

ARIZONA'S ANNUAL PERFORMANCE REPORT NARRATIVE

WORKFORCE INNOVATION AND OPPORTUNITY ACT

TITLES I AND III

PROGRAM YEAR 2024

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The activities highlighted in this annual report narrative for Program Year (PY) 2024 support the Statewide goals described in Arizona's State Plan:

- Promote a customer-driven workforce system approach;
- Foster business engagement;
- Invest in opportunity and growth; and
- Prepare Arizona's youth for workforce success.

As integral partners in the ARIZONA@WORK workforce system, the core programs under Titles I and III of the Workforce Innovation and Opportunity Act (WIOA) continue to support and engage in initiatives that are strategic to State Plan goals, including enhancing industry sector partnerships and projects, promoting awareness and utilization of ARIZONA@WORK, improving data quality, and promoting career pathways for job seekers.

Waivers

As described in the Unified State Plan, Arizona continued its commitment to preparing youth for the workforce and ensuring their access to appropriate and impactful services. To this end, Arizona requested and was approved for two youth-related waivers:

- the use of individual training accounts for in-school youth; and
- the out-of-school youth priority waiver.

Both waivers support the State's vision of economic growth and opportunity for all Arizonans, and specifically, its strategic goal of preparing Arizona's youth for workforce success, focusing more on the needs of the youth and the community in which they live, rather than the youth's school status.

Individual Training Accounts (ITA) for In-School Youth

In PY 2024, the Youth Program funded 44 training services for in-school youth through an ITA. Of those participants included in the PY 2024 WIOA performance indicators, in-school youth who received training with an ITA were more likely to have employment in the second and fourth quarters after exit, attained a credential, or achieved a measurable skill gain, as illustrated in Table 1.

Table 1: Performance Outcomes for In-School Youth with ITA (PY 2024)

Indicator	In-School Youth with ITA-Funded Training			In-School Youth Total		
	Achieved a Positive Outcome	Qualified to Achieve a Positive Outcome	Rate (%)	Achieved a Positive Outcome	Qualified to Achieve a Positive Outcome	Rate (%)
Employment Rate 2nd Quarter	39	50	78	229	324	70.7
Employment Rate 4th Quarter	42	52	80.8	234	316	74.1
Credential Attainment Rate	33	51	64.7	159	291	54.6
Measurable Skill Gains	41	53	77.4	181	300	60.3

The impacts of the waiver on WIOA performance indicators appear promising for PY 2024, continuing a trend seen in each of the last three PYs. The waiver was approved in late 2019, with 2020 being the first full Calendar Year ITA funding was accessible to participants.

Out-of-School Priority

The out-of-school priority waiver, which lowers the statewide and local area out-of-school youth expenditure requirement from 75 percent to 50 percent, complements the ITA for in-school youth waiver. It provides local areas with flexibility to enroll more in-school youth, when warranted by the local area’s demographic composition, and deliver appropriate services that are based on the youth’s needs and goals rather than the youth’s school status at program enrollment.

In the first year the waiver was in place (PY 2024), the proportion of in-school youth among Youth program participants did not increase (19.31 percent) compared to PY 2023 (19.65 percent), as anticipated.

Youth Program PY 2024 performance levels remained at similar levels to PY 2023, during which Arizona successfully met all assessed indicators.

Indicator	PY 2023	PY 2024
Employment Rate 2nd Quarter	74.0%	77.2%
Employment Rate 4th Quarter	74.4%	74.5%
Median Earnings	\$6,970	\$7,349
Credential Attainment Rate	63.3%	58.7%
Measurable Skill Gains	67.6%	69.6%

Evaluations

High Impact Training

The purpose of the High Impact Training analysis was to establish a process to evaluate the effectiveness of training programs in the ARIZONA@WORK system and objectively conduct such evaluation by quantifying the effects of external factors outside the control of the training providers and removing them from consideration. The High Impact Training analysis is intended to facilitate better understanding of the effectiveness of different training programs, specifically, and training subjects more generally, and allow workforce staff and job seekers alike to make better informed decisions. The analysis aimed to help workforce policy makers adopt training program strategies that align with the goals of the ARIZONA@WORK system by promoting resources that lead participants to meaningful employment with livable wages.

In 2024 and 2025, Arizona’s Office of Economic Opportunity (OEO) engaged with Eligible Training Provider List (ETPL) coordinators, the Arizona Department of Economic Security (DES), State and local workforce development boards¹, and training providers on the ETPL to share and discuss the analysis and its applications. After engaging with stakeholders, OEO published the *Evaluation of ARIZONA@WORK Title I Adult Training Programs on Participant Employment and Wage Outcomes*, which presented the analysis findings. In addition, individualized reports were prepared and shared to each training provider and each local board, detailing participant outcomes and evaluation results. Following the publication of the analysis, OEO conducted training sessions with the local boards and providers on how to effectively interpret the analysis. The evaluation report, frequently asked questions, and webinar training for training providers are accessible on OEO’s [Workforce Evaluation web page](#).

In June 2025, OEO further expanded the accessibility of the analysis results by releasing the following online dashboards:

- [WIOA Title I Adult Training Program Performance Rating Tool for Local](#)

¹ Local workforce development boards are also referred to as “local boards.”

[Workforce Development Areas](#)

- [ARIZONA@WORK Title I Adult Training Program Performance Ratings](#)

OEO will continue engaging stakeholders to support increased enrollment in programs identified through the analysis as having stronger wage and employment outcomes and will work in partnership with local boards to identify strategies that are tailored to the needs and priorities of each area.

Additional Workforce Evaluations

OEO conducted two additional Title I workforce analyses using the State Integrated Data System.

- Study 1: Examined how participant characteristics influence training completion and compared wage outcomes for completers versus non-completers over time. The findings were intended to inform strategic planning and guide funding allocations.
- Study 2: Evaluated ARIZONA@WORK Title I Adult Occupational Training Programs by measuring the proportion of participants who secured employment in industries aligned with their training field. The study's long-term goals are to improve the effectiveness of occupational training programs, strengthen employer engagement and sector strategies, and support regional workforce planning.

The studies were completed in 2025. Following the completion of each study, OEO engaged DES along with State and local boards for input on how best to apply the findings. OEO plans to publish the final report on its website in 2025 after incorporating feedback.

Customer Satisfaction

In PY 2024, ARIZONA@WORK continued to gauge job seeker and employer satisfaction in ways that are tailored to the groups who received services, where, and how services were delivered. Specifically, customer satisfaction outreach for Titles I and III programs continued to be conducted at the State and local area levels.

Statewide Customer Satisfaction Surveys

The State measured customer satisfaction through telephonic surveys that prompted job seekers and employers to rate and provide feedback on services they received. The job-seeker surveys gauged the following:

- The job seeker’s overall satisfaction with services;
- Whether services met job seeker expectations; and
- How services compare to the job seeker’s ideal set of skills.

From participants who exited Titles I and III programs in PY 2024, 405 job seekers were randomly selected to receive the survey. A total of 320 job seekers completed the survey (78 percent), yielding an overall satisfaction score of 86 percent, which is the weighted average of the satisfaction score for each of the three criteria identified above.

Table 2: Job Seeker Survey Results

Number of Completed Surveys	Number of Job Seekers In the Sample	Response Rate	Satisfaction Score
320	405	78%	86%

As shown in Table 3, most respondents answered the survey questions favorably: 87 percent expressed overall satisfaction with the services they received, 87 percent indicated that the services met their expectations, and 85 percent agreed that the services they received were appropriate for their skill set.

Table 3: Survey Criteria Breakdown

Overall Satisfaction with Services	Services Met Expectations	Services Matched Skill Set
87%	87%	85%

The State also surveyed employers to assess the impact of ARIZONA@WORK services and ascertain whether:

- ARIZONA@WORK assisted the employer in identifying qualified job seekers;
- The employer found value in the services received; and
- The employer would use ARIZONA@WORK again.

The State surveyed 430 employers who received ARIZONA@WORK services. Over half (53 percent) reported that ARIZONA@WORK helped identify qualified job seekers for their open positions. In addition, 88 percent found value in the services, and 98 percent stated that they are likely to use ARIZONA@WORK services again.

Table 4: Employer Survey Results

	Matched with Qualified Job Applicants	Found Value in ARIZONA@WORK Services	Likely to Use ARIZONA@WORK Again
Yes	229	379	422
	53%	88%	98%
No	201	51	8
	47%	12%	2%

As each employer who received services was surveyed, results are generalizable to the employers who received services in the PY. The job seeker survey results are generalizable to Title I and III participants, taking into account the random sampling and high response rate.

Local Workforce Development Area² Customer Satisfaction Outreach

In alignment with their unique processes, local areas implemented their own methodologies to gauge job seeker and employer satisfaction of ARIZONA@WORK services. Examples of such methodologies are highlighted in this narrative and include surveys conducted in-person, through Short Message Service (SMS), or Quick Response (QR) codes.

