

# GETTING PEOPLE BACK TO WORK

Pima County Workforce Investment Board



## **Pima County Board of Supervisors**

Ramón Valadez, Chairman, Supervisor, District 2

Ann Day, Supervisor, District 1

Sharon Bronson, Supervisor, District 3

Raymond J. Carroll, Supervisor, District 4

Richard Elías, Supervisor, District 5

## **Pima County Administrator**

C.H. Huckelberry

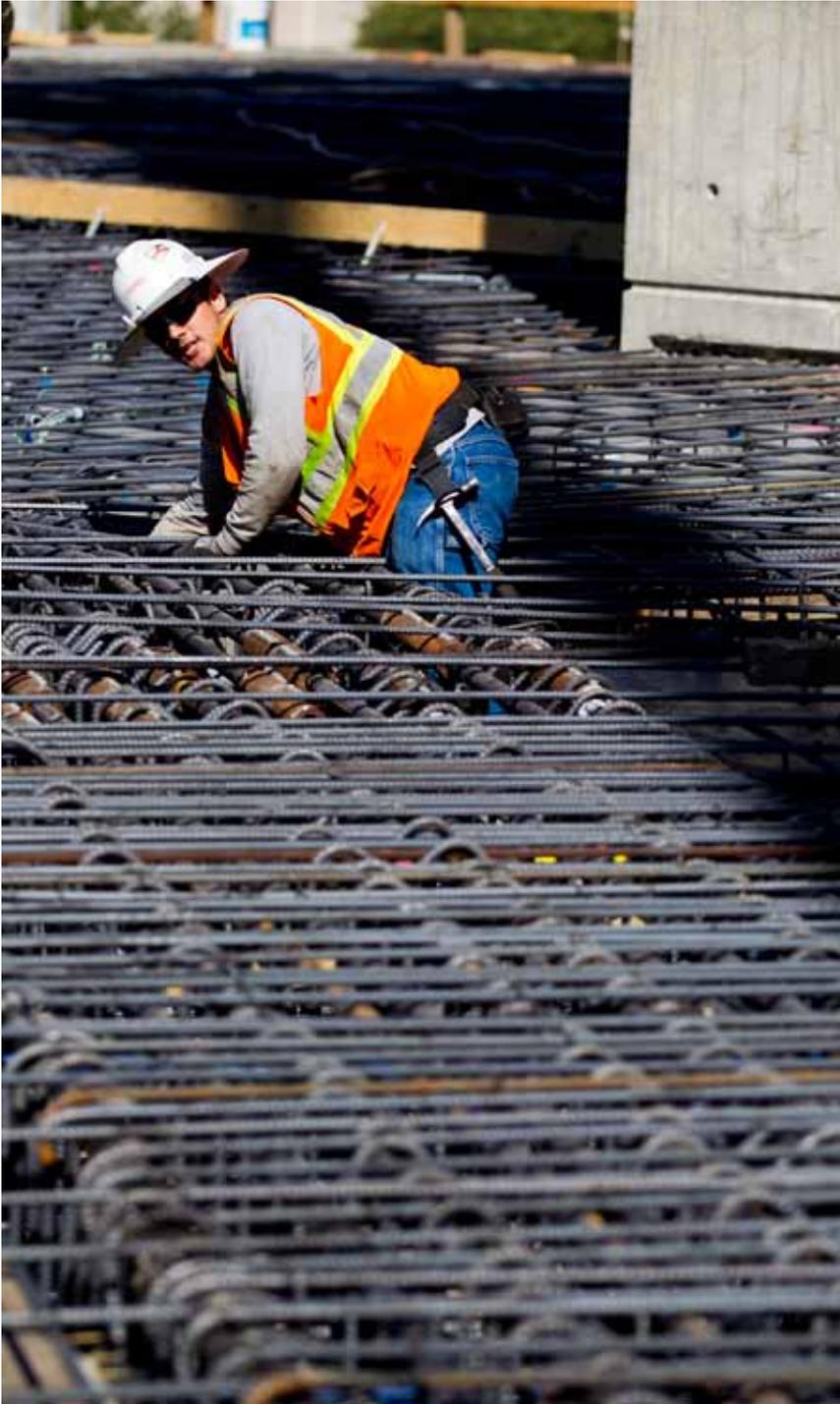
## **Deputy Pima County Administrator**

Hank Atha

**Pima County Community Services, Employment & Training**

Arthur Eckstrom, Director

2011 • 2012



2 Sturgeon Electric, IBEW 570

## STRENGTHENING OUR WORKFORCE

A trained workforce fuels our community's economic well-being. In our current economic climate, the Pima County Workforce Investment Board's role in providing local employers with skilled and qualified employees has never been more important. In this year's annual report, we highlight the key decisions, activities, and actions that demonstrate the accomplishments of the WIB and One-Stop Career Center staff in strengthening our workforce.



As you can see on pp. 9-11, more than 750 local businesses hired One-Stop clients in fiscal year 2011-2012, and the WIB and One-Stop partnered with local employers and educational and nonprofit organizations to provide training that helped employees advance in competitive companies.

Pima County opened the Kino Veterans' Workforce Center to help the growing number of veterans returning from Iraq and Afghanistan find jobs and get training, benefits and support services. Read how this center will also help employers on p.13.

Our focus on six sectors critical to our region's economy drives our efforts and ensures that we efficiently use public program resources. You can read our strategy and activities on pp. 15-17.

Smart, skilled young people are key to Pima County's economic future. The WIB's first Youth Health Care Career Expo connected about 300 high school students with information about health care careers. Read about this and the Youth Summer Program on pp. 19-21.

The WIB's monthly business meetings give its members (pp. 22-23) an opportunity to network with other business and community leaders; and to participate in and benefit from industry-related presentations and discussions.

The Pima County Workforce Investment Board works for all of us.

*Gregg R. Johnson, Chair*

I would like to thank all of the wonderful people I have worked with during the past four years as Chair of the Pima County Workforce Investment Board. I believe, as many of you do, that a trained workforce is one of most critical components of our community's economic development. I am proud of our achievements over the past four years, and I am delighted to pass the gavel to Gregg Johnson. As Campus Director of Southern Arizona's University of Phoenix campuses, Gregg is in a unique position to understand and champion the needs of our workforce and lead our Workforce Investment Board into the future.

