

Employment, Training & Education



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Employment Tips

Looking for a Job

Most employers require all applicants to complete an application form and then have a job interview. When you are looking for a job, make sure to take information on a paper with dates, addresses and phone numbers from the schools you have attended and the jobs that you have had before (if any). Make sure to include the names of your supervisors and brief descriptions of what kinds of duties you have performed. Fill out the application carefully and neatly.

Interviewing Tips

- Make sure you have child care. Do not take children to an interview.
- Do not smoke or chew gum.
- Dress neatly and appropriately for the interview.
- ALWAYS be on time to an interview.
- Be confident.
- Smile and speak clearly.
- Know something about the job or the company where you are applying.
- Know why you think you can do the work.
- Be courteous and shake hands firmly.
- Ask questions to show your interest in the job.

The Jobs Program

Program Description

The Jobs Program provides eligible individuals the opportunity to become economically independent through employment by providing employment focused, supportive services to Work Eligible Individuals in households receiving Temporary Assistance for Needy Families (TANF). If you live in a household that receives TANF (see page 00), and meet the criteria of a Work Eligible Individual you will be referred to the Jobs Program as a condition of eligibility. You will have an assessment with the Jobs Program contracted staff who will work with you to develop an Employment and Career Development Plan designed to help you achieve self-sufficiency.

Eligibility Information

Those who are in a household receiving TANF Cash Assistance and are identified as Work Eligible Individuals are required to participate in the Jobs Program, with no exceptions.

How to Apply

When you apply for TANF, you will be referred to the Jobs Program. Although some TANF recipients may not be required to participate, they can still volunteer for the Jobs Program. For more information call the nearest DES Family Assistance Administration Office (see page 95).

Documents to Bring

Applicants should bring documents required to apply for the TANF Program (see page 37).

Where to Apply

You will be referred to the Jobs Program when your household applies for TANF if you are a Work Eligible Individual. To see if you

qualify for the TANF Program you must complete an application at the nearest DES/ Family Assistance Administration Office (see page 95).

For more information call 1-800-352-8401 or, if you are in Maricopa County, call 602-542-9935.

You can also download an application at www.azdes.gov/faa.

Supplemental Nutrition Assistance (Formerly Food Stamps) Employment and Training Program

Program Description

The Supplemental Nutrition Assistance Employment and Training Program (SNAE&T) provides eligible individuals the opportunity to become economically independent through employment by offering participation in a variety of employment focused activities and some supportive services to assist with participation to recipients of Nutrition Assistance (formerly the Food Stamp Program). If you meet the criteria for mandatory participation and apply for Nutrition Assistance, you will be referred to the SNAE&T Program as a condition of eligibility. You will have an interview with staff who will work with you to develop an Employment and Career Development Plan designed to help you achieve self-sufficiency.

Eligibility Information

Those who receive Nutrition Assistance and are not employed are required to participate in the SNAE&T Program (some exceptions may apply).

How to Apply

When you apply for Nutrition Assistance, you may be referred to the SNAE&T Program. Although some Nutrition Assistance recipients may not be required to participate, they can still volunteer for the SNAE&T Program. For more information call the nearest DES Family Assistance Administration Office (see page 95).

Documents Needed

Applicants must bring documents required to apply for the Nutrition Assistance Program. See page 42 or get a list of documents online at www.arizonaselfhelp.org.

Where to Apply

DES/FAA Offices Statewide (see page 95)

Maricopa County	602-542-9935
Statewide	1-800-352-8401
Navajo and Hopi Nations	1-800-819-3046

You can also download the Nutrition Assistance application at www.arizonaselfhelp.org or www.az.des.gov/faa. You can also apply online at www.healthearizona.org.

You will be referred to the Nutrition Assistance Employment and Training Program when you apply for Nutrition Assistance.

Workforce Investment Act (WIA)

Program Description

Title 1 of the Workforce Investment Act of 1998, establishes a One-Stop Delivery System for the Workforce Investment activities. The One-Stop delivery system is a system where entities responsible for administering separate Workforce Investment, educational and other human resource programs and funding streams (referred to as One-Stop partners) collaborate to create a seamless system of service delivery designed to enhance access to the programs' services and improve long-term employment outcomes for individuals receiving assistance.