In Maricopa County, the one-stop operator developed a survey that focused on “customer experience” and solicited feedback from job seekers who visited one-stop centers. A total of 115 individuals completed the survey, with an overall satisfaction rate of 92.43 percent, up from 90.10 percent the previous PY.

The training team developed a separate survey for Title I workshop participants, which gauged overall satisfaction as well as satisfaction with content, presentation, and trainer knowledge. A total of 1,071 surveys were completed, with 97 percent of respondents stating that they were “very satisfied” with the workshops.

In Mohave-La Paz Counties, job seekers were invited to complete paper customer satisfaction surveys at one-stop centers. Title I active participants and those receiving follow-up services were invited to complete surveys via an SMS system. Employers were surveyed immediately after community and hiring events.

² Local workforce development areas are also referred to as “local areas.”

Customer Feedback and Continuous Improvement

Customer feedback continued to inform efforts to improve ARIZONA@WORK service delivery, at the State and local area levels. Customer feedback gathered during Statewide surveys is shared with Title III program leadership and is intended to impact improvements to program processes and staff development. In addition, the Statewide telephone surveys provide an immediate opportunity, when appropriate, to address customer concerns about services.

In Santa Cruz County, customer satisfaction feedback is incorporated into service delivery improvements by:

- Reviewing survey responses at quarterly staff meetings to identify trends and needs;
- Using employer feedback to adjust the scheduling and structure of job fairs and rapid response sessions;
- Expanding workshops and training offerings based on participant requests (e.g., bilingual resume support, digital skills); and
- Sharing results with staff so adjustments can be made quickly to improve customer experience.

To enhance survey response rates and improve the generalizability of survey results, Santa Cruz County also began implementing strategies such as:

- Offering surveys in Spanish to meet the needs of ARIZONA@WORK customers in the local area;
- Providing QR codes at events to allow customers to complete surveys electronically; and
- Making follow-up phone calls within two weeks of service.

State Strategies

In PY 2024, Arizona took significant steps to address the workforce development challenges outlined in the State Plan. The State advanced governance structures, strengthened partner coordination, and refined strategies to build a skilled and adaptable workforce. These efforts were undertaken in response to shifting economic conditions that continue to shape both current and future employer needs across Arizona.

On September 11, 2024 Governor Hobbs issued Executive Order 2024-04, creating the Governor's Workforce Cabinet and launching the Talent Ready Arizona initiative. The Cabinet is tasked with implementing and coordinating actions, policies, programs, and engagement across state government to meet Arizona's workforce needs and help create opportunities for every Arizonan, in line and in consultation with the mission, vision, goals, and strategies set by the Workforce Arizona Council.

Through the Executive Order 2024-04, and to the extent practicable under State and federal law, State Agencies were directed to allocate at least one percent of competitive and formula federal program funds toward on-the-job training and workforce development initiatives. This requirement applied to programs with annual federal allocations exceeding one million dollars and included, but was not limited to, state-funded investments in broadband, highway infrastructure, and resiliency. Programmatic support for these efforts was provided by the OEO.

In the initial months of implementation in PY 2024, the Workforce Cabinet and the Workforce Arizona Council worked in tandem to identify and reduce duplicative workforce efforts, while advancing best practices for braiding WIOA funding with state investments. By the close of PY 2024, this collaboration led to a cross-agency revision of the Funding Allocation Policy for WIOA Title IB Adult, Dislocated Worker, and Youth Programs. These continued actions position Arizona's workforce development system to fully realize the intent of WIOA, while aligning with the Governor's strategic vision for a robust, data-driven, and sustainable workforce system.

Registered Apprenticeship

The Arizona Apprenticeship Office (AAO) continues to seek more ways to expand and grow apprenticeship opportunities by building partnerships with local areas, Career and Technical Education Districts, community-based organizations, and State Agencies, such as the Arizona Department of Corrections, Rehabilitation and Reentry (ADCRR), Barber and Cosmetology Board, and the Arizona Department of Education.

With increased engagement with rural local areas, the AAO also saw new Registered Apprenticeship Program (RAP) registrations in these regions including, eight rural counties: Cochise, Coconino, Gila, Mohave, Navajo, Pinal, Yavapai, and Yuma.

PY 2024 saw new apprentice registrations climb, with 4,465 individuals entering RAPs compared to 4,380 in PY 2023. A total of 72 new programs were registered, 44 percent of which were in construction and trade-related occupations. This surge in new construction and trade-related RAPs was mostly concentrated in the City of Phoenix and Maricopa County, supporting federally funded projects like Taiwan Semiconductor Manufacturing Company and Intel.

The increase in construction and trade-related RAPs aligns with the Governor's BuildItAZ initiative³. The initiative aims to double the number of construction and trades registered apprentices by 2026, with the goal of meeting the building needs of Arizona's growing 21st-century economy – from housing to semiconductor fabs to

³ [BuildItAZ Apprenticeship Initiative](#)

broadband and electric vehicle infrastructure. AAO has contributed to and supported the initiative through the placement of over 3,700 apprentices in construction and trades and the registration of 32 new RAPs in construction and trades-related occupations.

It is important to note that although most registered programs focus on traditional occupations, there have also been innovative programs and apprenticeship partnerships created to meet workforce needs in non-traditional industries. For example, the K-12 Apprenticeship Program collaborates with the Arizona Department of Education, while the East Valley Institute of Technology and Pima Joint Technical Education District RAPs aim to increase opportunities for underrepresented populations, specifically youth. Additionally, the ADCRR RAP provides opportunities for individuals with justice-involved backgrounds.

In PY 2024, Title I programs continued to support participants in RAPs by providing funding for related instruction through ITAs and other services, such as career planning and supportive services. There were 29 RAPs on the ETPL, nearly three percent of the 1,071 training programs on the list. A total of 78 apprentices also received training funds for related instruction through ITAs.

Performance Accountability

Arizona exceeded or was within 90 percent of the PY 2024 negotiated target levels for the primary performance indicators for Titles I and III Programs, as shown in the Table 5 below:

Table 5: Performance Indicator Levels for Titles I and III

Indicator	Performance Level	Adult	Dislocated Worker	Youth	Employment Service
Employment Rate 2nd Quarter	Negotiated	72.9%	77.5%	75.0%	63.0%
	Actual	71.7%	81.5%	77.2%	62.7%
Employment Rate 4th Quarter	Negotiated	68.5%	73.5%	73.0%	57.8%
	Actual	67.7%	75.8%	74.5%	58.1%
Median Earnings	Negotiated	\$9,100	\$9,600	\$6,188	\$8,175
	Actual	\$9,192	\$9,923	\$7,349	\$8,750

Credential Attainment Rate	Negotiated	73.0%	74.0%	61.0%	N/A
	Actual	72.6%	72.5%	58.7%	N/A
Measurable Skill Gains	Negotiated	74.0%	75.0%	65.0%	N/A
	Actual	74.6%	82.2%	69.6%	N/A

Data Validation

Arizona’s data validation activities, in accordance with its policies and procedures, continue to reinforce the importance of data quality and integrity, including performance data submitted to the United States Department of Labor (U.S. DOL). In addition to edit checks in the Workforce Integrated Performance System prior to the submission of quarterly and annual reports to U.S. DOL, data validation activities include participant case file reviews in the State’s labor exchange and case management system, Arizona Job Connection (AJC).

Data Validation Frequency and Methodology

In PY 2024, DES conducted quarterly AJC case file reviews for the Adult, Dislocated Worker, and Youth Programs and monthly case file reviews for the Employment Service Program.

Adult, Dislocated Worker, and Youth participant cases that underwent data validation were randomly selected from Participant Individual Record Layout (PIRL) files, which were included in the performance report for the most recently closed quarter. The PIRL files were pulled within 55 days from the end of the quarter. As in previous PYs, staff capacity continued to be the basis for the number of sample cases selected for data validation: five participant records each, from the Adult, Dislocated Worker, and Youth Programs, for a total of 15 “exited” participant records for each of the 12 local areas. If there were less than five participant records for a given program in a local area, all participant records identified for the given program in that local area were reviewed.

The number of Employment Service participant files randomly chosen for data validation was also based on staff capacity. On average, 80 case files were selected for data validation each month (960 files a year), which represented active and “exited” participants from the previous month.

The data validation itself entailed reviewing participant files in AJC and checking that pertinent data elements in each case file had the appropriate source documentation in the system. In PY 2024, data validation yielded an average accuracy rate of 99.5

percent⁴, which does not reflect subsequent corrections of errors identified during data validation. All data validation findings (e.g., missing source documentation) were required to be corrected or addressed. Programs had 10 business days from the date of the data validation report to respond to the findings and take appropriate corrective steps, such as uploading missing source documentation.

Programs That Share A Common Exit

The following U.S. DOL-funded Programs use AJC, the State’s system of record, and share a common exit:

- Adult, Dislocated Worker, and Youth (WIOA Title I-B)
- National Dislocated Worker Grant (WIOA Title I-D)
- Wagner-Peyser Employment Service (WIOA Title III)
- Jobs for Veterans State Grant (JVSG)
- Trade Adjustment Assistance

Statewide Governor’s Reserve Funds

In PY 2024, WIOA Title I Governor’s reserve funds supported workforce efforts and programs across Arizona, through several interagency service agreements and 16 competitively-awarded grants.

