



## **City Council Weekly Information Packet**

Friday, November 20, 2020

Includes the following documents/information:

- 1) City Council Events Schedule
- 2) State and Federal Update & Grant Opportunities
- 3) Agency Review – Seniors Informational Update
- 4) Adult and Youth Workforce Update



## City Council Events Schedule

November 26, 2020 thru December 14, 2020

The Mayor and City Council have been invited to attend various community meetings and public and private events at which a quorum of the City Council may be present. The Council will not be conducting city business, nor will any legal action be taken. This is an event only and not a public meeting. A list of the community meetings and public and private events along with the schedules, dates, times, and locations is attached. Organizers may require a rsvp or fee.

DAY	DATE	TIME	EVENT
Thu	Nov 26	7:00-8:00 p.m.	<p>Facebook Live Downtown Tempe Holiday Special Centerpoint Plaza in Downtown Tempe 730 S Mill Ave, Tempe, AZ</p> <p>This live-streamed event invites viewers to tune into Facebook and Instagram Live on Thanksgiving night at 7:00 p.m. to enjoy. <a href="https://www.facebook.com/events/1560312710825680/">https://www.facebook.com/events/1560312710825680/</a></p>
Mon	Dec 14	1:00-1:30 p.m.	<p>Ribbon Cutting for United Dairymen of Arizona</p> <p>Join us in a virtual celebration as we celebrate United Dairymen of Arizona's 60th Anniversary! We invite our members and Ambassadors to attend this unique, online event! During this event, attendees will have the opportunity to hear from United Dairymen of Arizona and introduce themselves through a 30-second commercial.</p> <p>Please register here: <a href="https://us02web.zoom.us/meeting/register">https://us02web.zoom.us/meeting/register</a></p>

# MEMORANDUM



TO: Mayor and City Council  
THROUGH: Andrew Ching, City Manager  
FROM: Marge Zylla, Government Relations Officer  
DATE: November 20, 2020  
SUBJECT: State and Federal Update & Grant Opportunities

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Below are summaries of recent actions and announcements at the state and federal level:

- USCM Federal Update
- COVID Relief Federal Legislation Update
- Vaccine Distribution Plan
- Federal Coronavirus Response Programs Program Summary
- State Expenditures of COVID Relief
- Governor Executive Orders
- State Legislative Committees

Please let me know if there are follow-up questions for Tempe's federal lobbyist. Also, please let me know if Tempe staff members are pursuing federal grants so we can arrange for letters of support from our Congressional delegation.

## **USCM Federal Update**

*Via US Conference of Mayors Staff, 11/17/20*

### [Biden Urges Congress to Pass HEROES Act – Insists No National Shutdown – More Masks, More Testing](#)

This is the period in our history when after a person is elected, everyone is trying to predict what the new President-elect will do.

President-elect Joe Biden yesterday discussed the question of his calling for a national shutdown. He is shying away from a national shutdown by saying it really "depends on the state."

As an ardent mask wearer, Biden definitely will continue to lead the effort for mask-wearing. Today, 34 states have mask-wearing policies of some type and 16 states where masks are not required in public places.

Biden has appointed a Coronavirus Task Force and yesterday, even one of its new members, NYU School of Medicine Professor Dr. Celine Gounder, said, "The consensus on the [Coronavirus] Advisory Board is that we are not seeking a national lockdown again."

Another member of the COVID-19 Advisory Board, Dr. Atul Gawande said Sunday, "We are not in support of a national lockdown."

There was confusion about the prospects of a national shutdown when one of Biden's advisors, Dr. Michael Osterholm of the University of Minnesota gave a scenario of a possible 4-to-8 week shutdown. After a reaction, he quickly walked back the idea and said he was speaking for himself and stated that he had not discussed it at all with the Biden team.

With social media and COVID-19, it's hard to get the facts straight and it was good that Biden's people came out yesterday stressing more masks and aggressive testing.