Services provided for adults and youth:

- Assessment
- Basic Skills Training
- Remedial Education
- GED Training
- Job-specific Skills Training
- Job Counseling
- Job Search Assistance
- On-the-Job Training
- Support Services
- Job Development
- Work Experience
- Occupational/Vocational Training
- Education to Work Transition Activities
- Education/Work Experience for Youth during Summer Months
- Resume Writing & Job Counseling
- Job Search Training
- Job Development Assistance
- Labor Market Information

Services provided for dislocated workers:

- Resume Writing & Job Counseling
- Job Search Training
- Job Development Assistance
- Labor Market Information

Documents to Bring

Applicants are required to provide the following documents:

- Proof of Name and Address
- Social Security Number
- Birth Certificate or Proof of Citizenship
- Selective Service Registrant
- Proof of layoff (dislocated workers only)
- Proof of Income

Where to Apply

To find out more about WIA services, call the office nearest you.

Apache County	928-333-4454
Cochise County	520-364-8906
Coconino County	928-779-4557
Gila County	928-425-7631
Pinal County	520-836-1887
Graham County	928-428-7386
Greenlee County	928-865-4151
La Paz County	928-669-9812
Maricopa County	602-372-9700
City of Phoenix	602-861-0208
Mohave County	928-753-0723
Navajo County	928-532-4313
Nineteen Tribal Nations (NTN)	480-963-0902
Phoenix, City of	602-861-0208

Pima County	520-798-0500
Pinal County	520-374-3072
Santa Cruz County	520-375-7670
Tribal Consortium	928-669-8555
Yavapai County	928-778-1422
Yuma County	928-329-0990

To find out more about **WIA for dislocated workers** in Gila, Greenlee, LaPaz, Mohave counties, or the Nineteen Tribal Nations (NTN), please call the Re-employment and Pre-layoff Assistance Center (REPAC) at: 928-425-7631.

Vocational Rehabilitation (VR)

Program Description

Vocational Rehabilitation prepares individuals with disabilities to become or remain economically independent through work. The Rehabilitation Services Administration (RSA) is responsible for several programs which provide services to people with disabilities. These programs include:

- Vocational Rehabilitation (VR)
- Employment Support Services (ESS)
- Independent Living Rehabilitation Services (ILRS)

The VR program is available to people with all types of disabilities including: blindness/visual impairments, deafness/hearing impairments, mental illnesses, developmental disabilities, head injuries, spinal cord injuries, orthopedic impairments, etc. Vocational Rehabilitation counselors are available to work with you throughout the entire Vocational Rehabilitation process.

VR Services **may** be able to offer you:

- Information about vocational services and resources for individuals with disabilities and/or referrals as necessary.
- Evaluations, vocational counseling, planning, job development/placement.
- Arranging for or purchasing goods or services for an eligible program participant to reach the agreed upon employment goal. Services or goods (such as training, education, assistive technology, tools/equipment, job modifications, etc.) are provided as part of an Individualized Plan for Employment (IPE) between RSA and the individual.

When re-training or education is the only or best way you will be able to go to work or keep a job, RSA may be able to help you with tuition payments and other training related costs. When services or goods which are not purchased or provided through the VR program are needed to help you get or keep a job, RSA will help you to decide what they are and how to get them.

NOTE: The Vocational Rehabilitation Program:

- is **not** a medical program;
- does **not** pay for goods or services that are provided by other programs;
- does **not** provide goods or services that are not related to getting or keeping a job.

Eligibility Information

You may be eligible if you want to become or remain economically independent through work and:

- your disability is serious enough to make it hard for you to get or keep a job; and
- available services can help you to get or keep a job.

Documents Needed

Bring medical records from doctors about your disability. If you don't have them, RSA will send away for them with your OK. If there are no records, or if the records are too old or incomplete, you will be asked to see a doctor at RSA's expense.

You will be asked to meet with a counselor to talk about your plans for work, education, training, work experience and obstacles that may get in the way of work.