Through interagency service agreements, Arizona has carried out projects that promote Federal Free Application for Federal Student Aid (FAFSA) grant funding, provide training for inmates, increase employment access for veterans, facilitate leadership training, and create pipelines to connect Arizonans to career and educational opportunities (table 6).

Table 6: Projects Through Interagency Service Agreements

Project	Description and Goals	State Agency
Arizona FAFSA ⁵ Challenge	Increase FAFSA completion rates statewide.	Arizona Board of Regents
Beat the Odds Leadership Academy	Executive leadership training program for school and district leaders, which aims to develop leadership skills and lead systems change efforts.	

⁴ The average is specific to the Adult, Dislocated Worker, and Youth programs and includes fourth quarter data that is not final as of the development of this narrative.

⁵ Free Application for Federal Student Aid (FAFSA®)

Arizona Pathways to Prosperity	A program to create educational training and credentialing opportunities, aligned with the Arizona’s industry needs in high-demand and high-growth industry sectors.	Arizona Board of Regents on behalf of Arizona State University
Sub-grantee Survey and Support	Collaboration with the Governor’s Office to provide targeted performance guidance for and measure the performance of WIOA sub-grantee programs.	
ElevateED Arizona	A program to educate and empower educators to lead students to industry recognized credentials and high-wage, high-demand career pathways.	Arizona Commerce Authority
Arizona Inmate Coding Program	A 12-month coding program that develops technical skills and extends support needed to obtain meaningful and lasting employment; aims to prevent recidivism and is provided in conjunction with Persevere ⁶ at the Perryville, Whetstone, and Cibola correctional facilities.	Arizona Department of Corrections, Rehabilitation and Reentry
Arizona Veteran Employment Initiative	Statewide program to help Veterans at risk of homelessness to receive employment services, public programs and other resources.	Arizona Department of Veterans’ Services

Competitive grant awards funded pilot and other innovative workforce development programs that engage individuals from communities with consistently high rates of unemployment and poverty. Each grant in Table 7 utilizes an accredited training or education curriculum, leading to the attainment of an industry-recognized credential and sustained employment in skilled, professional, or para-professional career within in-demand industries.

⁶ The [Persevere Program](#) is a workforce development program that teaches students how to code and guarantees them jobs as software developers, web developers, software engineers, full stack developers, etc.

Table 7: Projects Through Competitive Grant Awards

Project	Description and Goals	Grantee
Post-Secondary Innovation and Entrepreneurial Career Education (PIECE)	Expand the PIECE Transition Program in Phoenix and Tucson for individuals diagnosed with autism and other learning differences; with the goal of participants' learned work skills, credential achievement, and independence.	Arizona Autism Charter Schools
Workforce Development and Reentry Program	Implement job skills training accredited by the National Center for Construction Education and Research, pre-apprenticeship programs, and employment placement services in the construction industry for historically marginalized communities/individuals.	Arizona Career Development Center
Project HOPE (Having Opportunities to Prepare for Employment)	Assist individuals in rural underserved areas of Gila, Pinal, Navajo, and Graham Counties, in attaining education and industry-recognized credentials for sustained employment and career development.	Arizona Youth Partnership
Career Assessment, Skills Enhancement (CASE)	Implement the CASE Academy, a novel curriculum that provides justice-impacted women the opportunity to attain professional certifications in IT support; project management; digital marketing; and e-commerce.	Arouet Foundation
Rio Culinary Program	A collaboration with Scratch Culinary, a ten-week culinary training course that will result in underemployed, unemployed, and underserved individuals graduating with a ServSafe training certification and sustained employment.	Community Bridges, Inc.

Be Open, Be Ready	A workplace and workforce development initiative to enable neurodiverse job seekers to attain certification through First Place AZ's career program and pursue a successful career path in collaboration with trained job coaches and employers.	First Place AZ
Entrepreneurial Pathways for the Incarcerated (EPIC)	Program that offers Library of Congress and National Braille Association accredited curriculum/certification training to incarcerated individuals and support after parole to establish a small business and transition out of prison.	Foundation for Blind Children
Computer Numerical Control (CNC) Manufacturing Pathway	A collaboration with Lux Precision Manufacturing, a manufacturing pathway for those from underserved urban communities to obtain a CNC Machinist Certificate and become sustainably employed.	Grand Canyon University
Real World Job Development	A collaboration with Accord Healthcare Institute and Arizona School of Dental Assisting, a program that supports disconnected and foster care youth to attain an industry recognized credential, externship placement, and sustained employment.	Jewish Family & Children's Service
Career and College Readiness Program	In partnership with high school districts and municipalities in areas with high rates of poverty; disproportionately high rates of incarceration; unemployment; and youth who did not complete high school (or equivalency), Jobs for Arizona's Graduates (JAG) implements their core JAG model programs, leading to the attainment of a high school diploma and successful transition into employment and/or post-secondary education.	Jobs for Arizona's Graduates

Workforce 2 You	Program in Gila Bend, Queen Creek, and Wickenburg that connects youth, dislocated workers, veterans, and underserved individuals with training programs that provide industry-recognized credentials upon completion and sustained employment.	Maricopa County Human Services Department
Setup Youth for Success	A career support initiative that will cultivate skills and refer/assist high school youth from northern Arizona counties with high unemployment and poverty rates (Coconino, Navajo, Yavapai, and Apache Counties) to thrive in a part-time or a full-time work setting.	Arizona Board of Regents on behalf of Northern Arizona University
Per Scholas Phoenix	Tuition-free training, professional development, and learner support in high-quality career pathway opportunities (Information Technology (IT) support; data center engineering; and software engineering), including direct placement with industry-leading employers; will serve communities of color, veterans, military spouses, and those without advanced degrees living below 80% of the area median income level.	Per Scholas, Inc.
Single Parent Pathways to Success	Program to expand coaching and wraparound support needed to increase success for learners who are single parents and are seeking rapid career training (local high demand career tracks) that leads to economic independence.	Pima County Community College District
Medical Assistant Grant Program	A program, in collaboration with Central Arizona College, for disconnected and/or unemployed individuals to become Certified Medical Assistants.	Sun Life Health

Prepare, Achieve, and Transform for Health Success (PATHS)	Program for incarcerated women to achieve academic credit and industry-recognized credentials through Arizona State University, W.P. Carey School of Business; Professional Administrative Certification of Excellence (PACE); American Association of Inside Sales Professional (AA-ISP); and Cisco Cisco Certified Support Technician (CISCO).	Televerde Foundation
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Project Highlights and Outcomes

CASE Academy

During the second year of Arouet's grant, through the third quarter, the CASE Academy for justice-impacted women has expanded programming to include CASE Construction and CASE Prep. CASE Construction offers professional training and certifications in construction trade skills, while CASE Prep offers General Education Development (GED)⁷ support and workforce preparation. Upon completion of CASE Prep, individuals transition either to CASE Tech (IT support; project management; digital marketing; and e-commerce) or to CASE Construction.

The CASE Academy has enrolled a total of 41 individuals in CASE Construction and CASE Tech. A total of 24 individuals have graduated and obtained multiple industry-recognized credentials:

- Nine graduated with an industry-recognized credential in welding (CASE Construction).
- 15 graduated with an industry recognized credential in technology (CASE Tech).
- 22 have obtained employment.

Real World Job Development

During the second year of Jewish Family & Children's Service's grant, through the third quarter, the Real World Job Development Program has enrolled 31 new disconnected and foster care youth and continued to provide service to 22 individuals from the grant's first year. Of the 22 individuals from year one:

- 20 have secured employment.
- 26 credentials have been obtained (among participants).

⁷ The [GED® Testing Pathway](#) is one of three options to earn a High School Equivalency Diploma in Arizona.

- Three have obtained high school equivalency diplomas.

Of the 31 individuals from year two:

- 10 have secured employment.
- 28 credentials have been obtained (among participants)
- One has obtained a high school equivalency diploma.

EPIC Program

During the second year of Foundation for Blind Children’s grant, through the third quarter, the EPIC Program accomplished the following:

- Enrolled 12 new justice-involved individuals.
- Had 25 individuals become certified in Braille transcription.
- Provided Braille transcription work to all 60 certified braille transcribers currently incarcerated.
- Conducted six parole officer training sessions on the Braille transcriber profession and EPIC Program itself.
- Successfully transitioned four certified Braille transcribers upon release.

Additionally, through the first two years of the grant, all individuals that have successfully transitioned as Braille transcribers outside of prison have had no instance of recidivism.

Rapid Response

In PY 2024, Arizona recorded 50 plant closing and/or mass layoff notices, in accordance with the Worker Adjustment and Retraining Notification (WARN) Act. The closings and layoffs in the notices affected 6,440 workers. Arizona also recorded 39 “non-WARN” notices, affecting 3,777 workers. In total, 15 industries were impacted. ARIZONA@WORK adopted statewide and regional/local area approaches to respond to and mitigate the impact of these events on workers and businesses.