*Clayton Hamilton, Past Chair (7/1/08-6/30/12)*



## MESSAGE FROM BOARD OF SUPERVISORS

On behalf of the Board of Supervisors, I thank the Workforce Investment Board (WIB) members for their volunteer work. We recognize the importance of their experience and knowledge of business patterns and talent development. We also thank the Pima County staff and all our partners for their professionalism and dedication in preparing qualified workers for quality job opportunities, and for their innovative practices that help us leverage millions of dollars and local resources.



As we work together to stabilize and expand the local economy, Pima County has recognized that we must continue to be responsive and creative. As such, we recently dedicated Kino Veterans' Workforce Center to help military veterans redeploy their talents in the civilian economy. We are also exploring the establishment of a Business Resource "One-Stop" Center that will offer local companies an integrated menu of services from multiple organizations. It is this spirit of innovation that originally led to the creation of the first One-Stop Career Center in the United States. Thus, we continue to explore how to best serve our clients.

We are proud of the volunteer work the WIB has done and we look to a continued partnership. We thank all our business, community-based and faith-based partners who have worked side by side with our staff. The Pima County One-Stop continues to bring together critical expertise and resources to meet the employment and training needs of our community.

*Ramón Valadez, Chairman, Pima County Board of Supervisors*



## WHAT IS THE WORKFORCE INVESTMENT BOARD?

The Pima County Workforce Investment Board is authorized by the Department of Labor and appointed by the Pima County Board of Supervisors to provide recommendations on local workforce policy and oversight of the local Pima County One-Stop system that connects eligible job-ready youth, adult and dislocated workers in local growth, high-demand industry occupations.

The Pima County One-Stop Career Center administers funding and programs under the Workforce Investment Act and is part of the Arizona Workforce Connection, a statewide network of career centers. One-Stop works to fulfill the Workforce Investment Board's vision of the *"Quality Jobs • Qualified Workers"* through the following activities:

1. Assisting people in obtaining jobs in strategic local industries.
2. Supporting employers in finding and hiring qualified employees.
3. Engaging underrepresented labor pools by removing barriers to employment.

