

This publication is provided jointly from the WIA Local Workforce Investment Boards representing Maricopa County and the City of Phoenix.
 Previous editions of *Items of Note* are available online [here](#).

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A note of appreciation from a WIA participant —

I am happy to say that I took the test at Prometric yesterday and passed. I REALLY want to thank all of you at Workforce for your help with my career advancement. I think you guys do a magnificent job down there and I tell everyone I can that very thing. I only wish I had discovered Workforce earlier on in my job search. You perform a vital function for individuals and the community as a whole and I look forward to working with you in the future.

Now that I have my new certification I really am excited by the opportunity to get back to Workforce and refine my job hunting skills again. I, truly can not express my gratitude in any way that could tell you how much this means to me, not only in terms of the certification, but also what it means to me as a person and a confidence builder. It has more values than I can even list, so, please except a hardy "Thank YOU" for the experience.

Thank you again, B.K., PMP

FACTS & FIGURES

More than **17,100 Arizona jobs and 17,800 resumes** are posted on the State’s online job board [AzJobConnection.gov!](http://AzJobConnection.gov) Local workforce agencies are working together to address the skills gap that exists.

NEWS & MEDIA

Skill gap frustrating to employers and workers

Some firms want to hire, but applicants lack the right skills

The Arizona Republic, By Jahna Berry (4/15/12)

Excerpt: “Workforce experts call it a job-skills mismatch: The people who want work don’t always have the skills that employers are looking for. The issue is cropping up in industries from manufacturing and health care to technology and business services.

“Many top-tier people have found jobs, said Sherene McLemore, a Phoenix workforce project manager [Phoenix Workforce Connections] who helps local businesses recruit local hires. For some unfilled jobs, there are applicants who are capable of doing the work, but they may not have all of the skills that an ideal candidate would have, she added.

“Companies that have delayed hiring, hoping to find a very specific job candidate, face a tough choice, McLemore said.

“If you look at the long term, what is it costing you to continue to keep that job open?” she asked.”

“...The older workers have experience but not the degrees or certifications that employers now require, said Jessica Pierce, executive director of Career Connectors.

“They were focused on their company, not on their personal development,” Pierce said.”

Submitted by:

Greta Suda, Chair, MWC Advocacy Task Force
 Director of Talent
 Alliance Residential Company

On behalf of: MWC Board Members

Tina Huff, Executive Director
 Human Resources, Pro’s Ranch Markets

Rodney Pack, Program Manager
 Arizona Pipe Trades Joint Apprenticeship

Benjamin Serio, Human Resources Manager
 Amazon.com

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Patrick Burkhardt, Assistant Director
 Maricopa County Human Services Department
 Workforce Development Division

On Behalf of PWC Board Members

Brad Taft, Owner
 Taft Resource Group

Joel Millman, Coordinator
 AZDES, Mature Worker Program

Traci Gruenberger, Vice President for
 Development and Operations
 Lutheran Social Services of the Southwest

Cynthia Spell-Tweh, Deputy Director
 Community and Economic Development
 Department, City of Phoenix

Collaboratively providing workforce solutions to businesses and individuals throughout Maricopa County.

PARTNER ITEMS

“33 A Su Lado” Univision Job Seeker Phone Bank

PWC took the lead in meeting a request from Univision to staff a two-evening hotline for Spanish-speaking job seekers. Representatives from several workforce agencies/WIA partners joined the effort, answering more than 3,000 calls from job seekers needing assistance.



Deployed to unemployed: Vets struggle to find work after service By Mike Sakal, *East Valley Tribune* (05/04/12)



Excerpt: “Employment services and resources are available for all branches of the service inside another building at the Arizona National Guard’s Papago base [Employment Resource Center], this one at 1335 N. 52nd Street, Building M5710.



“The program educates those leaving for duty and returning home, as well as their families, on services available.

Since the employment resources center, an office under Maricopa Workforce Connections, opened at the base in September, Titus said she has helped 469 service people garner leads, with 184 of them landing jobs.”



EVENTS & OPPORTUNITIES

MWC Adult and Youth Job Fairs:

April 11 MWC WVCC Job Fair



Adult Job Fair (morning)

23 employers and 307 job seekers

Youth Job Fair (afternoon)

7 Employers and 76 job seekers

April 12 MWC EVCC Job Fair



Adult Job Fair (morning)

31 employers and 263 job seekers

EV Youth Job Fair (afternoon)

8 employers and 32 job seekers

2012 Career Expo Collaboration

More than 5,000 job seekers and 124 companies attended Phoenix Career Expo Job Fair held March 21, 2012. Employers were looking to fill more than 300 jobs at the annual event sponsored by the Arizona Department of Economic Security (DES) and Arizona Workforce Connection. The job market is getting better.

In addition to job seekers making connection with hiring employers during the one-day event, professional workforce services available statewide through the Arizona Workforce Connection were accessible to everyone. Career advisors from DES and local workforce partners helped applicants improve their job-seeking skills by facilitating workshops designed to support a successful employment search. Resume consultation was offered and computer assistance to apply for positions online was offered as well.

This annual event is among the largest job fairs in the region. There is no cost to attend and it is open to all job-seekers. Plan to attend this major event next year.



DES/MWC Resume Review partici-



Gilbert Career Center

735 N. Gilbert Road, Ste. 134
Gilbert, AZ 85234
Tel: 602/372-9700
TTY: 602/372-9792

West Valley Career Center

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

www.maricopaworkforceconnection.com



North Career Center

9801 N. Seventh St.
Phoenix, AZ 85020
Tel: 602/861-0208

West Career Center

3406 N. 51st Ave.
Phoenix, AZ 85031
Tel: 623/247-3304
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South Career Center

4732 S. Central Ave.
Phoenix, AZ 85040
Tel: 623/534-4732

www.phoenix.gov/PHXWIN/

*Please visit the valley’s comprehensive WIA One-Stop Career Centers.
We’d enjoy showing you what we do!*