Statewide Approach

ARIZONA@WORK supported 63 coordinated Rapid Response events statewide, and provided reemployment and training opportunities, career services, resources, and other community services to the affected workers. Staff from various ARIZONA@WORK programs provided direct services to the affected workers, including the following: initial AJC system intake and registration; employment services that include initial assessment of skills and service needs; job search assistance; career planning; customized resume assistance; eligibility determination for training services; referrals to other

ARIZONA@WORK services, including through the Adult, Dislocated Worker, Youth, and JVSG programs; and access to Unemployment Insurance (UI) benefit information.

Through statewide efforts, employers and employees were informed of Arizona's [Shared Work Program](#), leading to 28 Arizona employers and 713 employees participating in the program. The Shared Work Program provides an alternative for employers faced with a reduction in force by allowing businesses to divide available work or hours among affected employees in lieu of layoffs. The program allows the employees to receive a portion of UI benefits while working reduced hours.

Regional and Local Area Approach

In a strategic response to the recent layoffs resulting from Nikola Corporation's facility closures in Coolidge and Phoenix, ARIZONA@WORK Arizona Tribal Workforce, City of Phoenix, Maricopa County, and Pinal County jointly hosted four comprehensive community events aimed at supporting displaced workers.

The April 2025 facility closures led to significant job losses, approximately 501 employees in Phoenix and 315 in Coolidge. In response, the ARIZONA@WORK network mobilized to deliver immediate workforce support and connect affected individuals with employment opportunities and critical resources.

In Pinal County, Rapid Response events were held at the Eloy City Hall and at Central Arizona College's Signal Peak Campus. These full-day events featured career readiness workshops, focusing on resume development and job search techniques, followed by afternoon career fairs that also included access to local supportive services.

Similarly, in the City of Phoenix, two events were held at the South Mountain Library, offering the same blend of career preparation and direct employer engagement to individuals impacted in the metro area. Across all four events, a total of 743 job seekers participated, with 93 attending the career readiness workshops. Job seekers had the opportunity to connect with 44 employers offering a range of current job openings.

These coordinated efforts reflect ARIZONA@WORK's commitment to providing timely, community-focused workforce solutions and empowering Arizonans through periods of economic transition.

Wagner-Peyser Activities

In PY 2024, Wagner-Peyser Employment Service continued to be instrumental in the expedited reemployment of job seekers by providing career services to 29,232 UI-eligible individuals, out of the total 54,936 participants it served. Employment

Service also prioritized services to individuals with barriers to employment, in accordance with the primary purpose of WIOA. The top three categories of individuals with barriers to employment who received services were:

- Low-income individuals (23,874);
- Long-term unemployed job seekers (11,575); and
- Justice-involved individuals or “ex-offenders” (10,338).

To provide targeted and coordinated services to justice-involved individuals, Employment Service continued to collaborate with the DES Reentry Program, which operated in partnership with the ADCRR and the Federal Bureau of Prisons. The programs delivered work-readiness services, including resume assistance, interview preparation, job-search support, and facilitated onsite hiring events with local employers.

Employment counselors served approximately 55 percent of individuals released from ADCRR custody and 6 percent of those released from Federal Bureau of Prisons custody in Arizona, totalling 7,202 incarcerated and returning citizens. More than half of individuals served (3,818) secured employment.

To help streamline services to employers, Employment Service launched training for business services staff. The training promoted alignment in how staff from various programs in the local area one-stop system document business-related activities and services in the State system of record, AJC. Maricopa County, the City of Phoenix, Pinal County, Pima County, Coconino County, Yuma County, and Northeastern Arizona participated in this effort.

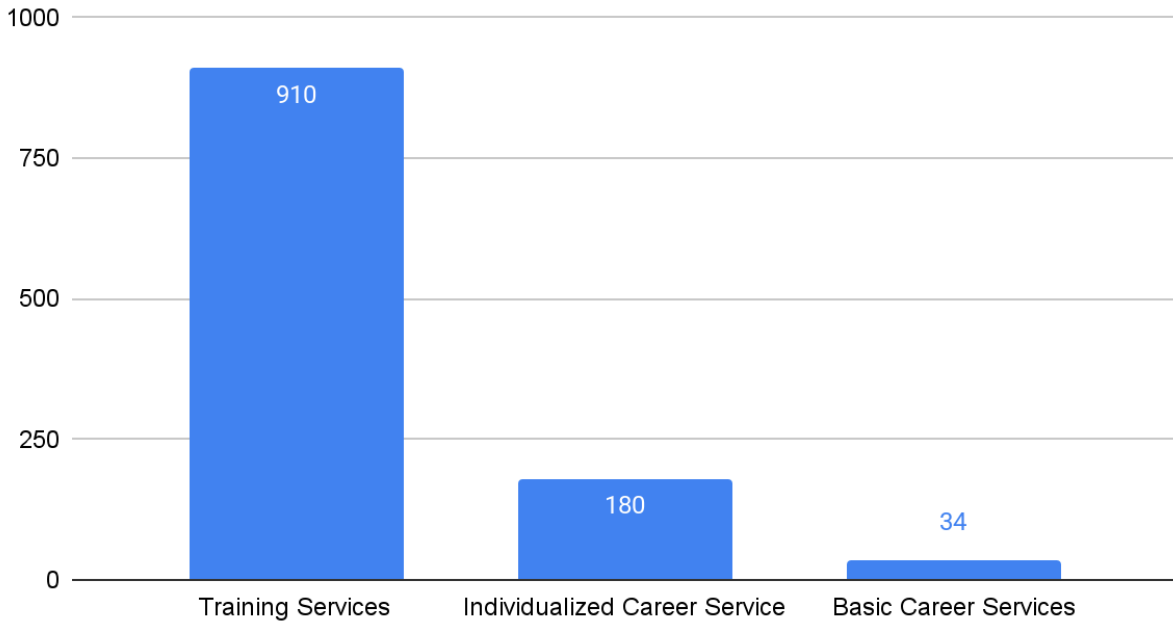
The Wagner-Peyser Governor’s reserve funds have supported public awareness and policy development that supports many of the programming initiatives funded through WIOA, including the following: programming education and training for inmates, increasing access to employment for veterans, credentialing support, leadership training, and creating pipelines to connect Arizonans to career and educational opportunities.

National Dislocated Worker Grants

In PY 2024, Arizona continued to support workers affected by the COVID-19 Pandemic through the Quality Jobs, Equity, Strategy, and Training (QUEST) Disaster Recovery Dislocated Worker Grant. QUEST participants received employment and training services, including tuition assistance, referral to community college certificate programs, paid work-based training, and supportive services. Of the 1,124 participants who received services, 910 received training services, 180 received individualized career

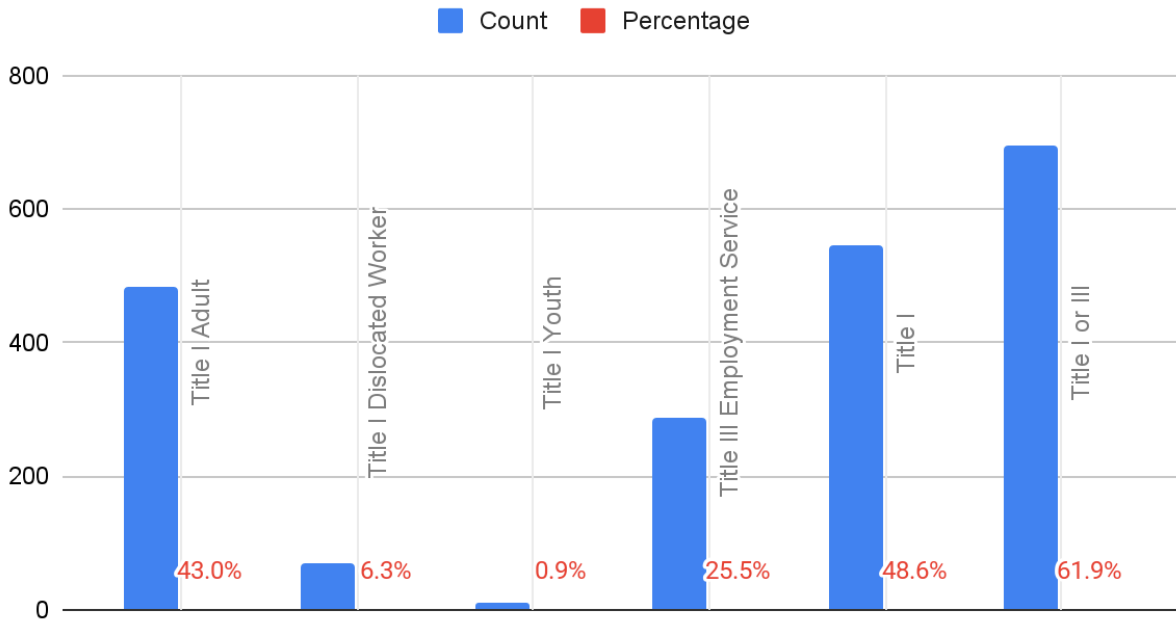
services, and 34 received basic career services.