## WHAT DOES ONE-STOP DO FOR EMPLOYERS?

- Connects employers with able and skilled workers to meet staffing needs.
- Develops and seeks funds for training for employers' existing workers and for apprenticeship programs in high-demand occupations.
- Analyzes availability of workers to meet real-time employer demand for companies looking to relocate to Pima County.
- Collaborates with the Arizona Commerce Authority and the local economic development agency – Tucson Regional Economic Opportunities – to provide the latest information on employer incentives and benefits.
- Responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers.



## PERFORMANCE HIGHLIGHTS

In fiscal year 2011-2012:

- 773 businesses hired One-Stop clients.
- 15,682 job seekers utilized our One-Stop self-service system. Of the 4,153 job seekers enrolled for Workforce Investment Act case-managed services, 81% of the adults, 86% of the dislocated workers, and 71% of the youth were successfully placed in employment.
- The Pima County Workforce Investment Board allocated \$1,203,864 in Workforce Investment Act funds to assist adult and dislocated workers with scholarships for training.
- Additional funds gave job seekers the opportunity to seek short-term vocational training classes. As a result, job seekers were able to receive training and higher education, and were placed in the following sectors:

| Sector                        | Average Wage |
|-------------------------------|--------------|
| Natural & Renewable Resources | \$18.79      |
| Aerospace & Defense           | \$13.36      |
| Logistics                     | \$13.58      |
| Health Science                | \$14.15      |
| Infrastructures               | \$12.27      |

- 37 companies utilized the Outplacement Services team to work with 1,050 of their employees during layoffs or plant closings.
- One-Stop reimbursed more than \$170,000 to 14 small companies that hired 60 people who participated in One-Stop's On-the-Job-Training (OJT) program at the companies. The program averaged an increase of 20 percent in yearly earnings for the employees.
- 300 high school students attended the WIB Youth Council's first Career and Workforce Development Expo on Health Care on Nov. 14.
- The Summer Youth Employment Program placed 1,533 young people in minimum-wage jobs with private employers and in government agencies.
- Pima Vocational High School graduated a record 50 students.
- 120 young people obtained their GEDs through Las Artes Arts & Education Center.



## TRAINING GRANTS

Workforce development partnerships benefit local companies in many ways. Following are some examples...

- ASARCO, LLC received a \$1.5 million Arizona Job Training Grant through the Arizona Commerce Authority to train current workers.
- International Logistics Solutions/Offshore Group was able to get 58 employees trained in transportation, warehousing and logistics skills. Twenty-five of them took college classes in supply-chain management and eight completed a Basic Certificate – a significant milestone for several participants who had never taken a college class before.
- FLSmidth Krebs received wage offsets to help cover their costs to train 15 production workers on the job. The On-the-Job-Training contracts were administered by PPEP, Inc., a community-based organization.
- CAID Industries received funding to train seven employees to get their Gas Metal Arc Welding certification. Southwest Gas got four fleet workers certified in Ford Bio-Diesel technology.
- Carondelet received funding to upgrade 39 patient care technicians to become Anesthesia Technicians and RNs.
- Universal Avionics received assistance to move two valued employees up the career ladder in Engineering Management and Production Management. One has already completed her degree, achieving a promotion from a nonexempt position to Manufacturing Engineer that more than doubled her earnings.

## OUTPLACEMENT SERVICES

One-Stop can provide Outplacement Services to assist employers and their employees in advance of a layoff or company closure. The services can be customized to each layoff and to each company's needs in order to help manage the workforce reduction and transition of employees into new jobs, *at no cost to employers or employees.*

Outplacement Services were made available to 37 companies carrying out closures or workforce reductions affecting 1,050 employees in fiscal year 2011-2012.



12 Pima County One-Stop

## **Pima County One-Stop Career Center** **KINO VETERANS' WORKFORCE CENTER**

Pima County opened the Kino Veterans' Workforce Center on July 16, 2012, at 2801 E. Ajo Way (next door to the Kino Service Center) to help employers hire veterans and to help veterans find jobs and get training, benefits and support services.

