

# 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](http://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](http://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](http://www.arizonaselfhelp.org) or [www.az.des.gov/faa](http://www.az.des.gov/faa). You can also apply online at [www.healthearizona.org](http://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](http://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](http://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](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](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/](http://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