Figure 1: PY 2024 QUEST Services



QUEST was delivered through local area, community college, and industry partnerships. Recognizing the value of coordinating, supplementing, while avoiding duplicative services, QUEST case managers facilitated co-enrollment with other ARIZONA@WORK programs. Over half (61.9 percent) of QUEST participants also received services through either Title I or Title III programs, as shown in the graph below.

Figure 2: PY 2024 QUEST Co-enrollment



State Best Practices and Needs

In addition to the State strategies previously described, Arizona focused on activities that support the goals and initiatives identified in the State Plan. Such activities include:

- The development of an outreach plan, which aims to strengthen coordination and outreach across the ARIZONA@WORK system to increase public awareness and access to services. The plan includes active engagement of community-based organizations, human-service agencies, and educational institutions to raise the community's awareness of ARIZONA@WORK services. Likewise, monthly ARIZONA@WORK meetings give such entities the opportunity to make their programs and services known to the workforce system and promote opportunities for collaboration.
- The Statewide Business Engagement Coordination Project documented current business engagement activities at the State and local area levels and across programs; challenges to streamlining and aligning such activities; and opportunities for improvement.

Attachment I: Negotiated Local Area Performance Levels and Results

Local area WIOA Program performance levels are negotiated and assessed for success in accordance with Training and Employment Guidance Letter (TEGL) 11-19, Change 2. This assessment takes place after negotiated levels are adjusted with the application of a statistical adjustment model. The success or failure of any given indicator is a measure of the actual level against the adjusted level of performance.