As to the need for a lame-duck stimulus package before January, the President-elect and his Chief of Staff Ron Klain have been abundantly clear in calling for action on a stimulus as Congress starts its lame-duck session through November and December.

Klain, on NBC's *Meet the Press* this past Sunday, said, "We need actions during the lame-duck. There are a lot of things that are going to have to wait until Joe Biden is President. This is not one of them."

Following a virtual meeting with economic leaders from business and labor, President-elect Biden said of the stalemate on the stimulus bill, "Refusal of Democrats and Republicans to cooperate with one another is not due to some mysterious force beyond our control. It's a conscious decision. It's a choice we make. If we can decide not to cooperate, we could decide to cooperate."

Senior advisor to the late John McCain Doug Holtz-Eakin, a former Congressional Budget Office Director said about the lack of action for the lame-duck stimulus, "It's a mess. People will be evicted, people will not eat, people will have problems. Even if you don't get a double-dip recession, you have to worry about the 11 million people out of work since April."

While some Republicans are speaking out, there still is no sign that the negotiations that ended before the congressional recess will resume.

The Senate Majority Leader has been somewhat inconsistent on his position since he was re-elected for the seventh time in Kentucky. The White House seems to be taking a back seat on many aspects of legislative activity since the election.

Most economists continue to say we must not wait two months for the next administration to move on a stimulus. There is almost a unanimous opinion that economically, a lame-duck stimulus is needed.

The Conference of Mayors, led by Vice President Dayton Mayor Nan Whaley and Arlington, TX Mayor Jeff Williams is resuming its lobbying calls in key states as we continue to work with our coalition to move Congress and the White House to approve and send emergency fiscal assistance now to our state and local governments using the formula we developed within the HEROES Act which will provide all cities needed funds at this critical time in our history.

### [President-elect Biden Announces Senior White House Staff, Including Intergovernmental Affairs Director](#)

This morning, the Biden-Harris Transition team announced the senior White House staff, including President-elect Joe Biden's choice for the Director of the White House Office of Intergovernmental Affairs Julie Chavez Rodriguez. This announcement comes days after the Transition announced Ron Klain as White House Chief of Staff.

Here is the list of staff announced earlier today:

- Anthony Bernal, Senior Advisor to Dr. Jill Biden
- Mike Donilon, Senior Advisor to the President
- Ron Klain, Chief of Staff
- Jen O'Malley Dillon, Deputy Chief of Staff
- Dana Remus, White House Counsel
- Julissa Reynoso Pantaleon, Chief of Staff to Dr. Jill Biden
- Steve Ricchetti, Counselor to the President
- Cedric Richmond, Senior Advisor to the President and Director of the White House Office of Public Engagement
- Julie Chavez Rodriguez, Director of the White House Office of Intergovernmental Affairs
- Annie Tomasini, Director of Oval Office Operations

### **COVID Relief Federal Legislation Update**

*Via Van Scoyoc Associates, 11/19/20*

Update on the status of Phase 4 negotiations: With the current spike in COVID-19 cases, hospitalization, and deaths, polls show the American public want Congress to pass a Phase 4 COVID relief package. But surprisingly negotiations in Congress are currently stalled. Each side has taken different approaches. President Trump has stated through his staff that he will accept any bill that can be passed by Congress. Meanwhile, President-elect Biden is urging Congress to take action now with a \$2 trillion stimulus bill.

Senate Republican Leader Mitch McConnell has called for a "highly targeted" Phase 4 bill, similar to the \$500 billion HEALS Act he introduced in October, focusing on financial support for businesses and liability protections. The HEALS Act did not include direct funding to state and local governments. Senate Democratic Leader Chuck Schumer has called for a broader bill, addressing all struggling sectors, and called for bipartisan negotiations.

But until both sides can agree on the top-line number, discussions are likely to be fruitless. Top Republicans responded coolly to Biden's \$2 trillion demand, and the Chairman of the Senate Appropriations Committee was not even sure they will accept it in the next Congress. It is likely that

statement is intended to put pressure on Democrats to accept the smaller package Republicans have proposed.

