MEETING TOMORROW’S WORKFORCE DEMANDS TODAY

Pima County Board of Supervisors
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Pima County Community Services, Employment & Training
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Pima County Workforce Investment Board
2012 • 2013
MEETING TOMORROW’S WORKFORCE DEMANDS TODAY

The Workforce Investment Board is proud to work with the thousands of businesses and more than 400,000 workers in Pima County. 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 p. 19, more than 750 local businesses hired One-Stop clients in fiscal year 2012-2013, 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.

Many business owners and managers who search for people with the qualifications they need are surprised to find that other companies in their industry often face the same skill-set challenges. Our WIB meetings are often a forum for presentations and panel discussions that begin this dialogue. The One-Stop system follows up with surveys and collaborative efforts with training institutions that may result in the redesign of training curriculum.

We are currently focusing on six sectors critical to our region’s economy. You can read our strategy and activities on p. 9.

Smart, skilled young people are a primary key to Pima County’s economic future. The WIB hosted an Aerospace Career Expo at Tucson International Airport in the spring and a Biotechnology Career Expo in the fall at BIOS at the University of Arizona. At the same time, One-Stop worked with local manufacturing companies to establish a machinist internship program for graduating seniors and provided 20 other seniors with tuition for a biotech class at the University of Arizona. We must continue to seek creative ways to connect young people to decent careers.

The WIB’s monthly business meetings give its members 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
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
THE WORKFORCE INVESTMENT BOARD

The Pima County Workforce Investment Board (WIB) is made up of leaders from local businesses, nonprofits and educational institutions who are appointed by the Pima County Board of Supervisors and who, as unpaid volunteers, provide recommendations on local workforce policy and oversight of the Pima County One-Stop Career Center.

PIMA COUNTY ONE-STOP CAREER CENTER

The One-Stop Career Center is a part of Pima County government and 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 “Quality Jobs • Qualified Workers.”

SECTOR STRATEGY

The WIB continually seeks input from local industry in order to identify short- and long-term skills shortages through several avenues:

- Most WIB meetings feature a speaker or panel from a specific industry.
- The WIB’s Planning Committee reviews data and trends.
- One-Stop’s Business Services team surveys businesses in specific industries.

As a result the WIB has identified six industry sectors that show the potential for long term growth of quality jobs:

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.

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

Logistics: The region’s strategic location along the U.S.-Mexico border and key trade routes account 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.

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

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.

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

As they run day-to-day operations, managers may not realize that they share skill shortages with other businesses in their sector. The WIB and One-Stop strive to find sector solutions by engaging industry groups and linking hands-on experts with educators and workforce professionals.

AEROSPACE AND DEFENSE

When Jim Mize, One-Stop Business Services team manager, heard an Aerospace and Defense sector report in late 2012 that there was a serious shortage of entry-level and trained machinists in the area, he surveyed sector employers and 22 verified that current technology training was not meeting their needs. The companies formed the Machining Industry Sector Engagement Group and began working with Pima Community College (PCC) to more closely align coursework with industry needs. At the same time, Desert View High School and the Joint Technical Education District (JTED) identified a group of graduating seniors who had enough basic machine tool training to qualify for internships through Tucson Youth Development Inc. with participating companies. The companies now have the youth working part time while they attend classes in the revamped Pima College program. Additionally, a tighter connection between college faculty and the businesses allows for timely dialogue about changing needs as the industry evolves.

In other developments:

• The WIB’s input to Pima County’s Economic Development Plan emphasized the long-term strength of the County’s aerospace industry. Working with local planners to improve transportation access to the major aerospace hub will make it even more fertile ground for expansion and attraction. Nurturing the aerospace sector can provide large-scale and supplier production and maintenance positions at all levels, from entry level to research and development.

• 118 young people ages 14-21 explored career opportunities in aerospace, defense, manufacturing and machining at the WIB’s free Youth Career Expo on April 10.