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Adult	Employment Rate (Q2)	66.0%	62.0%	66.5%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Adult	Employment Rate (Q4)	68.0%	66.4%	69.5%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Adult	Median Earnings	\$7,250	\$7,667	\$7,250
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Adult	Credential Rate	54.0%	48.8%	55.0%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Adult	Measurable Skill Gains Rate	55.0%	75.2%	56.0%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Dislocated Worker	Employment Rate (Q2)	72.0%	0.0%	72.5%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Dislocated Worker	Employment Rate (Q4)	71.0%	0.0%	71.5%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Dislocated Worker	Median Earnings	\$7,200	\$0	\$7,300
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Dislocated Worker	Credential Rate	54.0%	0.0%	55.0%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Dislocated Worker	Measurable Skill Gains Rate	55.0%	0.0%	56.0%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Youth	Employment Rate (Q2)	58.0%	70.5%	59.5%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Youth	Employment Rate (Q4)	58.0%	50.0%	59.5%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Youth	Median Earnings	\$6,188	\$8,309	\$6,188
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Youth	Credential Rate	42.0%	42.9%	42.5%
4120 - ARIZONA@WORK - Arizona Tribal Workforce	Youth	Measurable Skill Gains Rate	42.0%	59.3%	42.5%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04140 - ARIZONA@WORK - City of Phoenix	Adult	Employment Rate (Q2)	69.0%	75.7%	70.0%
04140 - ARIZONA@WORK - City of Phoenix	Adult	Employment Rate (Q4)	66.0%	66.4%	66.0%
04140 - ARIZONA@WORK - City of Phoenix	Adult	Median Earnings	\$8,400	\$9,434	\$8,500
04140 - ARIZONA@WORK - City of Phoenix	Adult	Credential Rate	70.0%	75.2%	71.0%
04140 - ARIZONA@WORK - City of Phoenix	Adult	Measurable Skill Gains Rate	71.0%	83.9%	72.0%
04140 - ARIZONA@WORK - City of Phoenix	Dislocated Worker	Employment Rate (Q2)	73.0%	83.1%	74.0%
04140 - ARIZONA@WORK - City of Phoenix	Dislocated Worker	Employment Rate (Q4)	72.0%	79.7%	72.5%
04140 - ARIZONA@WORK - City of Phoenix	Dislocated Worker	Median Earnings	\$10,000	\$14,304	\$10,500
04140 - ARIZONA@WORK - City of Phoenix	Dislocated Worker	Credential Rate	66.5%	67.4%	69.0%
04140 - ARIZONA@WORK - City of Phoenix	Dislocated Worker	Measurable Skill Gains Rate	73.0%	89.7%	73.0%
04140 - ARIZONA@WORK - City of Phoenix	Youth	Employment Rate (Q2)	72.0%	76.7%	73.0%
04140 - ARIZONA@WORK - City of Phoenix	Youth	Employment Rate (Q4)	72.0%	76.8%	73.0%
04140 - ARIZONA@WORK - City of Phoenix	Youth	Median Earnings	\$6,000	\$6,596	\$6,100
04140 - ARIZONA@WORK - City of Phoenix	Youth	Credential Rate	56.0%	64.1%	57.0%
04140 - ARIZONA@WORK - City of Phoenix	Youth	Measurable Skill Gains Rate	62.0%	66.1%	63.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04125 - ARIZONA@WORK - Coconino County	Adult	Employment Rate (Q2)	70.0%	65.3%	70.0%
04125 - ARIZONA@WORK - Coconino County	Adult	Employment Rate (Q4)	67.0%	73.8%	67.0%
04125 - ARIZONA@WORK - Coconino County	Adult	Median Earnings	\$10,250	\$10,604	\$10,250
04125 - ARIZONA@WORK - Coconino County	Adult	Credential Rate	78.0%	73.0%	78.0%
04125 - ARIZONA@WORK - Coconino County	Adult	Measurable Skill Gains Rate	65.0%	70.6%	65.0%
04125 - ARIZONA@WORK - Coconino County	Dislocated Worker	Employment Rate (Q2)	78.0%	80.0%	78.0%
04125 - ARIZONA@WORK - Coconino County	Dislocated Worker	Employment Rate (Q4)	75.0%	100.0%	75.0%
04125 - ARIZONA@WORK - Coconino County	Dislocated Worker	Median Earnings	\$10,500	\$14,563	\$10,763
04125 - ARIZONA@WORK - Coconino County	Dislocated Worker	Credential Rate	70.0%	50.0%	70.0%
04125 - ARIZONA@WORK - Coconino County	Dislocated Worker	Measurable Skill Gains Rate	69.0%	50.0%	69.0%
04125 - ARIZONA@WORK - Coconino County	Youth	Employment Rate (Q2)	75.0%	65.0%	75.0%
04125 - ARIZONA@WORK - Coconino County	Youth	Employment Rate (Q4)	70.0%	84.2%	71.0%
04125 - ARIZONA@WORK - Coconino County	Youth	Median Earnings	\$7,000	\$3,456	\$7,000
04125 - ARIZONA@WORK - Coconino County	Youth	Credential Rate	62.0%	40.0%	62.0%
04125 - ARIZONA@WORK - Coconino County	Youth	Measurable Skill Gains Rate	62.5%	66.7%	63.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04135 - ARIZONA@WORK - Maricopa County	Adult	Employment Rate (Q2)	71.9%	68.8%	72.9%
04135 - ARIZONA@WORK - Maricopa County	Adult	Employment Rate (Q4)	67.5%	68.8%	67.5%
04135 - ARIZONA@WORK - Maricopa County	Adult	Median Earnings	\$8,750	\$9,807	\$9,000
04135 - ARIZONA@WORK - Maricopa County	Adult	Credential Rate	73.0%	69.7%	74.0%
04135 - ARIZONA@WORK - Maricopa County	Adult	Measurable Skill Gains Rate	70.0%	69.0%	74.0%
04135 - ARIZONA@WORK - Maricopa County	Dislocated Worker	Employment Rate (Q2)	74.0%	76.8%	74.5%
04135 - ARIZONA@WORK - Maricopa County	Dislocated Worker	Employment Rate (Q4)	70.0%	68.6%	70.5%
04135 - ARIZONA@WORK - Maricopa County	Dislocated Worker	Median Earnings	\$9,600	\$11,481	\$9,738
04135 - ARIZONA@WORK - Maricopa County	Dislocated Worker	Credential Rate	70.0%	59.1%	71.0%
04135 - ARIZONA@WORK - Maricopa County	Dislocated Worker	Measurable Skill Gains Rate	72.0%	63.9%	73.0%
04135 - ARIZONA@WORK - Maricopa County	Youth	Employment Rate (Q2)	69.5%	72.6%	70.5%
04135 - ARIZONA@WORK - Maricopa County	Youth	Employment Rate (Q4)	69.0%	68.0%	71.0%
04135 - ARIZONA@WORK - Maricopa County	Youth	Median Earnings	\$6,188	\$8,426	\$6,188
04135 - ARIZONA@WORK - Maricopa County	Youth	Credential Rate	66.0%	51.4%	67.0%
04135 - ARIZONA@WORK - Maricopa County	Youth	Measurable Skill Gains Rate	71.0%	82.0%	72.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Adult	Employment Rate (Q2)	60.0%	67.1%	60.0%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Adult	Employment Rate (Q4)	58.0%	61.3%	58.5%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Adult	Median Earnings	\$9,604	\$9,147	\$9,604
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Adult	Credential Rate	66.0%	80.4%	66.0%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Adult	Measurable Skill Gains Rate	66.0%	75.8%	66.0%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Dislocated Worker	Employment Rate (Q2)	65.0%	84.6%	66.0%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Dislocated Worker	Employment Rate (Q4)	65.0%	64.7%	66.0%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Dislocated Worker	Median Earnings	\$9,568	\$9,136	\$9,568
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Dislocated Worker	Credential Rate	77.4%	80.0%	77.4%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Dislocated Worker	Measurable Skill Gains Rate	75.0%	100.0%	75.0%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Youth	Employment Rate (Q2)	68.0%	79.8%	68.0%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Youth	Employment Rate (Q4)	69.5%	64.1%	69.5%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Youth	Median Earnings	\$5,200	\$7,509	\$5,200
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Youth	Credential Rate	38.0%	38.2%	38.0%
04145 - ARIZONA@WORK - Mohave and La Paz Counties	Youth	Measurable Skill Gains Rate	50.0%	63.8%	50.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04110 - ARIZONA@WORK - Northeastern Arizona	Adult	Employment Rate (Q2)	72.0%	75.0%	73.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Adult	Employment Rate (Q4)	71.0%	80.8%	71.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Adult	Median Earnings	\$10,500	\$13,177	\$10,765
04110 - ARIZONA@WORK - Northeastern Arizona	Adult	Credential Rate	74.0%	55.0%	75.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Adult	Measurable Skill Gains Rate	55.0%	72.1%	56.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Dislocated Worker	Employment Rate (Q2)	75.0%	100.0%	76.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Dislocated Worker	Employment Rate (Q4)	70.0%	0.0%	71.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Dislocated Worker	Median Earnings	\$9,000	\$15,582	\$9,500
04110 - ARIZONA@WORK - Northeastern Arizona	Dislocated Worker	Credential Rate	74.0%	0.0%	75.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Dislocated Worker	Measurable Skill Gains Rate	55.0%	100.0%	56.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Youth	Employment Rate (Q2)	70.0%	63.6%	71.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Youth	Employment Rate (Q4)	70.0%	42.9%	71.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Youth	Median Earnings	\$5,500	\$6,450	\$6,000
04110 - ARIZONA@WORK - Northeastern Arizona	Youth	Credential Rate	35.0%	33.3%	35.0%
04110 - ARIZONA@WORK - Northeastern Arizona	Youth	Measurable Skill Gains Rate	55.0%	66.7%	56.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04150 - ARIZONA@WORK - Pima	Adult	Employment Rate (Q2)	68.5%	69.0%	69.5%
04150 - ARIZONA@WORK - Pima	Adult	Employment Rate (Q4)	66.0%	63.6%	67.0%
04150 - ARIZONA@WORK - Pima	Adult	Median Earnings	\$7,900	\$8,909	\$8,050
04150 - ARIZONA@WORK - Pima	Adult	Credential Rate	70.0%	70.0%	70.0%
04150 - ARIZONA@WORK - Pima	Adult	Measurable Skill Gains Rate	68.0%	76.4%	68.0%
04150 - ARIZONA@WORK - Pima	Dislocated Worker	Employment Rate (Q2)	78.0%	82.5%	78.0%
04150 - ARIZONA@WORK - Pima	Dislocated Worker	Employment Rate (Q4)	76.0%	77.3%	76.0%
04150 - ARIZONA@WORK - Pima	Dislocated Worker	Median Earnings	\$9,000	\$9,825	\$9,250
04150 - ARIZONA@WORK - Pima	Dislocated Worker	Credential Rate	68.5%	73.6%	68.5%
04150 - ARIZONA@WORK - Pima	Dislocated Worker	Measurable Skill Gains Rate	70.5%	88.8%	70.5%
04150 - ARIZONA@WORK - Pima	Youth	Employment Rate (Q2)	74.0%	84.7%	75.0%
04150 - ARIZONA@WORK - Pima	Youth	Employment Rate (Q4)	73.0%	81.9%	74.0%
04150 - ARIZONA@WORK - Pima	Youth	Median Earnings	\$6,500	\$7,442	\$6,500
04150 - ARIZONA@WORK - Pima	Youth	Credential Rate	58.5%	60.7%	58.5%
04150 - ARIZONA@WORK - Pima	Youth	Measurable Skill Gains Rate	61.0%	74.3%	61.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04115 - ARIZONA@WORK - Pinal	Adult	Employment Rate (Q2)	71.0%	62.3%	71.5%
04115 - ARIZONA@WORK - Pinal	Adult	Employment Rate (Q4)	67.1%	67.7%	67.1%
04115 - ARIZONA@WORK - Pinal	Adult	Median Earnings	\$9,000	\$9,708	\$9,100
04115 - ARIZONA@WORK - Pinal	Adult	Credential Rate	69.0%	68.5%	70.0%
04115 - ARIZONA@WORK - Pinal	Adult	Measurable Skill Gains Rate	73.0%	79.0%	73.5%
04115 - ARIZONA@WORK - Pinal	Dislocated Worker	Employment Rate (Q2)	71.5%	81.1%	72.0%
04115 - ARIZONA@WORK - Pinal	Dislocated Worker	Employment Rate (Q4)	70.0%	65.6%	70.5%
04115 - ARIZONA@WORK - Pinal	Dislocated Worker	Median Earnings	\$11,000	\$10,528	\$11,275
04115 - ARIZONA@WORK - Pinal	Dislocated Worker	Credential Rate	56.0%	80.0%	57.0%
04115 - ARIZONA@WORK - Pinal	Dislocated Worker	Measurable Skill Gains Rate	73.0%	84.2%	73.5%
04115 - ARIZONA@WORK - Pinal	Youth	Employment Rate (Q2)	70.0%	72.2%	71.0%
04115 - ARIZONA@WORK - Pinal	Youth	Employment Rate (Q4)	70.0%	70.7%	71.0%
04115 - ARIZONA@WORK - Pinal	Youth	Median Earnings	\$5,200	\$7,026	\$5,200
04115 - ARIZONA@WORK - Pinal	Youth	Credential Rate	48.0%	72.7%	49.0%
04115 - ARIZONA@WORK - Pinal	Youth	Measurable Skill Gains Rate	65.0%	71.0%	66.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04040 - ARIZONA@WORK - Santa Cruz County	Adult	Employment Rate (Q2)	70.0%	76.5%	71.0%
04040 - ARIZONA@WORK - Santa Cruz County	Adult	Employment Rate (Q4)	70.0%	66.7%	70.0%
04040 - ARIZONA@WORK - Santa Cruz County	Adult	Median Earnings	\$9,800	\$7,349	\$9,800
04040 - ARIZONA@WORK - Santa Cruz County	Adult	Credential Rate	72.0%	100.0%	73.0%
04040 - ARIZONA@WORK - Santa Cruz County	Adult	Measurable Skill Gains Rate	74.0%	48.8%	75.0%
04040 - ARIZONA@WORK - Santa Cruz County	Dislocated Worker	Employment Rate (Q2)	70.0%	60.0%	70.5%
04040 - ARIZONA@WORK - Santa Cruz County	Dislocated Worker	Employment Rate (Q4)	73.5%	50.0%	74.0%
04040 - ARIZONA@WORK - Santa Cruz County	Dislocated Worker	Median Earnings	\$9,600	\$9,028	\$9,600
04040 - ARIZONA@WORK - Santa Cruz County	Dislocated Worker	Credential Rate	75.0%	100.0%	76.0%
04040 - ARIZONA@WORK - Santa Cruz County	Dislocated Worker	Measurable Skill Gains Rate	70.0%	66.7%	71.0%
04040 - ARIZONA@WORK - Santa Cruz County	Youth	Employment Rate (Q2)	70.0%	78.3%	70.0%
04040 - ARIZONA@WORK - Santa Cruz County	Youth	Employment Rate (Q4)	70.0%	76.0%	70.0%
04040 - ARIZONA@WORK - Santa Cruz County	Youth	Median Earnings	\$5,200	\$6,354	\$5,200
04040 - ARIZONA@WORK - Santa Cruz County	Youth	Credential Rate	44.0%	47.4%	45.0%
04040 - ARIZONA@WORK - Santa Cruz County	Youth	Measurable Skill Gains Rate	40.0%	88.9%	41.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04100 - ARIZONA@WORK - Southeastern Arizona	Adult	Employment Rate (Q2)	72.9%	91.8%	73.9%
04100 - ARIZONA@WORK - Southeastern Arizona	Adult	Employment Rate (Q4)	68.5%	86.3%	68.5%
04100 - ARIZONA@WORK - Southeastern Arizona	Adult	Median Earnings	\$10,500	\$15,386	\$10,763
04100 - ARIZONA@WORK - Southeastern Arizona	Adult	Credential Rate	75.0%	86.0%	75.0%
04100 - ARIZONA@WORK - Southeastern Arizona	Adult	Measurable Skill Gains Rate	74.0%	75.9%	75.0%
04100 - ARIZONA@WORK - Southeastern Arizona	Dislocated Worker	Employment Rate (Q2)	77.5%	100.0%	78.0%
04100 - ARIZONA@WORK - Southeastern Arizona	Dislocated Worker	Employment Rate (Q4)	71.0%	100.0%	71.5%
04100 - ARIZONA@WORK - Southeastern Arizona	Dislocated Worker	Median Earnings	\$9,600	\$11,499	\$9,738
04100 - ARIZONA@WORK - Southeastern Arizona	Dislocated Worker	Credential Rate	74.0%	83.3%	75.0%
04100 - ARIZONA@WORK - Southeastern Arizona	Dislocated Worker	Measurable Skill Gains Rate	75.0%	100.0%	76.0%
04100 - ARIZONA@WORK - Southeastern Arizona	Youth	Employment Rate (Q2)	75.0%	81.8%	76.0%
04100 - ARIZONA@WORK - Southeastern Arizona	Youth	Employment Rate (Q4)	73.0%	86.7%	74.0%
04100 - ARIZONA@WORK - Southeastern Arizona	Youth	Median Earnings	\$6,700	\$7,224	\$6,700
04100 - ARIZONA@WORK - Southeastern Arizona	Youth	Credential Rate	61.0%	63.9%	62.0%
04100 - ARIZONA@WORK - Southeastern Arizona	Youth	Measurable Skill Gains Rate	64.0%	84.4%	65.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04080 - ARIZONA@WORK - Yavapai County	Adult	Employment Rate (Q2)	74.0%	84.0%	75.0%
04080 - ARIZONA@WORK - Yavapai County	Adult	Employment Rate (Q4)	74.0%	80.6%	75.0%
04080 - ARIZONA@WORK - Yavapai County	Adult	Median Earnings	\$8,890	\$9,360	\$8,890
04080 - ARIZONA@WORK - Yavapai County	Adult	Credential Rate	78.0%	83.0%	79.0%
04080 - ARIZONA@WORK - Yavapai County	Adult	Measurable Skill Gains Rate	68.0%	71.3%	68.0%
04080 - ARIZONA@WORK - Yavapai County	Dislocated Worker	Employment Rate (Q2)	78.0%	83.9%	78.0%
04080 - ARIZONA@WORK - Yavapai County	Dislocated Worker	Employment Rate (Q4)	77.0%	74.2%	77.0%
04080 - ARIZONA@WORK - Yavapai County	Dislocated Worker	Median Earnings	\$8,000	\$7,925	\$8,000
04080 - ARIZONA@WORK - Yavapai County	Dislocated Worker	Credential Rate	77.0%	82.4%	78.0%
04080 - ARIZONA@WORK - Yavapai County	Dislocated Worker	Measurable Skill Gains Rate	70.0%	73.1%	70.0%
04080 - ARIZONA@WORK - Yavapai County	Youth	Employment Rate (Q2)	77.0%	80.8%	78.0%
04080 - ARIZONA@WORK - Yavapai County	Youth	Employment Rate (Q4)	77.0%	95.5%	78.0%
04080 - ARIZONA@WORK - Yavapai County	Youth	Median Earnings	\$5,200	\$5,097	\$5,200
04080 - ARIZONA@WORK - Yavapai County	Youth	Credential Rate	65.0%	68.4%	65.0%
04080 - ARIZONA@WORK - Yavapai County	Youth	Measurable Skill Gains Rate	65.0%	76.5%	65.0%

