

### Overview

Your business faces workforce challenges, yet you meet them with the ingenuity of doing it yourself or with a small team and limited resources. Sometimes workforce solutions are not clear and some extra help could make all the difference in business. ARIZONA@WORK, City of Phoenix provides your organization that extra help by supporting a series of workforce development solutions.

### Human Resources Support

**Recruitment, hiring, training, retention: BWDC adds oomph to your Human Resource efforts.**

The Business and Workforce Development Center delivers HR services to your door at no charge:

- HR outsourcing services
- Job postings with **ARIZONA@WORK** and **Arizona Job Connection**
- Virtual connections to skilled talent

Helping you build your hiring strategy and finding hidden and qualified candidates is one part of the sourcing services for your business human resource efforts. Phoenix has qualified personnel to help screen candidates. Only the best hiring opportunities will knock on your door. There are many steps to developing a workforce meeting your needs: recruiting, hiring, on-boarding, training, and retention. It is a service to which you are entitled being in the City of Phoenix.



**For more information:**  
[phoenix.business.center@phoenix.gov](mailto:phoenix.business.center@phoenix.gov)  
**602-256-3147**

### Recruiting Events

**We bring job candidates to you.** Set up in one of our regional job centers, or other City or partner facilities and let BWDC handle the details for a successful recruiting event—either a live event or a virtual event. We have the experience in all facets from promotion to facility setup to cleaning up. Leverage the power of the **ARIZONA@WORK–Phoenix** resources. We help attract qualified and interested candidates to the event. It is based on your need—we can set up a solo event for your company and incorporate your hiring opportunities into a group recruiting event.

### Facility Use

Use the **Phoenix Business & Workforce Development Center** facilities as your training room, use the rooms for private consultation and meetings, and take advantage of our strategic planning facilities.

### Labor Market Intelligence

Knowledge is power it is said. All the data in the world is just a group of numbers without a map. BWDC team members help businesses understand the competitive recruiting environment. You'll be able to tap into data generated by City of Phoenix or create your own with **myB!zPHX**, the small business data analytics.

## Work-Based Learning Grants

ARIZONA@WORK is the statewide workforce development network that helps employers throughout the state recruit, develop and retain the best employees for their workforce needs. By helping businesses succeed and grow, we lay the groundwork for a stronger Arizona economy and by sharing the solutions; you need to find the right employees—right here, right now—we are committed to real teamwork with you.

The following grant programs require an application submission. The city provides a continuous open enrollment period so there are no stated deadlines for applications to be submitted. Once the application is approved, a contract will be provided between the city of Phoenix and the participating company.

## Incumbent Workforce Training

Incumbent Workforce Training (IWT) is a federally funded grant program designed to meet the special needs of your organization to retain a skilled workforce. IWT grant provides financial assistance for the delivery of training programs that provide your existing employees an opportunity to gain competitive skills necessary to avoid potential separation of employment.

The Incumbent program provides up to \$50,000 in training reimbursements per company each fiscal year. The program involves a company match up to 50% depending on the number of employees in the company. The company match can be in-kind. For example, when the training is provided during working hours, the hourly wages (wages only) can be used to meet the company match.

## On the Job Training

On the job training (OJT) is an “earn-as-you learn” training connecting local employers to great job candidates that need additional industry experience to be successful. The OJT is a hands-on process of providing necessary skills, knowledge, and competencies required for an employee to perform in the workplace. The goal of the OJT is to teach basic workplace skills; however, it also instills aspects of performance expectations and workplace culture during the onboarding process.

The OJT program provides up to \$50,000 in training reimbursements per company each fiscal year. The program provides a reimbursement of 50% of the hourly wage, up to \$4,000 per eligible new hire.

## Customized Training

Customized training (CT) is “learn-then-earn” training connecting pre-hire education to employers. Pre-vocational training designed to meet specific skill needs of an employer or group of employers. The employer commits to the intention to hire successful graduates of the training program. CT is a partnership between the employer and a local training provider who agrees to customize a curriculum to the employer’s stated hiring needs.

Customized training is a 50/50 reimbursement program that pays up to \$3,000 per eligible candidate. The maximum is capped at \$95,000 per company each fiscal year.



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