



*Martha M. @WORK*

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# MSFW PROGRAM AND COMPLAINT SYSTEM

ISMIAL RANGEL

AIFC PRESENTATION **2022**

Arizona Department of Economic Security

Your Partner for a Stronger Arizona

**ARIZONA @WORK™**  
Innovative Workforce Solutions

# MIGRANT AND SEASONAL FARM WORKER PROGRAM (MSFW)

***MSFW Program consists of an Outreach team that is designed to locate and contact MSFWs (Farmworkers) who are not being reached by the normal intake activities conducted by the ES offices.***

# MSFW OUTREACH TEAM



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*SUMMARY OF OUTREACH ACTIVITY FROM JULY 2021-JUNE 2022*

Farms Visited: **117**

Number of Farmworkers contacted: **834**

Number of Partner Co-Outreaches: **45**

*Partners: PPEP, Dept. of Migrant ED, Adelante Healthcare*

Number of Field Checks: **46**

Number of H2A workers outreached: **613**

Orientations: **151**

Number of workers: **8,884**

# COMPLAINT SYSTEM

## What is a Complaint?

“A representation made or referred to a state or local one-stop center of a violation of one-stop regulations and/or other federal, state, or local employment related law.”

20 CFR 651.10

# COMPLAINT SYSTEM

The most common types of complaints that come into the complaint system are:

- Discrimination/ Harassment
- Unpaid Wages
- Health and Safety
- Workmans Comp
- Sexual Harassment
- H-2A Provisions Violations/MSPA Violations

# COMPLAINT SYSTEM NUMBERS

## MSFW-RELATED COMPLAINTS/APARENT VIOLATIONS(AV)

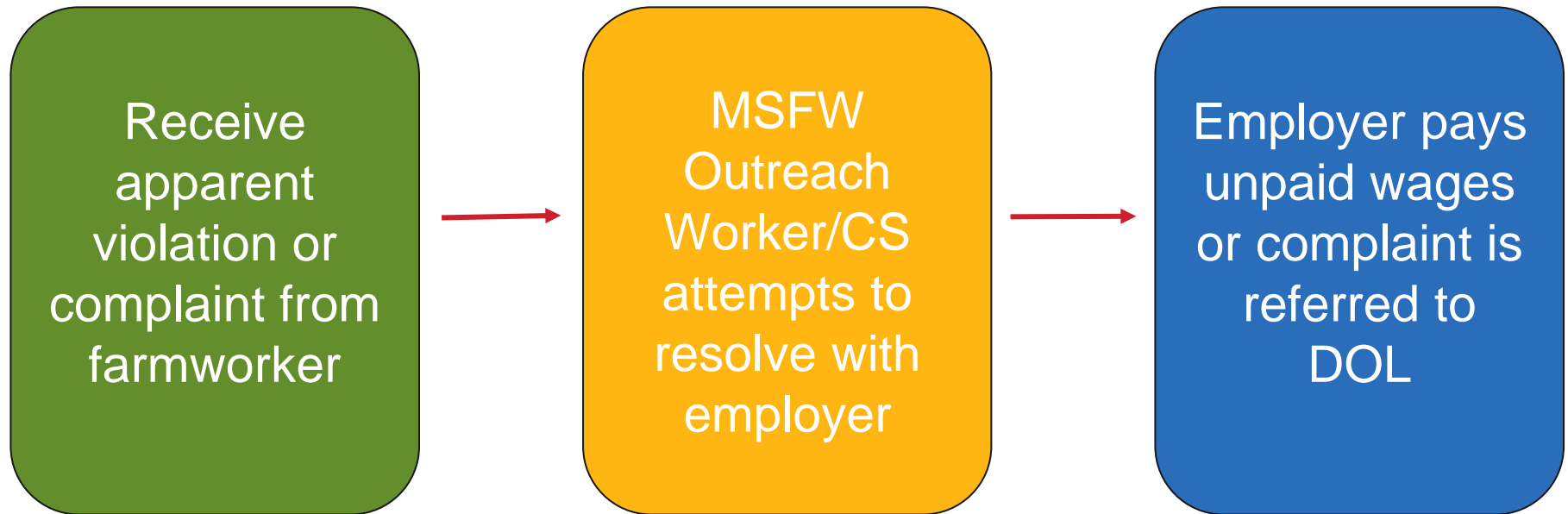
*JULY 2021-JUNE 2022*

**TOTAL: 182**

**MSFW COMPLAINTS/AV = 41**

*Most common complaint for farmworkers is unpaid wages.*

# INFORMAL RESOLUTION PROCESS





# WAYS TO FILE A COMPLAINT

- Walk into an Arizona@Work office
- Call **1-833-762-8196** option **6**
- Call, email or message on WhatsApp an MSFW Outreach Worker
- If your client wishes to file, refer to email **[Dersstatemonitoradvocate@azdes.gov](mailto:Dersstatemonitoradvocate@azdes.gov)**