

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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**FACTS & FIGURES**

***More than 250,000 Maricopa County residents benefit from the services provided at One-Stops within Maricopa County annually.***

**NEWS & MEDIA**

**Veterans find tough job market *Shift to civilian workforce full of challenges***

By Josh Brodesky, *The Arizona Republic* (3/19/13)

Excerpt: “They are assuming they are going to get out of the military and have jobs lined up for them,” said Eddie Lopez, an Iraq War veteran who works at Maricopa Workforce Connections, where he helps veterans find jobs. “In a perfect world, that would be the case.”

“But the reality is the unemployment rate for veterans of Iraq and Afghanistan has been consistently higher than the overall unemployment rate.

“Earlier this month, the Arizona Coalition of Military Families hosted an employer summit in Phoenix. One issue that surfaced: employer concerns about the effects of post-traumatic stress disorder.

“Nicola M. Winkel, a program consultant with the Arizona Coalition for Military Families, said there is a certain stigma around PTSD that just isn’t accurate.

“And when veterans do have PTSD, employers often can make them more comfortable by simply connecting them with other veterans. Little details, such as rearranging office furniture so veterans face doorways, can make a big difference.

““Our focus is more on broadening that conversation and saying that everyone is going to respond to the stressful situations we put them under,” Winkel said. “If we get too focused on PTSD, it could kind of take away from what that individual is going to do.””

**Arizona jobless could see compensation reduced**

By Josh Brodesky, *The Arizona Republic* (3/01/13)

Excerpt: “The cuts are forcing workforce-development agencies to scramble to maintain services for people out of work. The Department of Labor will be cutting its funding to these agencies somewhere between 5 and 6 percent.

““It’s definitely going to have an impact on our customers and our service,” said Patricia Wallace, director of Maricopa Workforce Connections, which provides training and assistance to job seekers.

**Submitted by:**

Tina Huff, Vice President of Human Resources, Empereon Marketing/LLC/  
Constar Financial Services, LLC

**On behalf of: MWC Board Members**

Rodney Pack, Program Manager  
Arizona Pipe Trades Joint Apprenticeship

Shellie Frey, Human Resources Manager  
Lowe’s

Belinda Hanson, Region Manager  
DES Employment Administration

Patricia Wallace, Assistant Director  
Maricopa County Human Services Dept.  
Workforce Development Division

**On Behalf of PWC Board Members**

Darrell Rich, PWC Chair,  
Financial Advisor, Edward Jones

Michael S. Seaver, CPBA, SPHR, MBA,  
PWC Vice-Chair,  
Seaver Consulting, LLC

Cynthia M. Spell-Tweh, CWDP, LMSW,  
Deputy Community and  
Economic Development Director,  
City of Phoenix, Business and Workforce  
Development Division

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

**Online applications can be an obstacle for some**By Josh Brodesky, *The Arizona Republic* (2/11/13)

Excerpt: "Like many employers, the Home Depot directs job seekers to a website. In this case that's www.careers.homedepot.com. But Kelly found the site confusing. She's not the best with computers, and she wasn't sure if her application was going to the right place, much less a person. She wasn't sure if she was applying for the right job.

..."This issue comes up all the time for job seekers, said Jennifer Brito, a trainer with Maricopa County Workforce Connections, which assists job seekers and has several career centers.

"Getting comfortable with the computer is definitely Step One in job searching," she said.

"...Need help with computer basics before you fill out that online application? Maricopa County Workforce connections teaches a class at each of its two career centers. For more information: Gilbert Career Center: 602-372-9700. West Valley Career Center: 602-372-4200."

**PARTNER ITEMS**

**Clerical and Customer Service Industry Job Fair** — On Wednesday, February 20, 2013 the PWC West office held a job fair at 51st Ave. and Osborn. The event was attended by nearly 200 job seekers. Employers recruiting for open positions included: International Cruise / Excursion (ICE); Maricopa Community College; State Farm; Decton, Inc.; VimHR; Phoenix Elementary School District; U-Haul; AZ Department of Corrections; State of AZ DES; DISH Network; Wells Fargo; Sprouts; Concentric Healthcare Staffing; Verizon Wireless; Safelite and BBVA/Compass.

**Eighteen medical industry job seekers hired!** — On March 7 and 8, PWC hosted a specialized recruitment for Medical Staffing Network, a Florida-based medical staffing company interested in setting up an office in Phoenix. The company was hiring for 40 RNs and CNAs. The employer was so pleased that additional recruitments will be held to fill other medical professionals such as x-ray technicians and medical office workers April 24-26.

**Arizona Standdown** — MWC/PWC, DES Vocational Rehab informed local veterans of the workforce services available to assist them during a March 8-9 event.

**Arizona Coalition for Military Families/Veteran Employer Summit** — On Friday, March 1, MWC/PWC supported the Arizona Coalition for Military Families Military/Veteran Employer Summit held at the Arizona National Guard in Phoenix. The Summit identified challenges and promoted best practices for hiring and retaining service members, veterans and their family members in civilian workplaces. The panel discussion focused on dispelling myths about veterans, the various services and support resources to aid veterans and their families and the role of workforce development programs as a vital resource for employers and veterans. Banner Health, Mass Mutual Financial, Phoenix Truck Driving Institute and the Phoenix VA Health Care System were companies that reached out to staff for more information connecting with workforce services.

**EVENTS & OPPORTUNITIES**

**Ready...Aim...Engage!: A workforce seminar for employers** — MWC and PWC invite local employers to engage with the local workforce investment areas! Two employer-focused events will be held: **April 17 in the West Valley** and **April 24 in the East Valley**. [Click here for additional information about Fred Coon, the keynote speaker, and to reserve a seat.](#)

**READY...AIM...ENGAGE!**

Join us to learn about innovative ways to recruit and retain the talent your company needs!

Fred Coon, author of the best-selling career book, *Ready...Aim...Hired!* will keynote on behavioral interviewing as a method to reduce cost-of-hire.

You will also meet the professionals that can connect you to Arizona's entire array of high-value, no-charge workforce system services.

Space is limited, admittance by reservation only. Registration and continental breakfast begin at 7:30 a.m.

To reserve your seat simply select the date and location best meeting your needs on the right, include your contact information, and hit send!

Equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. MWC/PWC products and services are made available through federal funding provided by the Workforce Investment Act; serving employers by aiding job seekers, adults, dislocated workers and youth.

*MWC and PWC focus on increasing the wealth of individuals, businesses, and the community by identifying labor market needs to develop effective, innovative responses to meet the ever changing industry demands.*

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

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**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](http://www.maricopaworkforceconnection.com)



**North Career Center**  
9801 N. 7th St.  
Phoenix, AZ 85020  
Tel: 602/861-0208

**West Career Center**  
3406 N. 51st Ave.  
Phoenix, AZ 85031  
Tel: 623-247-3304  
TTY: 602-534-5500

**South Career Center**  
4732 S. Central Ave.  
Phoenix, AZ 85040  
Tel: 623-534-4732

[www.phoenix.gov/PHXWIN/](http://www.phoenix.gov/PHXWIN/)