Although the Phase 4 legislation is stalled, most attention and resources in Congress currently are being put into passage of the Fiscal Year 2021 appropriations legislation. The current spending deal expires December 11<sup>th</sup>, and no one wants a government shutdown during Christmas. Both chambers started having bipartisan discussions this week, with some hopes to reach a deal before Thanksgiving. VSA has heard from Appropriations Committee staff that they plan to avoid most COVID programs. Senator Roy Blunt (R-MO), who chairs the health spending panel, stated the FY21 spending package may include only the “most critical” programs that address COVID, which likely means testing and vaccine distribution funds. But Democrats know including emergency aid in the normal appropriations bill reduces pressure to pass a Phase 4 bill. So to some degree, the two bills (Phase 4 and appropriations package) are linked closely.

Thus far, President Trump has not indicated if he would support any omnibus spending deal Republican and Democratic lawmakers can reach, which has many in Congress worried. They remember that in 2018, Congress struck a spending deal with the President’s support, only to have him renege at the last minute, resulting in the longest federal shutdown in US history. And for his part, President-elect Biden has said he wants Congress to reach a deal prior to year’s end.

Finally, over the last week, Democrats and Republicans in the House and Senate held leadership elections. For the most part, the party leadership structure in place for the 116<sup>th</sup> Congress will remain the same going into the 117<sup>th</sup> Congress. Nancy Pelosi and Kevin McCarthy will remain leaders in the House, though Nancy Pelosi did announce this will be her last term as leader of the Democrats (a pledge she made in 2018). Mitch McConnell and Chuck Schumer will remain leaders in the Senate. In the coming weeks the two chambers will select the chairs of the standing committees, though with both chambers keeping their current majorities, most chairs will remain the same.

### **Vaccine Distribution Plan**

*Via Van Scoyoc Associates, 11/18/20*

Earlier this afternoon, the White House hosted a conference call for local governments to discuss the impending COVID-19 vaccine distribution plan. With pharmaceutical companies Pfizer and Moderna recently releasing information about their respective COVID vaccines, which each induce an immune response in roughly 95% of the individuals administered it, federal distribution plans have intensified.

On the call, federal health officials provided local governments some information about the two candidate vaccines. The logistics company McKesson will ship all federal vaccines (except Pfizer) through UPS or FedEx to the point of care sites. Some will require special packaging and storage, and recent developments indicate the vaccines have a shelf-life of 30 days before they must be administered.

The White House and federal health agencies on the call urged local governments to [enroll in the CDC V-TrckS System](#) to complete the necessary data use agreements. This will help each jurisdiction understand what populations they will be vaccinating. In addition, many local governments have been participating in tabletop exercises to improve readiness for vaccine distribution. They are also providing key documents to serve as a playbook.

### **Federal Coronavirus Response Programs Program Summary**

The Joint Legislative Budget Committee staff’s Federal Coronavirus Response Programs Program Summary was updated this week. It is available at [this link](#).

### **State Expenditures of COVID Relief**

The Governor’s Office announced additional allocations from the CARES Act funding received by the state for COVID-19 related expenditures: \$370 million from the Enrollment Stabilization Grant Program to K-12 school districts and charter schools. Press release at [this link](#).

Last Friday (after the City Council Weekly Information Packet was finalized), the Joint Legislative Budget Committee staff's Executive Allocation of Discretionary COVID Funding Program Summary was updated. It is available at [this link](#).

### **Governor Executive Orders**

The Governor has issued a number of Executive Orders in the past months. They can be found at [this link](#). One Executive Order was issued this week:

- Enhanced Surveillance Advisory – Monitoring the Administration of COVID-19 Vaccination, 11/18/20

### **State Legislative Committees**

This week, the Senate released the standing committees for this session as well as the names of the committee chairs and vice chairs, information at [this link](#). The House released the list of their standing committees as well as the Republican makeup of each of those committees, information at [this link](#). More information as to the full makeup of committees, including the Democrat representation, will be forthcoming.