Where to Apply

To find the office nearest you call your RSA Regional Office:

RSA DISTRICT 1

Maricopa County
602-266-6752

RSA DISTRICT 2

Pima County
520-628-6810

RSA DISTRICT 3

Coconino, Navajo, Apache, and Yavapai Counties
928-779-4147

RSA DISTRICT 4

Yuma, La Paz, and Mohave Counties
602-266-6752

RSA DISTRICT 5

Gila and Pinal Counties
520-836-6388

RSA DISTRICT 6

Cochise, Graham, Greenlee, and Santa Cruz Counties
520-316-9311

You may also call or visit RSA's website:

Inside Maricopa County
Outside Maricopa County
www.azdes.gov/rsa

602-542-3332
1-800-563-1221

Arizona Workforce Connection Comprehensive One-Stop Centers

Program Description

Comprehensive One-Stop Centers provide access a broad range of employment-related and training services at a single point-of-entry. You can visit the Arizona Workforce Connection website at www.arizonaworkforceconnection.com. For specific information on the services provided, please contact one of the One-Stop Centers listed below:

Apache County

Apache County Workforce Partnership

74 North Main Street
Suite 5-7
Eagar, AZ 85925
928-333-4454

<http://www.co.apache.az.us/Departments/Workforce/Main.htm>

Cochise County

Cochise County Workforce Development Douglas One-Stop Center

1706 East 10th Street
Douglas, AZ 85607
520-364-8906

Cochise County Workforce Development

Sierra Vista One-Stop Center
1943 Paseo San Luis
Sierra Vista, AZ 85635
520-458-9309

<http://www.cochiseworkforce.com/>

Coconino County

Arizona Department of Economic Security

397 Malpais Ln
Flagstaff, AZ 86001
928-779-4557

<http://www.coconinoaz.gov/careercenter/>

Gila County

Gila County Division of Health and Community Services

5515 South Apache Avenue
Suite 200
Globe, AZ 85501
928-425-7631

<http://www.gilacountyaz.gov/communityservices/workforce/default.html>

Graham County

Workforce Development Office

826 West Main St
Safford, AZ 85546
928-428-7386

[http://graham.az.gov/Graham CMS/WorkforceDevelopment.aspx?id+510](http://graham.az.gov/Graham%20CMS/WorkforceDevelopment.aspx?id+510)

Greenlee County

Greenlee One-Stop Resource Center

Highway 191 and Ward Canyon Rd
P.O. Box 1537
Clifton, AZ 85533
928-865-4151

<http://www.co.greenlee.az.us/workforce/>

La Paz County

La Paz Career Center

113 Kofa Ave
Parker, AZ 85344
928-669-9812

<http://www.co.la-paz.az.us/>

Maricopa County

Gilbert Career Center

735 North Gilbert Rd
Suite 134
Gilbert, AZ 85234
602-372-9700

West Valley Career Center

1840 North 95th Avenue
Suite 160
Phoenix, AZ 85037
602.372.4200

<http://www.maricopaworkforceconnection.com/>

Mohave County

Mohave County Community and Economic Development Department

700 W Beale St
Kingman, AZ 86401
928-753-0723

http://www.mohavedevelopment.org/workforce_solutions.htm

Navajo County

Arizona Department of Economic Security

2500 E Cooley
Suite 410
Show Low, AZ 85901
928-532-4313

Arizona Department of Economic Security

319 E Third St
335C
Winslow, AZ 86047
928-532-4313

<http://www.co.apache.az.us/Departments/workforce/>

Phoenix, City of

Phoenix Workforce Connection-North Arizona Department of Economic Security

9801 N 7th St
Phoenix, AZ 85020
602-861-0208

Phoenix Workforce Connection-West Arizona Department of Economic Security

3406 N 51st Ave
Phoenix, AZ 85031
623-247-3304

<http://www.phoenix.gov/phxwc/>

Nineteen Tribal Nations (NTN)

Gila River Indian Community

208 Skill Center Rd
P.O. Box 97
Sacaton, AZ 85247
480-963-0902

<http://www.azntnwib.org/>

Pima County

Rio Nuevo One-Stop Career Center

340 North Commerce Park
Loop
Tortolita Building
Tucson, AZ 85745
520-798-0550

Kino Service Center

2797 E Ajo Way
Tortolita Bldg
Tucson, AZ 85713
520-243-6700

<http://pimaworks.com>

Pinal County

Arizona Workforce Connection

1015 E Florence Boulevard
Casa Grande, AZ 85222
520-374-3072

<http://www.gilacountyaz.gov/communityservices/workforce/default.html>

Santa Cruz County

Santa Cruz County One-Stop Center

610 N Morley Ave
Nogales, AZ 85621
520-375-7670

<http://www.co.santa-cruz.az.us/health/human/wia>

Yavapai County

Yavapai Workforce Connection-East

1500 East Cherry St
Suite F
Cottonwood, AZ 86326
928-634-3337

Yavapai Workforce Connection-West

221 N Marina
Suite 201
P.O. Box 2451
Prescott, AZ 86301
928-778-1422

<http://www.nacog.org/economic/default.htm>

Yuma County

Career Resource Center

3826 West 16th Street
Yuma, AZ 85634
928-329-0990

<http://www.ypic.com/>

DES Employment Service Offices

Program Description

These public employment offices provide placement services to job seekers. They provide current job listings, from entry level to highly qualified positions:

Job Service Office Locations

Benson	277 W 4th St	520-586-3885
Bisbee	207 Bisbee Rd	520-432-2206
Bullhead City	2601 Highway 95	928-763-4154
Casa Grande	432 N Marshall	520-426-3529
Coolidge	1155 N Arizona Blvd	520-723-5351
Cottonwood	1500 Cherry St F	928-634-3337
Douglas	1140 F Ave	520-364-4446
Eagar	74 N Main St, Suite 6	928-333-3161
Flagstaff	397 Malpais Ln, #9	928-779-4557
Gilbert	735 N Gilbert Rd, #134	480-497-0350
Globe	605 S 7th St	928-425-3101
Kingman	301 Pine St	928-753-4333
Lake Havasu	232 London Bridge Rd	928-680-6005
Mesa	163 N Dobson Rd	480-962-7678
Nogales	480 N Grand Ave	520-287-4641
Page	337 N Navajo, Room 18	928-645-5201
Parker	1032 S Hopi Ave	928-669-6755
Payson	122 E Highway 260, #110	928-472-9339
Peoria	9770 W Peoria Ave	623-934-3231
Phoenix	4635 S Central Ave	602-276-5587
Phoenix	9801 N 7th St	602-861-0208
Phoenix	3406 N 51st Ave	623-247-3304
Prescott	1555 Iron Springs Rd	928-771-1348
Prescott Valley	8128 E Route 69, #211	928-445-5100
Safford	1938 W Thatcher Blvd	928-428-2911
San Luis	1950 Juan Sanchez Blvd, #5	928-627-9439
Show Low	2500 E Cooley, Suite 410	928-532-1516
Sierra Vista	2961 E Tacoma Ave	520-459-3206
Tuba City	Main St	928-283-5201
Tucson	195 W Irvington Rd	520-741-7188
Tucson	316 W Ft Lowell Rd	520-293-1919
Wilcox	256 S Curtis Ave	520-384-3583
Window Rock	548 State Highway 264	928-871-4131
Winslow	319 E 3rd St	928-289-4644
Yuma	201 S 3rd Ave	928-783-1221

Adult Education and GED Classes

For information on the GED testing site closest to where you live, contact the Arizona Department of Education, GED Testing at 602-258-2410, or visit them online at www.azed.gov/adult-edu/

Program Description

A variety of classes and educational opportunities are available to help adults learn to read, prepare for the GED test or prepare for citizenship testing. Many classes are free of charge. Classes available include:

Adult Basic Education (ABE)

For learners who want to improve basic reading, writing and math skills.

GED Preparation (GED)

For learners who need help in any of the five GED testing areas to prepare for taking the GED test.

English Language Acquisition for Adults (ELAA)

For people who want to learn the English language.

Citizenship (CIT)

For people who want to prepare to take the Citizenship Test.

For more information on taking classes, preparing for, and taking the GED test contact the program closest to where you live. Each site below offers various services, which are listed using the above abbreviations.

Arizona Dept of Education List of Sites and Classes Offered

Apache County

Northland Pioneer College

Holbrook, AZ
800-266-7845
www.npc.edu

Cochise County

Cochise College Adult Education

Douglas, AZ 85607
520-515-5456
www.cochise.edu

GED

* Also serving residents of Santa Cruz County

Coconino County

Coconino Community College Adult Education

Flagstaff, Page, and Williams, AZ
928-226-4351
www.coconino.edu/adult-edu/

ABE, GED, ELAA, CIT

Gila County

Gila County Adult Education

Globe, AZ 85501
928-472-5374

ABE, GED, ELAA, CIT

* Also serving residents in Graham and Greenlee Counties

Graham County

Eastern Arizona College

Thatcher, AZ 85552
928-428- 8491
www.eac.edu

ABE, GED, ELAA, CIT

See Gila County

Greenlee County

See Gila County

LaPaz County

La Paz Career Center

Parker, AZ 85344
928-669-9812
www.co.la-paz.us/career.htm

ABE, GED, ELAA

See Yuma County

Maricopa County

Arizona Call-A-Teen Resources, Inc.