HEALTH SCIENCE

Both the WIB and the One-Stop system have been actively involved in health and bioscience. The WIB presented a free Affordable Care Act Forum for small businesses on Aug. 28 that included Pima County Public Health Director Dr. Francisco Garcia; Peter Beahan, a CPA with BeachFleischman PC; attorney Joel Wakefield; Jay Heydt with Crest Insurance Group; and Kathy Oestreich, CEO of Meritus Health Partners, the only nonprofit cooperative selling insurance through the state exchange. More than 200 attended.

One-Stop and Pima Community College completed the third year of the highly successful Health Professions Opportunity Grant to train low-income Pima County residents for PCC’s Pathways to Healthcare Program.
The program provides training from the college’s rich menu of offerings that lead to high-paying, high-demand jobs in health care. As its part in this grant from the U.S. Department of Health and Human Services, One-Stop recruits, evaluates and provides its highly regarded case management support system. The collaboration has already generated 628 enrollments, 406 graduates and 340 jobs.

More than 200 young people ages 16-18 explored career opportunities at the WIB’s free Youth Career Expos on health care in November 2012 and biotechnology in October 2013.

For 15 years Pima County has sponsored youth as they transition from high school to Tucson Medical Center (TMC). The LEAP (Learn, Earn, Advance and Prosper) program, managed by Tucson Youth Development, helps youth obtain nursing assistant certification. TMC follows up with tuition reimbursement. Several early graduates are now registered nurses.

In a pilot collaboration with local high schools, 20 graduating seniors were enrolled in a biotechnology class at the University of Arizona during their last semester of high school.

Each spring Pima County conducts a summer youth employment program recruitment process that identifies many youth who qualify not only for its programs but also for programs of other organizations, such as the Fred G. Acosta Job Corps Center. Sandra dropped out of high school after finishing ninth grade to care for her elderly grandmother. But she was unable to find a good-paying job without a diploma or GED. She enrolled in Job Corps’ Medical Office Support program and obtained her GED in February 2013 at age 21. She is working as a front office support staff in training at a local plastic surgeon’s office.

100 health-care 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.

LOGISTICS

The region’s strategic location along the U.S.-Mexico border and key trade routes are driving a dynamic transportation and logistics industry sector that offers career opportunities in purchasing, expediting, distribution, fleet management, import/export, inventory management, supply-chain management and warehousing.

Members of SALEO, Southern Arizona Logistics Education Organization, made a presentation as a panel to the WIB’s monthly meeting in June, and Stefan Baumann, director of business development at the Port of Tucson, updated the WIB on the inland port near Interstate 10 and Union Pacific’s El Paso-Los Angeles mainline.
LOGISTICS (continued)

It has 50,000 feet of track; manages dry, cold, and frozen storage; and provides domestic/international intermodal, box car freight, steel coils/gondola cars, and tank cars/acid transload.

Several years ago Pima County learned that “logistics” curriculum did not really exist. Working with the One- Stops in Yuma, Cochise, and Santa Cruz Counties, Pima County One-Stop Grant Writer Dorothee Harmon obtained a grant that:

• 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 Cochise, Arizona Western and Pima colleges.
• Facilitated the development of a Bachelor of Applied Sciences degree in Logistics Supply Chain from Northern Arizona University and added a Logistics concentration to the Bachelors of Applied Sciences in Supervision from the University of Arizona.
• Resulted in more than 600 credentials being awarded – a dramatic increase in the industry’s talent pipeline.

One of those credentials went to Sean, who had retired from Raytheon but realized he still enjoyed working. He took the newly created Certification from Pima Community College. At the end of it he got an internship. He did so well that the company hired him and he now makes $50 an hour.

EMERGING TECHNOLOGIES

In August 2013, Entrepreneur Magazine, recognized Tucson as one of five cities in the United States that have laid the foundation for small companies to find the investors and operational footing they need to grow big.

Pima County has 1,200 high-tech companies, ranging from established Fortune 500 companies to small start-ups, some of them resulting from technology transfer activities from the University of Arizona. The UA Tech Park features an incubator that houses start-ups and last year, the UA opened a Bio Park that will ultimately foster additional innovation.