PY 2024 Local Board Code	Program	Measure	PY 2024 Negotiated Level	PY 2024 Actual Level	PY 2025 Negotiated Level
04155 - ARIZONA@WORK - Yuma County	Adult	Employment Rate (Q2)	73.5%	74.2%	73.5%
04155 - ARIZONA@WORK - Yuma County	Adult	Employment Rate (Q4)	70.5%	68.9%	70.5%
04155 - ARIZONA@WORK - Yuma County	Adult	Median Earnings	\$7,400	\$7,933	\$7,400
04155 - ARIZONA@WORK - Yuma County	Adult	Credential Rate	74.0%	78.8%	74.0%
04155 - ARIZONA@WORK - Yuma County	Adult	Measurable Skill Gains Rate	70.5%	85.0%	70.5%
04155 - ARIZONA@WORK - Yuma County	Dislocated Worker	Employment Rate (Q2)	77.5%	80.2%	77.5%
04155 - ARIZONA@WORK - Yuma County	Dislocated Worker	Employment Rate (Q4)	73.5%	77.7%	73.5%
04155 - ARIZONA@WORK - Yuma County	Dislocated Worker	Median Earnings	\$8,500	\$8,706	\$8,500
04155 - ARIZONA@WORK - Yuma County	Dislocated Worker	Credential Rate	73.0%	87.5%	73.0%
04155 - ARIZONA@WORK - Yuma County	Dislocated Worker	Measurable Skill Gains Rate	74.0%	82.4%	74.0%
04155 - ARIZONA@WORK - Yuma County	Youth	Employment Rate (Q2)	75.0%	75.4%	75.0%
04155 - ARIZONA@WORK - Yuma County	Youth	Employment Rate (Q4)	71.0%	72.4%	71.0%
04155 - ARIZONA@WORK - Yuma County	Youth	Median Earnings	\$6,400	\$7,471	\$6,400
04155 - ARIZONA@WORK - Yuma County	Youth	Credential Rate	63.0%	59.7%	63.0%
04155 - ARIZONA@WORK - Yuma County	Youth	Measurable Skill Gains Rate	59.9%	63.2%	59.9%

Attachment II: ARIZONA@WORK Local Area Initiatives and Success Stories

City of Phoenix

Mobile Career Unit

The City of Phoenix has a Mobile Career Unit (MCU) that travels across Phoenix to bring ARIZONA@WORK services directly to job seekers. This high-visibility, community-centered approach supported 266 on-the-spot job offers in PY 2024. The MCU has been especially effective in reaching underserved neighborhoods, expanding access to employment and training services.

Phoenix Workforce Coalition's Community of Practice

The Phoenix Workforce Coalition continued to serve as a community of practice, convening four events on timely topics such as good jobs, soft skills, Artificial Intelligence, the semiconductor industry, and Rapid Response. These sessions built stronger connections among employers, educators, community-based organizations, and government partners—ensuring the local workforce ecosystem remains aligned and responsive.

Bridging WIOA Youth with Pre-Apprenticeship Opportunities

The City of Phoenix partnered with Grand Canyon University's electrical pre-apprenticeship program to enroll Youth program-eligible students, bridging career exploration with hands-on training. In PY 2024, 13 youth were enrolled, connecting them to both industry credentials and long-term career pathways.

Mohave-La Paz Counties

The following best practices and approaches demonstrate how Mohave-La Paz leverages both labor market analytics (JobsEQ) and integrated case management (Automated Tracking, Linking, and Archiving Solution - ATLAS) to drive stronger outcomes for employers and job seekers.

Data-Driven Layoff Aversion (JobsEQ Integration)

The Mohave-La Paz local area has incorporated JobsEQ labor market reports and data into Rapid Response layoff aversion strategies. For employers, JobsEQ supports informed decision-making by assessing local job market trends, identifying current and projected skills gaps, and aligning workforce planning with economic conditions. This enables employers to evaluate reskilling options, restructure roles, and retain talent more effectively.

For employees, JobsEQ provides targeted insight into reemployment opportunities that directly correlate with their skill sets. This allows career guidance and training efforts to be aligned with in-demand occupations, reducing unemployment durations and improving job stability.

Coordinated Tracking of Participant and Employer Outcomes

Another best practice in the Mohave-La Paz local area is the use of the ATLAS core referral and employer database, which allows for comprehensive tracking of participant and employer outcomes.

Through ATLAS, staff can monitor the impact of occupational skills training, on-the-job training, and other workforce services to measure effectiveness and long-term outcomes.

The system enhances collaboration among core partners in Mohave-La Paz by providing a shared platform for referrals, service coordination, and employer engagement.

ATLAS also ensures that employer services and participant outcomes are recorded consistently, enabling data-informed adjustments to improve program delivery and ensure accountability across the local area.

Pima County

Future Forward Reentry Program

The ARIZONA@WORK Pima County One-Stop Future Forward Program is designed to provide comprehensive support for individuals returning to the community after incarceration. The goal of the program is to foster successful reintegration, reduce recidivism, and promote long-term stability through employment, training, and supportive services.

A cornerstone of the program's success is its strong collaboration with the Federal Bureau of Prisons, probation and parole offices, and other local agencies. This partnership ensures that individuals begin receiving support before release and continue to receive coordinated, consistent services throughout their transition.

Navigators develop individualized reentry plans that align with each person's release conditions and goals, ensure a warm handoff between institutional and community-based services, provide continuity of care and accountability, monitor progress and adjust support strategies as needed.