**TEMPE**  
Community  
Council

# Seniors

**INFORMATION UPDATE**  
**FY 2019-20**



## Seniors

### Outcomes

Community non-profit social service agencies are producing meaningful outcomes that are changing and saving lives for Tempe seniors.

### Trends

Funded programs are focused on maintaining and increasing independent living factors for vulnerable older adults with low incomes.

### COVID-19 Concerns

Among adults, the risk for severe illness from COVID-19 increases with age, with older adults at highest risk. In most cases, older adults are advised to remain sheltering in place, and for many this is extremely isolating and hard to bear.

### Action Needed

Social service non-profits need additional support to meet the increasing demand for services that are only beginning to be evident including:

- Increased funding (city, state, faith-based, individual, foundation and corporate)
- Increased volunteer and in-kind contributions
- Creative, innovative programming with meaningful outcome measures
- Equitable opportunity for all
- Advocacy (federal, state and local)
- Community awareness of the challenges, discussion around solutions and support

### Partnerships

TCC funded Agency Partners and the City of Tempe human services programs work together to provide quality services and support to seniors.





# Supporting Seniors

## AGENCIES & OUTCOMES

Tempe Community Council's grant allocation process known as *Agency Review* partners with the City of Tempe to provide funding to address human service needs in the community. Grant dollars are provided through City of Tempe budgeted tax dollars/revenue, Tempe Community Council and Together Tempe contributions.

Just one outcome measure is highlighted from FY 2019/20 reports to illustrate the variety of work our partner agencies provide Tempe citizens.

### Agency Review Seniors Investment

FY 2019-20

**\$161,320**

Self-Sufficiency

#### AREA AGENCY ON AGING

(In Home Services)

**57** Tempe clients improved quality of life after receiving in-home services.

#### ASTER AGING FKA East Valley Adult Resources

(Older Adult Support Services)

**686** service contacts were received by 84 Tempe residents to support living independently in their homes.

#### BANNER ALZHEIMER'S FOUNDATION

(Dementia Friendly Tempe)

**102** Tempe caregiving participants were able to identify at least one community service, organization or resource to assist them with their caregiving efforts.

#### CATHOLIC COMMUNITY SERVICES OF SOUTHERN ARIZONA DBA VALLEY CENTER OF THE DEAF

(Transportation of Low-Income Deaf Seniors)

**28** deaf seniors in Tempe received case management services that assisted them to remain in their homes.

#### TEMPE COMMUNITY ACTION AGENCY

(Senior Independence Program)

**1,335** Tempe seniors receiving congregate or home-delivered meals reported that their quality of life improved as a result of the service.





### TRENDS

Tempe's Agency Review funded human services programs are focused on maintaining and increasing independent living factors for vulnerable older adults with low incomes.



Areas of growing concern are:



#### **Funding for Services and Rising Costs of Providing Services**

Funding for senior programming (i.e., in-home services, nutrition programs, transportation, etc.) has remained relatively stagnant for several years while costs continue to rise. As the numbers of older adults increase, it has become an ongoing challenge for providers to keep up with the requests for service, causing many individuals in need to endure longer waitlists or no services at all. Tempe Community Action Agency (Tempe's Community Action Program) Neighbors Helping Neighbors' report that only an estimated 10% of the older adults who request services, are currently receiving them due to program capacity.



#### **Independent Living and Caregiver Shortages**

The incoming population of aging adults tend to have smaller or distant families increasing the requirement for paid professional caregivers which is complicated by a labor shortage in a challenging and non-lucrative field.



#### **Understanding Gaps in Coverage of Services**

Navigating and understanding the various options across agencies, programs and services can be difficult for aging adults. Many do not understand the programmatic requirements for age, disability, income or jurisdiction. Additional concerns remain such as financial security, prevention of social isolation, affordable housing, adequate home maintenance, safety, abuse prevention and various health issues.



#### **Mortgage and Rental Assistance**

Older adults living in renter-occupied housing units are more likely to spend 30% or more of their income on housing (55.7%) compared to the general population (46.4 %).