Tech Launch Arizona, Arizona Center for Innovation and groups like Startup Tucson, Gangplank Tucson and the Arizona Technology Council all have added to the development of a foundation for a start-up ecosystem in downtown Tucson. This is enabling budding tech entrepreneurs to find like-minded peers at a growing number of shared workspace sites like Spoke6, Gangplank Tucson, Xerocraft and Coworking Connect Beta.
Pima County One-Stop Affiliates

One-Stop partner programs

Community Outreach Program for the Deaf
268 W. Adams St.
DK Advocates • 1502 E. Broadway Blvd.
Fred Acosta Job Corps • 901 S. Campbell Ave.
Goodwill Industries
1940 E. Silverlake Road, Suite 405
Las Artes Arts & Education Center • 23 W. 27th St.
Pima Vocational High School
97 E. Congress St., Ste. 30
5025 W. Ina Road
1550 S. Sixth Ave.
Project PPEP • 802 E. 46th St.
SER-Jobs for Progress • 40 W. 28th St.
Tucson Indian Center • 97 E. Congress St.
Tucson Urban League • 2305 S. Park Ave.
Tucson Youth Development • 1901 N. Stone Ave.

Pima County One-Stop Career Centers

Comprehensive multi-agency centers for job seekers and employers

Kino Service Center • 243-6777 • 2797 E. Ajo Way
Rio Nuevo Service Center • 443-6469
340 N. Commerce Park Loop, Tortolita Building

One-Stop Satellite Locations

Specialized multi-agency career centers

Kino Veterans’ Workforce Center • 520-740-4646
2801 E. Ajo Way, next door to the Kino Service Center
Sullivan Jackson Employment Center • 520-838-3300
400 E. 26th Street
Arizona Department of Economic Security
DES Eastside • 5441 E. 22nd Street • 520-584-8226
DES Northside • 316 W. Fort Lowell Road • 520-638-2230
DES Southside • 195 W. Irvington Road • 520-638-2350

All Pima County Public Library branches

Job Help programs and information for job seekers
http://www.library.pima.gov/locations/
EMERGING TECHNOLOGIES (continued)

Pima County is part of a government, education and business collaboration that has been awarded $457,000 by the U.S. Department of Commerce to develop a strategic plan for manufacturing in the southern Arizona and New Mexico region. Pima County will work with Tech Parks Arizona, The University of Arizona, to build a regional strategy for manufacturing, utilizing the region’s strength in border technology.

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.

NATURAL AND RENEWABLE RESOURCES

The “Solar Zone” at the University of Arizona Tech Park is designed to allow companies to conduct research for new photovoltaic and other sun powered systems under the area’s 311 days of sun each year. The Zone attracts both proven energy suppliers and smaller, innovative energy companies. A number of years ago local building codes were adjusted to require stub outs for solar installations in new buildings, easing the decision to install solar hot water and/or electric generation panels at the time of new construction.

One-Stop Business Services Representative Ben Barela worked with the International Brotherhood of Electrical Workers to introduce a solar module into its apprenticeship program. This module, which has since become part of the local’s curriculum, has helped make many local apprentices and journeymen and the companies they work for more competitive.

One-Stop also worked with Pima Community College to develop several new offerings.

During the past few years One-Stop connected workers at 66 local companies to training in hybrid automotive technologies; Smart Grid Management; Home Energy Auditing Weatherization; Energy Efficient HVAC; rainwater harvesting and solar hot water systems certifications.

In October 2012, Gregg took the first of eight classes in Green Building and Project Management. He earned both a ComptTIA Project Plus and Project Management Professional Certifications. In addition to the certifications, the classes expanded Gregg’s network of business contacts. He is a Project Manager for Southern Arizona Land Trust.
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.

Several years ago the One Stop's Business Outreach team found that a number of construction companies had difficulty recruiting Grade Checkers. The team worked with the companies and developed a Grade Checker Apprenticeship program, recruited potential participants who went through the program and obtained decent paying jobs.