### **The Kino Veterans' Workforce Center offers:**

- Career counseling and job search assistance
- Computer labs and office equipment
- Occupational skills training
- Business recruitment
- Benefits counseling and claims assistance – education, medical care, disability
- Assistance with housing and other basic needs during transition to employment
- Guidance and financial assistance for training and education programs
- Adult education, tutoring and study skills
- Behavioral health services and recovery

One-Stop's partners include the U.S. Departments of Labor, Defense and Veterans Affairs; the Arizona Departments of Veterans Services and Economic Security; Pima Community College; Community Partnership of Southern Arizona and Rally Point; CODAC/Comin' Home; Tucson Veterans Serving Veterans; Salvation Army; Old Pueblo Community Services; Primavera Foundation; the Arizona Veterans Commission; SER Jobs for Progress; and local employers.

### **KINO SERVICE CENTER**

2797 E. Ajo Way  
Tucson, AZ 85713  
Phone: 520-243-6777  
Fax: 520-243-6796, 243-6797

Serves local employers and persons who have been laid off

### **RIO NUEVO SERVICE CENTER**

340 N. Commerce Park Loop, Tortolita Building  
Tucson, AZ 85745  
Phone: 520-798-0500  
Fax: 520-798-0597

Serves local employers and unemployed adults and youth

### **SULLIVAN JACKSON EMPLOYMENT CENTER**

400 E. 26th Street  
Tucson, AZ 85713  
Phone: 520-838-3300

Serves local homeless youth and adults

For more information about One-Stop services, please visit <http://www.pimaworks.com>.



## Sectors

Pima County has a Sector Strategy targeting workforce investment in industries of critical importance for the region's economy. Activities include grant-seeking, marketing, incentives and development of curriculum to align with industry needs.

**Aerospace and Defense:** The nation's fifth largest aerospace-defense industry cluster accounts for 50,000 jobs in southern Arizona, including a concentration of the highest-paid jobs, with military bases, defense contractors, and supporting manufacturers.

- The WIB provided input to Pima County's Economic Development Plan focused on aerospace employment.
- The One-Stop system partnered with employers to provide career advancement training for 66 engineering and information technology workers.

**Emerging Technologies:** This sector encompasses entrepreneurship research and development, innovation, and commercialization. These activities create primary jobs and drive competitiveness.

In related efforts Pima County WIB and One-Stop:

- Continued to explore new opportunities through its four-county southern Arizona workforce partnership - Innovation Frontier Arizona (IFA).
- Partnered with the University of Arizona Office of University Research Parks to link training resources with innovation.
- Trained seven entrepreneurs through the Microbusiness Advancement Center.

**Logistics:** The region's strategic location along the U.S.-Mexico border and key trade routes accounts for the prominence of transportation and logistics, with career opportunities in purchasing, expediting, distribution, fleet management, import-export, inventory management, supply-chain management and warehousing.

This year Southern Arizona IFA partners concluded a three-year grant focused on logistics. The project:

- Established a regional logistics education program.
- Created new certificates in Hazardous Materials, Forklift, Commercial Truck Driving, Food Safety.
- Created an Associates of Applied Science degree in Logistics and Supply-Chain Management at three colleges.
- Resulted in more than 600 credentials being awarded – a dramatic increase in the industry's talent pipeline.



University of Arizona



16 Tucson Medical Center

## Sectors

**Health Science:** Health care and bioscience are large and vibrant industries that provide a significant number of high-paying jobs in Southern Arizona ranging from traditional health occupations, state of the art health information systems, and cutting edge biotechnology businesses.

- Pima County One-Stop and Pima Community College are collaborating on a Health Professions Opportunities Grant to help low-income individuals attain high-paying jobs in the health-care industry.
- Career-ladder training is offered in nursing, medical assisting, paramedicine, health information technology, and behavioral health.
- At year two of the grant over 400 individuals have entered health-care training, well ahead of our targets.
- Employers are offered health-care apprenticeships, on-the-job training and recruitment services.
- 100 incumbent workers have completed specialized workforce training in Health Information Technology.
- A new Behavioral Health career pathway was launched in partnership with Tucson Indian Center, UA Healthcare and Community Partnership of Southern Arizona.