## TEMPE

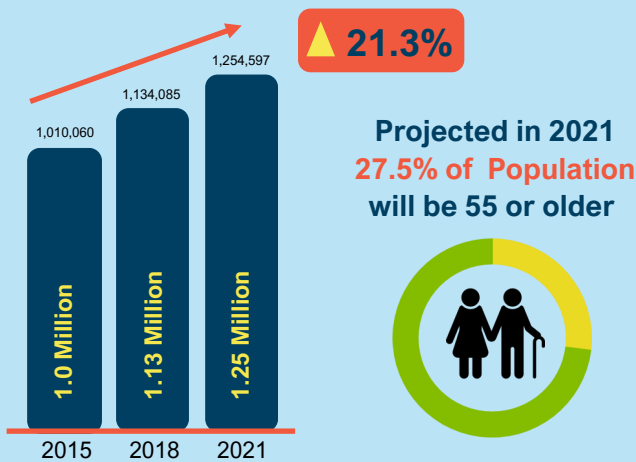


Residents 65 or older make up **10% of population**

(US Census Bureau, based on 2019 Tempe population of 195,805)

## MARICOPA COUNTY

### Aging Population 55+ on the Rise



### 1 in 10 Adults 60+ Live in Poverty



### Many 55+ Adults Live On Low Annual Incomes



(Older Adult Needs in Maricopa County 2017)

## ARIZONA

**22%** of Population are 60 and older



### Costs of Family Caregivers

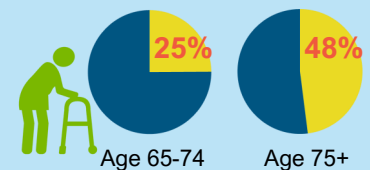


**800,000+** provide **\$9.4 billion** per year of **unpaid care**

**\$7,000** given for **care of relative** each year

**2 of 5** are **experiencing financial stress**

### Senior Disabilities Doubling with Age



(AARP Bulletin, December 1, 2017)

## NATIONAL



### Alzheimer's Rapidly Increasing

**6<sup>th</sup>** leading **cause of death**

**1 in 3** seniors die with **Alzheimer's** or form of dementia

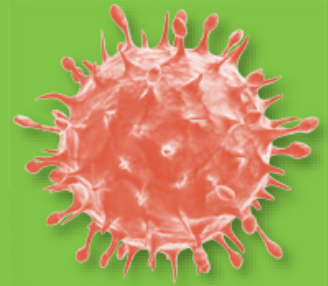
**16 million** provide **unpaid care** for people with Alzheimer's

(2019 Alzheimer's Disease Facts and Figures Report)



## COVID-19

With the spread of COVID-19, seniors are facing serious threats of infection. They represent the leading age group who contract the virus which often leads to death. The isolation and impact of significantly reduced availability of caregivers and healthcare workers puts this population at great risk. Many seniors can also be at a greater risk of infection and complications from infection. Human service providers are reporting the following challenges and concerns while responding to the COVID-19 crisis.



- Harder to get care at home
- Need help getting food and to the grocery store safely
- Increased phone contacts
- Increased in-home meals
- Being asked to travel to a lab because in-home care is not available
- Help with setting-up medications
- Bathing
- Short-term rehab and skilled nursing facilities aren't readily available
- Isolation and loneliness
- Fewer people are volunteering – don't want to make anyone sick
- Anxiety and fear of dying alone
- Senior Helpline calls are up at Area Agency on Aging (nearly one-third of total yearly call volume in a month)

## CHALLENGES

Partner agencies serving older adults report the following specific concerns for this population.



### Focus on family members as caregivers:

- More people are finding themselves in the role of sole caregiver to a family member as support services are fluctuating or diminishing (examples: in-home care, less volunteers, less access to outside services, family member out-of-state)
- Caregivers are often not in good health and are caring for family members. Many caregivers experience added financial stress.
- Caregivers need help navigating services available for their family member

### Close the digital divide:

- Awareness, knowledge, education, access to devices and internet hot spots
- Providing one-on-one technical assistance so that seniors are confident using technology and are able to connect to their service needs



## TCC, FUNDED AGENCY PARTNERS & CITY OF TEMPE

As partners in supporting senior needs, we share goals and align strategies to serve the community in the most efficient and effective ways possible.

