



Events & Job Fairs

Events and Job Fairs can easily be added to AJC!

Please use the NEW Events Form on the [AJC Newsletters page](#) to request that an event or job fair be added to AJC.

Simply complete the form and send it to AJCInfo@AZDes.Gov

AJC Resources

Utilize the [Resources Tab](#) in AJC for:

- [Labor Market Resources](#) (login not required!)
- The [Quick Start Guides](#) page now contains instructional videos
- New [ServiceLink User Guide](#) is available
- AJLA Reporting User Guides, [Volume 1](#) and [Volume 2](#) (PDFs)
- Link added to the [FiscalLink](#) User Guide

AJLA will be adding PDFs of additional user guides as they are finalized. They are also working toward converting all guides to online versions.

Did You Know?

If you need to have an Employment Service office reassigned, please call 602-542-2460 or e-mail EAHelpDesk@AZDes.Gov with your new information to help us expedite the process.

Inside:



- Staff Kudos
- Congratulations Veterans Staff
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- Partnerships under WIOA

Keep yourself informed of changes, policies, and procedures, with frequent reference to your AJC Quarterly

Do you have information that you would like to share in the AJC Newsletter?
Send it to: AJCInfo@azdes.gov

Would you like to view previously distributed newsletters?
Use the following link:
[AZ Job Connection Newsletters](#)

Staff KUDOS

"My Service Coordinator, Queenie Mack, made sure I had everything I needed."

Arizona@Work,
City of Phoenix

"They gave me a lot of new ideas. Waleed Alani (Employment Specialist) was great, and the lady teaching the LinkedIn class (Jacqueline Parker, Training Specialist) is very nice."

Arizona@Work, City of
Phoenix - North

"Neva Smith (Training Specialist) was amazing."

Arizona@Work, City of
Phoenix

"Janet Hidalgo, (Case Worker II), gave me a lot of work to help me get back on my feet. She always followed up. She immediately searched for work for me & had me enrolled in a GED program right away. "

Arizona@Work, City of
Phoenix - South

VETERANS Congratulations



On June 2, 2016, two of our Veteran Workforce Staff received awards at the "2016 Disabled American Veterans (DAV) of the Year" state conference held at the Marriott Hotel in Mesa, Arizona. Chief Warrant Officer in the Navy Seal Team, and DVOP Specialist of the West Valley Career Center, John Howry, was the recipient of the distinguished "Disabled Veteran Outreach Program Award."

The winner of the acclaimed "LVER of the Year Award" was U.S. Army Sergeant Engineer and Local Veteran's Workforce Supervisor for Mohave County, AZ@ Work office, Christopher Tafoya.

These are awards from the National Commander of Disabled American Veterans. Chief Warrant Officer Howry confessed, "We work very hard overcoming barriers to employment for veterans. It's a real honor to receive this award, as many others are qualified to receive it. Veterans receive great training and have a great work ethic. If you're working with a veteran, refer them to the Disabled Veterans Out-reach Program." There are 35 DVOPs in Arizona.

Sergeant Tafoya, declared that "DAV is an amazing organization that does a lot for our veterans. It was a huge honor to receive that award. The impact on our office made us analyze our performance and made me want to be better at my job in day to day operations. It gave me an opportunity to highlight what we do and how we interact with the veterans, and how we come together as a team." He further iterated, "The partnership between DVOPs and LVERs with non-profit organizations is crucial for resource navigation. We thank the DAV for their help opening doors to resource fairs, the Chamber of Commerce, and other partners."

These gentlemen were nominated by their local Chapters of DVA, with invitations to nominate from the employers, office managers, State and Assistant State Directors of Veterans' Employment, and others who know the quality of their work. We're proud and grateful for the contributions of these outstanding veterans who continue to serve their country by helping other veterans secure employment.

Staff KUDOS

"The employees are very friendly & helpful at 95th & McDowell, especially Julie Torres, my Career Guidance specialist."

"My Case Manager was verrrry helpful: Diana Kelley. She was the best part of my experience."

Río Nuevo One-Stop Service Center, in Tucson

"I couldn't ask for a more empathetic teacher. They guide you through the whole thing, at Ajo."

Kino One-Stop Service Center, in Tucson.

From an Employer

"Louise Urrutía (Business Service Representative in Tucson) helps me a lot. When she hears of job fairs she always sends me information about them."

VETERANS Congratulations



John Howry displays his Outstanding DVOP of 2016 award.



Chris Tafoya poses with his Outstanding LVER of the Year award.

