Partner services within the [ARIZONA@WORK Job Center](#);
- Discussing job search techniques;
- Assessing and referring job seeker to job search workshops;
- Job search assistance;
- Job referral and placement assistance for job seekers;

- Providing labor market information;
- Resume preparation;
- Job development;
- Re-employment services to Unemployment Insurance claimants;
- Priority of service to veterans and their spouses which may include referral to the Disabled Veterans Outreach Program (DVOP) Coordinator;
- Assisting migrant and seasonal farmworkers (MSFW) with the “MSFW Outreach Packet,” developed to provide critical information concerning access to services in their area;
- Assessment of eligibility for the Work Opportunity Tax Credit (WOTC) and issue certification for job seekers found eligible; and
- Recruitment services for employers with job openings.

Workforce Service assists job seekers from all walks of life and is committed to working with the One-Stop Partners within the [ARIZONA@WORK](#) system to ensure job seekers have access to the full menu of services available. Certain populations require more assistance than the standard jobseeker, at times requiring staff to spend more time with them. Some examples are:

- Veterans;
- Homeless veterans;
- Low-income clients and recipients of public assistance;
- Ex-Offenders;
- Individuals with limited English proficiency;
- Unemployment compensation claimants;
- Unemployed, underemployed individuals;
- Migrant and seasonal farm workers;
- Older workers; and
- Individuals with a disability.

Workforce Service staff serve on the Pima County Workforce Investment Board ([WIB](#)). The partnerships developed through the WIB provides staff the opportunity to share information gained from both employers and jobless workers, allowing community leaders to better identify the types of training that will prepare unemployed workers for needed local jobs.

Workforce Service staff also participate on the Business Services Teams in each area allowing the partnership built in the [ARIZONA@WORK Job Center](#) to be more responsive to the needs of the business community. Local offices routinely receive employers’ requests for workers to fill a wide range of jobs from entry level to highly qualified positions. Among them are professional, technical, and managerial positions, clerical and sales jobs, service occupations, manufacturing work, agricultural employment, machine trades, and skilled crafts.

With the implementation of WIOA, Workforce Service staff has taken on a new role in the [ARIZONA@WORK Job Center](#) by participating in the design, implementation and provision of services through the Welcome Team. In some instances, the roles are shared with the One-Stop Partners for a seamless delivery of services, including but not limited to:

- ✓ Front desk screening for services;
- ✓ Conducting [ARIZONA@WORK](#) orientations;
- ✓ Completing partial registration of the customer in AJC during the triage process;
- ✓ Determining the appropriate provision of services and completing a referral; and
- ✓ Scheduling appointments for services within the [ARIZONA@WORK](#) system.

Cross-training and information sharing sessions will be held to ensure that Workforce Service staff has the knowledge to provide quality services to the jobseeker, therefore enhancing their customer experience within the [ARIZONA@WORK Pima County One-Stop](#) system.