## HUMAN SERVICES SURVEY COMMUNITY PRIORITY

# #5 of 6

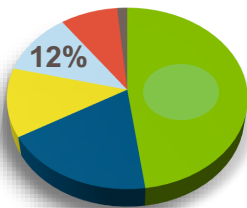
### Partners in Aging Services Working Together - A Success Story

Funded nonprofits Area Agency on Aging (AAA) and Tempe Community Action Agency (TCAA) teamed up together to immediately connect Tempe resident, Janet, 55, with home-delivered meals through TCAA's "QuickStart" option.

Suffering with severe nerve damage in her back and spine, Janet is unable to stand and prepare her own meals. AAA referred Janet to TCAA to get her promptly started with their daily meals while continuing to process her program enrollment and determine eligibility. She was subsequently approved by AAA for continued delivered meals while Janet seeks therapy for her medical issue.



### UPCOMING FY 2020-21 Agency Review Seniors Investment



**\$145,159**  
out of  
**\$1,182,205**

### QUALITY OF LIFE Tempe City Council Strategic Priority 3.10

Ensure that agencies who receive human service grants from the City, achieve their performance goals related to homeless, youth, domestic violence, working poor, seniors, and individuals with disabilities.

Prepared August 2020





# MEMORANDUM

TO: Mayor and Council  
FROM: Naomi Farrell, Human Services Director  
DATE: November 20, 2020  
SUBJECT: Adult and Youth Workforce Update

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The purpose of this memo is to update Mayor and Council on the city's Adult and Youth Workforce programs. As background, the city has a partnership with Arizona@Work-Maricopa County. Through this partnership, an Adult Workforce Specialist is available full-time at the Tempe Public Library and a Youth Career Advisor outreaches to youth from the Escalante Community Center. Both the adult and youth specialists engage individuals in career advisement and advancement including resume writing and review, interview skills practice, job searching, and connections to education and training programs. Adult workforce services are currently being provided virtually due to COVID-related restrictions for in-person services.

## **YOUTH WORKFORCE**

### **Community Outreach**

The COVID-19 pandemic and temporary closure of businesses increased the number of youth needing services. However, closures also presented challenges for youth seeking services. When the stay at home order was issued in March, ARIZONA@WORK-Maricopa County quickly developed an online inquiry form for the public to access critical workforce services virtually. The Job Seeker Inquiry form is located at [www.Maricopa.gov/findajob](http://www.Maricopa.gov/findajob) and is accessible from any computer, tablet, or smart phone. The link to the form is promoted in a variety of ways including on youth flyers, in outreach presentations, on the ARIZONA@WORK website, and on the Maricopa County Human Services Department website. Staff monitor the receipt of these forms throughout the day and follow up with clients directly via phone and email. Over 600 inquiry forms have been referred to the youth team so far.

Staff also ramped up their outreach efforts to find youth, utilizing a variety of methods including phone calls, emails, in-person meetings with organizations and youth, conducting virtual presentations, and distributing flyers. A wide variety of organizations were targeted including Food Banks, Low Income Housing, Training Providers, Juvenile Probation, non-profits and Foster Group Homes. Specific outreach in Tempe included: Rio Salado Southern, Brookline College, Tempe Union High School District Transition Coordinator, Marcos de Niza High School, Compadre High School, Head Start, Parkside Apartments, Tempe Cascade Mobile Homes, Tempe Escalante Center, Salvation Army and Tempe College Connect.

### **Escalante Center Location**

The Tempe Escalante Center temporarily closed its doors to the public in March and reopened in June. During the closure, our Career Advisor worked remotely from home and the Gilbert center to continue serving clients. He returned to the hub in June and offers the option for youth to receive services in person or virtually. From March through mid-October, 76 youth and 6 adults have visited the center seeking workforce services

During this same period, 7 Tempe residents were enrolled into the youth program.