AJC Change Control Requests (CCR)

Do you have a suggestion or a recommendation to enhance AJC functionality?

We want to hear from you!

Please use the [CCR form](#) so the AJC Workgroup can review your request.

To request that an Event or Job Fair be added to AJC, please use the [Events Form](#).

E-mail all requests to AJCInfo@azdes.gov for processing.

Stories of SUCCESS

My name is Amber and I'm 54 years old. I spent over half my life abusing drugs and alcohol. When I moved to Arizona at age 50, I decided it was time to get sober. I wanted more out of life. I had worked in the clerical field in the past, but my skills were rusty. I went to an Employment Service office and registered for employment. I spoke with a Career Advisor who informed me that paid training was available but there were steps I had to take. It started with testing and a week long program called S.O.A.R. I went back to school and received training in Microsoft Word, Excel, Outlook, and PowerPoint. I earned Certification in Microsoft Word. My advisor had my resume professionally done and they sent me to an agency for job-ready clothing. They even assisted with transportation! I went to a Job Fair (CONFIDENT & PREPARED) at Kelly Temps. I am currently working for the Department of Transportation on a long-term assignment and couldn't be happier. I am so grateful to Arizona @ Work for helping me along the way. They are willing to help you, too. You just have to GET UP and SHOW UP!!!

- Amber Jones

Improvement Opportunities



FROM OUR EXITERS

- "I'm not computer literate. They don't give you any help in UI."
- "They need more people to help someone on the computer in the Unemployment Insurance."
- "They need to work more one-on-one with you - show people how to get set up so they qualify better. More staff needed."
- "Classes were spot-on and a great motivation, but case managers did not do their job helping to find employment."
- "They called me once and never called back."
- "I wasn't very clear on the processes."
- "It wasn't really what I wanted. "
- "It's tough to get an appointment with counselors."
- "I've been trying to reach my case manager for days. No answer. E-mail tampoco (neither from e-mail)."
- "I am not getting a response back from my case manager. I was going to take the Canyon State management class. I have done all the requirements and it's past the two weeks they said it would take to come through...I've called three times and am hearing nothing back."
- "_____ was retiring & I didn't know it. No one was lined up to take her place...Pure run-around. They keep switching me to people who are always going on leave."
- "There was a week delay in my services when staff was changed on me. Please execute smoother transitions. Thank you."
- "There was a lot of disorganization that made it difficult to continue."
- "When I was receiving referrals, the jobs were already taken."
- "Every time I applied, the jobs were already gone, with no update!"

Stories of SUCCESS

My son, Marc, was hired into UPS Freight last September as a part-time employee making \$12.50 per hour. He applied for the 'Parts Picker' position and when he got his interview they asked him if he would be up to changing tires, oil changes, brake jobs etc. My son just said, "No problem, I can do that." Nowhere in his resume did it state he was a mechanic, and the job he applied for did not state it was for a mechanic.

Immediately after his orientation, he was sent out to start changing tires off of 18-wheel trucks. Marc was chosen to be trained on-the-job as a 'Power Train Mechanic.' He was told that he would get full-time, but he needed his CDL. Marc came through WIOA, went to South West Truck Driving School and got his Class 'A' CDL, and was also reimbursed money for tools for his new job position. Upon completion of training, he was made full-time, with benefits, and raised to \$21.00 per hour. The program has been life-changing for Marc. WIOA changes lives!! What more is there to say?

- JoAnn Schavey

Partnerships Under WIOA



The South Yuma Consortium (SYC) Adult Education Program and the One-Stop Center Arizona at Work, formerly known as YPIC, have been working together to help young students in southwest Arizona prepare for the workforce and their post-secondary education. The main purpose is for students to obtain their High School Equivalency Certificate as soon as possible. This can enhance their knowledge and encourage them to pursue a college education or career. The partnership has helped the SYC Adult Education program recruit more individuals with great potential to reach their career and educational goals. It has also helped those students with financial barriers to successfully eliminate monetary stress, which helps them focus solely on their education. Each day, students are one step closer to meeting their goal. We are gratified with their success, as we are all here with the same purpose - to prepare adult learners for success in college, career and life.

Adding Partners/Programs to the Programs Tab

Our newest program is the *Offender Employment Initiative*. This program was created to provide workforce development services to corrections providers and individuals with criminal records.

Find out how we can help by visiting:

<http://www.arizonaatwork.com/job-seekers-overview>



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Innovative Workforce Solutions