Phoenix, AZ 85003
602-252-6721
www.azcallateen.k12.az.us

ABE, GED

Frank X Gordon Adult Education

Glendale, Mesa, and Central Phoenix, AZ
602-372-5769

ABE, GED, ELAA

Friendly House Community Adult Education

Phoenix, AZ 85003
602-416-7219
www.friendlyhouse.org

ABE, GED, ELAA, CIT

Gilbert Adult Learning Program

Gilbert, AZ 85233
480-497-3481

ABE, GED, ELAA

Literacy Volunteers of Maricopa County

Phoenix, AZ 85014
602-274-3430
www.lvmc.net

ABE, GED, ELAA

Mesa USD Adult Education

Mesa, AZ 85203
480-472-7259

ABE, GED, ELAA, CIT

Phoenix Indian Center

Phoenix, AZ 85004
602- 264-6768
www.phxindcenter.org

ABE, GED,

Queen Creek USD Adult Education

Queen Creek, AZ 85242
480-987-5988
www.qcusd.org

Rio Salado College

Tempe, AZ 85281
480-517-8110
www.rio.maricopa.edu/abe

ABE, GED, ELAA

Tempe Adult Education

Tempe, AZ 85283
480-839-0292

ABE, GED, ELAA

Mohave County

Mohave Community College Pre-College Studies

Kingman, AZ 86409
928-757-0866
www.mohave.edu

ABE, GED, ELAA

See Yavapai County

Navajo County

Northland Pioneer College

Holbrook, AZ 86025
1-800-266-7845
www.npc.edu

ABE, GED, ELAA, CIT

Pima County

Pima College Adult Education

Tucson, AZ 85709
520-206-6500
www.pima.edu/pcae/

ABE, GED, ELAA, CIT

* Also serving residents of Pinal County

Pima County Adult Probation-Education Service

Tucson, AZ 85710
520-546-5434
www.sc.co.pima.az.us/apo/

ABE, GED

Pinal County

Central Arizona College Adult Education

Coolidge, AZ 85228
520-494-5950
www.centralaz.edu

ABE, GED, ELAA

Waiting to Excel Education Center

Casa Grande, AZ
520-509-4840
www.academichealingcenter.com

ABE, GED

See Pima County

Santa Cruz County

Literacy Volunteers of Santa Cruz County

Nogales, AZ 85621
520-287-0111

ABE, GED, ELAA

Santa Cruz County Continuing Education

Nogales, AZ 85621
520-287-9634

GED, ELAA, CIT

See Cochise County

Yavapai County

Camp Verde Adult Reading Program

Camp Verde, AZ 86322
928-567-3187
www.cvarp.org

ABE, ELAA

Yavapai College Adult Education

Prescott, AZ 86301
928-776-2092
www.yc.edu/content/deved/abe.htm

ABE, GED, ELAA, CIT

* Also serving residents in Mohave County

Yuma County

Adult Literacy Plus of Southwest Arizona

Yuma, AZ 85364
928-343-9363

ABE, GED, ELAA

* Also serving residents in La Paz County

South Yuma County Adult Education Consortium

Yuma, AZ 85364
928-341-6027
www.yumaaed.org

ABE, GED, ELAA, CIT

Education and Employment Resources for Women

Program Description

The following organizations provide assistance to women in need of education and employment resources. Please call or visit their websites for specific information about the programs available.

Fresh Start Women's Foundation

1130 E McDowell Rd
Phoenix, AZ 85006
602-252-8494
www.wehelpwomen.com

Arizona Women's Education and Employment, Inc. (AWEE)

Administrative Offices
640 N 1st Ave
Phoenix, AZ 85003
602-223-4333
222.awee.org

Resources for Small Business Development

There are many organizations and programs that provide counseling services, technical support and financing to help individuals start a small business. Some programs are designed to help start even very small businesses based out of a home. Please contact one of the resources listed below for more information and referrals.

U.S. Small Business Administration, Arizona District Office

2828 N Central Ave.
Suite 800
Phoenix, AZ 85004
602-745-7200

Arizona Small Business Association

4600 E Washington St
#340
Phoenix, AZ 85034
602-306-4000

4811 E Grant Rd

#262

Tucson, AZ 85712
520-327-0222

Department of Commerce

Small Business Services Division

1-800-542-5684

City of Phoenix Business Resource Line

200 W Washington St
20th Fl.
Phoenix, AZ 85003
602-534-2489