A new Career Advisor position has been added in the East Valley to focus on outreach to low income, in-school youth, and she has been working with staff at the Tempe Union High School District and several Tempe schools.

### **Youth Success Stories**

Although the pandemic has brought challenges, our youth are still experiencing success. The following success stories originated as referrals from Tempe College Connect. One client qualified for the program and is still participating. The other client did not meet eligibility requirements for the program but continued to work with the Youth Career Advisor for workforce assistance.

We first met Princess R. at the Tempe Mayor’s Youth Town Hall where she shared her interest in participating in a paid work experience opportunity that would allow her to gain valuable workforce experience. At that time, Princess had a lot of competing priorities between family, school and work and advised that she would take care of some personal matters and later return to enroll into the Youth Workforce Program. In the interim, Princess enrolled as a first-year college student at Mesa Community College but was struggling to find a paid work experience in a business setting while she pursued her degree in sustainability. Princess returned to enroll into the Youth Program where her Career Advisor assisted her with Career Planning, Labor Market Information, Support Services, and securing a paid Work Experience funded by WIOA. Princess is scheduled to begin her work experience as an Administrative Assistant for Berge Automotive group and is looking forward to this opportunity to learn and earn money to help support her family.

Karina C. is a senior at Corona del Sol in the Tempe Union High School District. She was referred to the Youth Program because she was looking for help with her resume and finding a job in an office setting. Even though Karina did not meet the eligibility requirements for the program, her Youth Career Advisor provided other resources and support until Karina felt confident in her professional resume and interview skills. Karina was referred to the Business Services Team who helped her get an interview at a company that was hiring in her area. It was not long after the interview that Karina called her Youth Career Advisor to tell her the exciting news that she had gotten the job! Karina is now working as an Administrative Assistant with Southwest Metals Spinning Incorporated and is on her way to achieving her dreams of working in the business field after high school graduation.

### **ADULT WORKFORCE**

#### **Community Outreach**

Tempe’s Adult Workforce Specialist, Carter Ellis, has been telecommuting for the past 7 months due to the Tempe Public Library’s limited public access. Carter has been monitoring how COVID-19 has impacted the City of Tempe job seekers. The table below details his monthly client interactions and associated City of Tempe unemployment rate.

<b>Month</b>	<b>Clients Served</b>	<b>Unemployment Rate</b>
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March	89	5.4%
April	107	12.3%
May	89	8.3%
June	97	9.7%
July	82	10.3%
August	79	5.7%
September	73	*not yet reported

Prior to telecommuting, the Adult Workforce Specialist was averaging approximately 86 clients served per month. Although the numbers look similar, the challenge for job seekers is that most are not able to access the Gilbert One Stop Center due to lack of transportation. These individuals are experiencing financial hardships and prefer accessing services at Tempe Library where transit options are readily available. Currently, services are provided virtually and include customized resume and cover letter review, mock interviews, soft skills, interview etiquette and WIOA program participation. Recently, Adult Workforce has partnered with Tempe's BEST to better assist clients. The BEST Coordinator will refer clients to the Adult Workforce Specialist, and he will ensure they are registered with AZ@WORK and provide them the same services as current job seekers.

Meeting clients in person allows the Adult Workforce Specialist to better evaluate the candidate, keep them motivated while seeking employment and ensure they are job ready. When speaking with clients over the phone, they seem to have low self-esteem and state, "I'll take anything right now to pay the bills." Many of the clients are individuals that no longer want to work in retail, smaller call centers/telemarketing, and the restaurant industry for health reasons. Clients have been referred to virtual job fairs however, some have provided feedback that it's hard to sell yourself as a great candidate during a virtual interview.

Tracking placements has been challenging due to client unresponsiveness. A report at the end of the state fiscal year will be forthcoming from DES that will assist in tracking confirmed placements.