Navigators provide key services to incarcerated individuals that are nationally transferrable and locally effective. The services provided, helped clients understand the local job market and connect with employers who are open to hiring justice-involved individuals. By tailoring to the client's background, skills, development of a personalized resume, and assisting with job applications, this one-on-one coaching method has proven effective with shorter unemployment experiences. The development of these

soft skills - essential to workplace success and transition into the workplace.

Navigators coordinate WIOA services as well as a barrier-removal approach to ensure that other life challenges don't stand in the way of success. Services include coordinating access to temporary or permanent housing solutions, referrals for reliable transportation services or assistance in obtaining a driver's license, connecting individuals with legal aid, behavioral health services, substance use recovery resources, and childcare, support with accessing government benefits, such as Supplemental Nutrition Assistance Program, Arizona Health Care Cost Containment System, or Temporary Assistance for Needy Families, when eligible.

The ARIZONA@WORK Pima County One-Stop Future Forward Program is more than just a workforce initiative—it's a pathway to empowerment. By removing barriers and building bridges to employment, education, and stability, the program helps individuals rewrite their stories and rebuild their lives.

Youth Employment Center

The ARIZONA@WORK Pima County Youth Employment Center is a dedicated hub designed to support youth and young adults as they explore career pathways, gain work experience, and build a strong foundation for future success. Strategically located near a major transportation hub, the center ensures easy access for youth across the region.

With a holistic and youth-centered approach, the center provides a welcoming, inclusive, and nurturing environment where young people are empowered to grow, overcome barriers, and thrive. Through personalized support, innovative programming, and real-world opportunities, youth are guided to achieve their education, employment, and life goals.

At its core, the ARIZONA@WORK Pima County Youth Employment Center is more than a resource—it's a place where young people are seen, supported, and celebrated. Whether a youth is exploring their first job, returning to education, or preparing for a long-term career, the center meets them where they are and walks with them every step of the way.

In PY 2024, ARIZONA@WORK Pima County Youth One Stop moved to a new location in a high poverty, high density area, in the same complex as a major public transportation hub. Since February 2025, the Youth Center has experienced a 45 percent increase in youth job seeker traffic, leading to higher participation rates in workforce development programming including WIOA basic career services and individualized services.

The local business community has also engaged with the Youth Center to provide work experience and worksites to youth eligible for work experience, summer employment opportunities, and other work-based learning opportunities. Also, the business community has actively participated in youth hiring events leading to economic mobility and specialized job openings for part-time, seasonal employment opportunities that are highly sought after by this age group as many are completing their high school diploma, trade training, or college education.

Recognizing that education is a key component of career success, the center offers comprehensive academic support services including High School Diploma and GED support, dropout recovery and re-engagement services, college access and bridge programs to help youth transition to post-secondary education and training, assistance with FAFSA completion, college applications, and scholarship resources.

Pinal County

Integration Exchange

In PY 2024, a select group of ARIZONA@WORK Pinal County partners launched an “Integration Exchange”. The Integration Exchange format is designed to foster collaboration between partners, build stronger community support networks, and reinforce the shared commitment to helping individuals through employment and educational services.

Representatives from Employment Service, Adult, Dislocated Worker, Youth, JVSG programs, and including the Business Service team, shared their proposed responses to others’ requests. They outlined action items documented using posters that specified responsibilities, timelines, and follow-up plans as a single system.

The event was well-received by attendees who found it to be a valuable opportunity to better understand each other's programs. Many staff members expressed interests in repeating the experience and including the balance of partners.

Job Seeker Success Stories

Selena. Selena received services through ARIZONA@WORK Pinal County, which included placement in work experience at Central Arizona College. The work experience provided her with invaluable hands-on experience that also supplemented her academic pursuits in nursing.

To accelerate her career trajectory, Selena's career planner facilitated her entry into a Certified Nursing Assistant (CNA) Program at Lifework. This move was strategically

designed to complement her ongoing nursing prerequisites, significantly speeding up her professional preparation. Impressively, Selena completed her CNA education and the State Licensing exam in just six weeks.

However, her journey highlights the fragile nature of success in such transformative programs. To support her through this critical phase, the program addressed her immediate needs by repairing a car loaned by her grandfather, providing gas reimbursements, and covering tuition, fees, and necessary supplies. Each step of her journey was supported by a network of aid, emphasizing that success often hinges on the availability of continuous and multifaceted support. Her story sheds light on the potential outcomes when support systems are robust and responsive. Without this intervention, Selena might have faced insurmountable barriers that could easily mislabel her as "unreliable" or "unmotivated." Her success illustrates the significant disparity between those who receive support and those who do not, highlighting an urgent need for accessible, comprehensive support systems that ensure no young person slips through the cracks.

Selena graduated with her nursing degree in December 2024. Her story is a testament to the power of resilience and targeted support. As a young parent without prior work experience, she faced daunting hurdles like transportation challenges and academic difficulties. Her journey within our program underscores the critical impact of comprehensive support systems tailored to individual needs.

Robert. Robert's inspiring journey began as a Youth participant entering the program after dropping out of school. Robert was co-enrolled in the Adult Education Program at Central Arizona College and received testing vouchers from the Youth Program. With determination and support, he successfully earned a high school equivalency diploma.

Building on this achievement, Robert utilized Central Arizona College's scholarship to start taking IT classes. During this period, the Youth Program provided gas reimbursement and placed the participant in a work experience opportunity. Robert thrived in the work experience placement, gaining valuable skills and confidence.

In the fall, he enlisted in the Marine Corps and has since joined active duty. At last report, Robert was relishing the challenges and experiences that came with serving in the military. This success story highlights the transformative power of education, coordinated services and support, and participant perseverance.

Yuma County

Yuma Community Job and Education Fair

ARIZONA@WORK hosted the Annual Yuma Community Job and Education Fair, the largest event of its kind in the region. The fair drew an extraordinary crowd of over 1,700 attendees, connecting job seekers, students, and community members with a wide range of employers, training providers, and educational institutions. This high-impact event served as a vital bridge between talent and opportunity, fostering career growth, educational advancement, and workforce development across Yuma County.

Youth Mural Projects

For the past 27 years, ARIZONA@WORK Yuma County has partnered with the City of Yuma to create public art that inspires creativity, fosters civic pride, and strengthens community bonds. Our work has also extended to the City of Somerton and the City of San Luis, where we have completed 29 mural projects that celebrate local culture and transform public spaces into vibrant landmarks.

The Community Mural Beautification Project is a collaborative arts initiative that engages youth in the design, painting, and unveiling of large-scale public murals. Each location is chosen by the municipality based on community need, ensuring that the project has both visual and social impact. Guided by a professional mural artist and program staff, participants work together to create a mural that reflects the culture, identity, and values of the neighborhood.

From the early planning stages to the final unveiling, participants gain valuable project management skills, learning how to assess sites, prepare materials, manage timelines, and adapt to unforeseen challenges. When the mural is complete, it stands as a lasting symbol of positive youth engagement—a visible reminder of what can be achieved when creativity and community come together.

Over the years, our partnerships with Yuma, Somerton, and San Luis have shown that this project not only beautifies neighborhoods but also empowers young people, builds community connections, and leaves a legacy of art and pride that endures for years to come. DOL visited the unveiling of a City of Yuma mural project at Carver Park in 2023 and noted the project as a best practice.

Youth Job Club

The ARIZONA@WORK-Yuma County Youth Program offers a unique approach to career exploration by conducting Job Clubs directly on employer worksites, as opposed to the traditional classroom-style presentations. This method allows participants to experience first hand the day-to-day operations of various industries, providing a more immersive and engaging learning experience.

Each month, in collaboration with a different local employer, visits are arranged where youth participants receive a comprehensive tour of the workplace. During these visits,

they have the opportunity to interact with professionals, gaining insights into their daily responsibilities and the skills required to succeed in their roles. This direct exposure to real-world work environments has proven to be highly effective. Observations have concluded a marked increase in the level of engagement, curiosity, and participation from the youth. They ask more questions, show a deeper interest in the industries they explore, and are better able to envision potential career paths.

Employers who have partnered in these site visits include the local post office, United States Customs and Border Patrol, United States Army Yuma Proving Ground, Yuma Airport, San Luis Business Incubator, Yuma Police Department, and the Children's Museum of Yuma County. These partnerships have not only enriched the learning experience for participants but have also strengthened the connections between the youth program and the local business community.

Bringing the learning environment directly to the work site provides a dynamic and impactful experience that goes beyond what can be achieved in a traditional classroom setting. This hands-on approach has become a cornerstone of the program, helping to inspire and prepare the next generation of professionals in the community.

Community Service

The City of Yuma offers a Household Hazardous Waste collection program for residents, allowing residents to safely dispose of items such as paint, batteries, pesticides, and cleaners during designated drop-off events held four times a year. The ARIZONA@WORK-Yuma County youth participants assist at these events by helping with unloading and ensuring proper disposal of materials according to their type. The Community Service Program fosters mutual understanding, respect, and civic engagement among the participating youth in Yuma County.

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