**Natural and Renewable Resources:** This sector focuses on the creation of “green” jobs, facilities and systems that help reduce or eliminate reliance on non-replaceable energy sources.

- Pima County has engaged 66 local employers in training such as hybrid automotive technologies; Smart Grid Management; Home Energy Auditing Weatherization; Energy Efficient HVAC; and rainwater harvesting and solar hot water systems certifications.
- The initiative provided seed funding to the International Brotherhood of Electrical Workers for a Photovoltaic Installer certification program for electrical apprentices.

**Infrastructure:** The foundations of a safe, clean, and connected community include occupations in construction, extracting natural resources, communication and utilities.

- A Construction Worker Training Grant funded rapid rollout of training or retraining assistance for 225 unemployed or under-employed adults who were previously employed in the local construction industry.
- The Arizona Sun Corridor Get Into Energy Consortium won \$13.5 million statewide and the opportunity to provide a post-secondary-apprenticeship pathway for multiple jobs in the energy and mining industries.



18 Pima County Youth Health Care Expo

## Youth Services

Pima County One-Stop Career Center offers a continuum of career development services for both youth and adults and conducts special outreach to special populations, including low-income youth with barriers to employment. Target populations include:

- Young adults who can get basic job search assistance at the Pima County One-Stop's Rio Nuevo location. Here they have access to work stations and office equipment as well as Internet Access and e-mail accounts, job leads, career exploration, interviewing skills, and employability skills.
- Youth who need additional assistance or skill training may be eligible for intensive services such as individualized career development, paid summer and after-school opportunities, Las Artes' GED Program, Pima Vocational High School, La Casita Homeless Youth Employment, occupational training, and support services.

## YOUTH CAREER AND WORKFORCE DEVELOPMENT EXPO

The Workforce Investment Board Youth Council's first Career and Workforce Development Expo on Health Care drew about 300 high school students to the Mulcahy YMCA at Kino Community Center on Nov. 14, 2012. They had an opportunity to listen to presentations, participate in discussions, and talk with professionals about health care careers.

A second expo focusing on aerospace and defense careers is planned for March 2013.

## SUMMER YOUTH PROGRAMS

One-Stop connects Pima County residents ages 14-21 with summer employment and basic education opportunities every year. Participants earn \$7.65 per hour for workforce experience placements and a stipend (variable) for basic education.

This year, 1,533 young people were placed with private employers and in government agencies; 30 attended Pima Vocational High School. All participants attend an employability skills workshop and learn a variety of workplace skills.

The goal for 2013 is to increase private employers' pledges of paid or matching-funds summer jobs or internships to 500.



Las Artes Arts & Education Center



20 Pima Vocational High School

## Youth Services

### PIMA VOCATIONAL HIGH SCHOOL

Pima Vocational High School (PVHS) is a School-to-Work Charter School started by Pima County in 2000 to help young people ages 16-21 earn a high school diploma and obtain a sustainable job through career-oriented work experience in an applied academic setting. Students also have the opportunity to work as interns in various work placements to gain on-the-job experience.

PVHS offers small classes at three campuses: John A. Valenzuela Youth Center, 1550 S. Sixth Ave.; Downtown Tucson, 97 E. Congress St., Ste. 30; and Northwest, 2600 W. Sweetwater Drive.

PVHS graduated a record 50 students in fiscal year 2011-2012.

### LAS ARTES ARTS & EDUCATION CENTER

Las Artes Arts & Education Center combines structured classroom study at 23 W. 27th St. in South Tucson with community art projects to help youth ages 17-21 prepare for general education development (GED) testing and build employability skills. Las Artes graduates make a positive transition into the workplace, higher education and have greater opportunities for sustainable employment and education with marketable job skills.

In fiscal year 2011-2012, 120 young people obtained their GEDs through Las Artes.