### **Business Services**

Human Services and Economic Development have been meeting to coordinate the upcoming City of Tempe virtual job fairs in partnership with Pipeline AZ, Career Connectors, AZ@WORK Business Services, and Best Companies AZ. Human Services will help to promote the events and assist partners with registration/tracking job seeker placements. Tempe clients will be contacted and invited to attend the academy/job fair. Job readiness workshops are being planned prior to the events including resume/cover letter writing, soft skills training, and interview etiquette. Currently, the AZ@WORK training team is providing a 2-hour Virtual Employment Academy open to the public.

Since March, job seekers have been referred to the following current Tempe employers: Freedom Financial, ASU, State Farm, Freescale, Drivetime (call center), Carmax (call center), Tempe Unified School District, FedEx, JP Morgan/Chase Bank, Safeway and Carvana (call center).

Since March 2020, **16 companies** with a presence in the City of Tempe **announced a layoff or furlough**. In many cases, the announcement came after the layoff event and workers were already sent home. When possible, ARIZONA@WORK provided information and resources to the company to share with the impacted staff. Some of these situations were furloughs, and the company has at least partially reopened. In other cases, furloughs have turned into permanent layoffs.



In late March 2020, ARIZONA@WORK Maricopa County Business Services contacted **2,746 businesses** throughout Maricopa County and **207 businesses replied that they were “still hiring.”** These businesses were added to a statewide “Immediate Hiring Needs” list on the ArizonaAtWork.com website. The “Immediate Hiring Needs” list was heavily promoted to job seekers and partner agencies through email blasts and on social media.

In late March / through April 2020, ARIZONA@WORK Business Services staff contacted every company that had a job posting account in AZJobConnection.gov, the statewide labor exchange system, to ensure that the job postings were current and accurate, and that the company was still hiring. Since March, **188 businesses with a Tempe address have posted open positions** in AZJobConnection.gov.

Since March 2020, ARIZONA@WORK Maricopa County Business Services provided **37 staff-assisted service to 14 businesses** with a Tempe address. Businesses include Mas Wireless, Pinnacle Senior Living, Cenlar FSB, Iridium Communications, and Safety Services Company.

ARIZONA@WORK Maricopa County Business Services continues to **actively engage with several economic development partners**, including **City of Tempe Economic Development**, East Valley Partnership, Greater Phoenix Economic Council, Arizona Commerce Authority, and Arizona Office of Economic Opportunity. Through these partnerships, ARIZONA@WORK Maricopa County provides consultation, labor market information, and direct services to local area businesses.

ARIZONA@WORK Maricopa County, in partnership with Career Connectors and Pipeline AZ, are currently planning the first of a series of **virtual hiring events specifically for City of Tempe** businesses, with a projected date of early December 2020.

On October 15th, there were **1,365 businesses with a Tempe** address with 6,265 job postings on the Internet (via their company page, or a job board service). Businesses with the most postings include: Edward Jones MUFG Union Bank Amazon Honeywell Medtronic ViaSat Bank of the West Insight Enterprises Arizona State University

Source: Gartner TalentNeuron

## **Success Story**

Tempe’s Adult Workforce Specialist, Carter Ellis, has been working with a client named Jessica Brown. She relocated from Mississippi in February of this year. She is currently a Tempe resident and Carter met with her at the Tempe Library, by email and over the phone. She recently received a master’s degree in special education and was looking for employment. New to the area, she needed assistance with job leads. Carter completely revised her resume and cover letter to reflect her skills and employment history so it would specifically target the positions she was applying for. Because it was February, there were no full-time positions available only contract. Carter found a Special Education Teacher position with the South Mountain School District and Jessica applied. Prior to her interview Carter conducted a mock interview to ensure she was prepared to answer their questions. She accepted the position and they were paying her \$40.00 per hour. In May after her contract ended, Carter met with Jessica again because the same district had a full time Special Education Teacher position posted. He repeated the same process as before. She accepted the position as a non-contract full time employee with benefits. Jessica's hourly pay is \$43.75.