One of them is Abia Duchene. Abia was pregnant and four credits short of graduating when she left high school – without a job and without much hope. She realized that she needed to turn her life around when her younger sister got her GED in August 2010 after attending Las Artes. A family tragedy on her first day of class nearly derailed her determination, but she returned the following session and obtained her GED in October 2011. With Las Artes' help, she entered Carrington College's medical assistant program with financial assistance through a Pell Grant, Workforce Investment Act funds and a subsidized student loan. The medical assistant certificate program is a mix of clinical instruction, classroom lectures and a valuable real-world externship. Abia successfully completed her externship at Desert Pain Institute on Nov. 5, 2012. To become a registered medical assistant, all she needs to do is take the national certification exam and she is ready to find employment. Her story shows what can be accomplished with personal drive and dedication, and the support and opportunities Las Artes provides.

## **WORKFORCE INVESTMENT BOARD 2011-2012 MEMBERS**

**Linda Arzoumanian**  
Office of Pima County  
School Superintendent

**Hank Atha**  
Pima County

**Jacob Bernal**  
Tucson Indian Center

**Johnson Bia**  
Pima Community College

**Duane Bock**  
Consultant, Tucson Electric Power

**Clarence Boykins**  
Tucson-Southern Arizona Black  
Chamber of Commerce

**Rose Capono**  
Southwest Gas Corporation

**Nicholas Clement**  
Flowing Wells Unified School District #8

**Judy Clinco**  
Catalina In-Home Services Inc.

**Vaughn Croft**  
Office of Pima County School  
Superintendent

**Wilette Diggs**  
Raytheon Missile Systems

**Peggy Feenan**  
DES – Employment Administration

**Michael Guymon**  
Tucson Regional Economic  
Opportunities Inc.

**Clayton Hamilton**  
Outside Input LLC

**Peg Harmon**  
Catholic Community Services of  
Southern Arizona

**Chris Hazen-Molina**  
Heartfelt Workforce

**Kari Hogan**  
Portable, Practical Education  
Preparation Inc.

**Gregg Johnson**  
University of Phoenix

**Doug Jones**  
Sabino Electric Inc.

**Lydia Kennedy**  
ReActivate, New & Used Activewear

**Dorothy Kret**  
DK Advocates Inc.

**Suzanne Lawder**  
Goodwill Industries

**Charles Monroe**  
Lutheran Social Services

**Kim Murray**  
Universal Avionics Systems Corporation

**Noreen Nelson**  
Retired Aerospace & Defense

**Linda Nichols**  
ASARCO LLC

**Arnold Palacios**  
Tucson Youth Development Inc.

**Jill Pearson**  
Self-Management System Corp.

**Jonathan Peck**  
Tucson Urban League

**Lea Márquez Peterson**  
Tucson Hispanic Chamber of Commerce

**Beverly Price**  
HealthTrio LLC

**Carld Rosborough**  
Fred Acosta Job Corps

**Paul Roughton**  
New Horizons Computer Learning  
Center

**Alan Storm**  
Pima County Joint Technical Education  
District

**Laurie Vance**  
CAID Industries

**Mike Verbout**  
Int'l Brotherhood of Electrical Workers  
(IBEW) Local 570

**Frank Watts, Jr.**  
U.S. Government/Military

**Meredith Wilson**  
UniSource Energy/Tucson Electric Power

**James Zarling**  
Excel Mechanical Inc.

**THE FOLLOWING  
MEMBERS LEFT THE  
BOARD DURING THE  
YEAR AND WE THANK  
THEM FOR THEIR  
SERVICE:**

**Roger Forrester**  
Pima Council on Aging

**Jeannie Maldonado**  
Pima Council on Aging

**Jo Anne Westerman**  
M & I Bank

**Joshua Wright**  
Town of Marana

## **WORKFORCE INVESTMENT BOARD 2011-2012 LEADERSHIP**

Chair  
**Clayton Hamilton**  
Outside Input LLC

1st Vice-Chair  
Planning Committee  
**Gregg Johnson**  
University of Phoenix

2nd Vice-Chair  
Performance & Accountability  
Committee

**Noreen Nelson**  
Retired Aerospace and Defense

3rd Vice-Chair  
Board Development Committee

**Jonathan Peck**  
Tucson Urban League

4th Vice-Chair  
Youth Council

**Vaughn Croft**  
Office of Pima County Superintendent