WHAT THE WIB AND ONE-STOP DO FOR EMPLOYERS

Pima County received $4,026,613 in Workforce Investment Act funds in fiscal year 2012-13, with $2,033,803 of the funds assisting adult and dislocated workers with training scholarships.

The work done in the industry sectors has resulted in unemployed adults and youth earning the following average wages in the following sectors:

<table>
<thead>
<tr>
<th>Sector</th>
<th>Average Wage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emerging Technologies</td>
<td>$14.36</td>
</tr>
<tr>
<td>Aerospace &amp; Defense</td>
<td>$14.64</td>
</tr>
<tr>
<td>Logistics</td>
<td>$13.50</td>
</tr>
<tr>
<td>Health Science</td>
<td>$13.21</td>
</tr>
<tr>
<td>Natural &amp; Renewable</td>
<td>$18.67</td>
</tr>
<tr>
<td>Infrastructures</td>
<td>$11.56</td>
</tr>
</tbody>
</table>

More than 750 businesses hired One-Stop clients in the fiscal year ended June 30, 2013.

15,553 job seekers utilized our One-Stop self-service system. Of the 3,879 job seekers enrolled for Workforce Investment Act case-managed services, 86% of the adults and dislocated workers, and 77% of the youth were successfully placed in employment.

For more information about the WIB and One-Stop services, please visit http://www.pimaworks.com.
PIMA COUNTY ONE-STOP CAREER CENTER

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.

PIMA COUNTY ONE-STOP SATELLITE LOCATIONS

Kino Veterans’ Workforce Center
2801 E. Ajo Way (next door to the Kino Service Center)
Tucson, AZ 85713
Phone: 520-740-4646
Helps employers hire veterans and helps veterans find jobs and get training, benefits and support services.

Sullivan Jackson Employment Center
400 E. 26th St.
Tucson, AZ 85713
520-838-3300
Fax: 520-838-3320
Serves local homeless youth and adults.

Arizona Department of Economic Security (DES)
East
5441 E. 22nd, Tucson, AZ 85711
520-584-8226

North
316 W. Fort Lowell Road, Tucson, AZ 85705
520-638-2230

South
195 W. Irvington Road, Tucson, AZ 85714
520-638-2350

PIMA COUNTY PUBLIC LIBRARY

Works with the WIB and One-Stop to provide workforce services at its 27 branches.
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 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 supports services.

SUMMER YOUTH PROGRAM
One-Stop connects Pima County residents ages 14-21 with summer employment and basic education opportunities every year.

This year, more than 1,450 young people were placed with private employers and in government agencies; 30 attended Pima Vocational High School. All participants attended an employability skills workshop and learned a variety of workplace skills.

Participants earn $7.80 per hour for workforce experience placements and a stipend (variable) for basic education. They in turn spent their nearly $2 million in income at local businesses.

More than 4,500 young people applied to participate in the program this year. The goal for 2013-14 is to increase private employers’ pledges of paid or matching-funds summer jobs or internships to 500.

PLEDGE-A-JOB
The program matches youth ages 16-21 with job openings pledged by local employers who are interested in hiring youth for summer, year round, full time and part time jobs.

Employment counselors prescreen and match each youth to employers’ job requirements.
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, 5020 W. Ina Road.

PVHS graduated 62 students in fiscal year 2012-2013.

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 and higher education and have greater opportunities for sustainable employment and education with marketable job skills.

In fiscal year 2012-2013, 43 young people obtained their GEDs through Las Artes.

OTHER ONE-STOP SERVICES

Sullivan Jackson Employment Center (SJEC), in collaboration with other homeless service providers, offers training and employment services to meet the needs of homeless people seeking to enter the workforce. The Jackson Center is the only program of its type in Arizona and one of a handful of similar programs in the nation.

SJEC opened in 1986 and now assists an average of 200 homeless people to secure unsubsidized employment and transitional housing every year. At last year’s average wage of $9.17/hour and 65% retention rate, that translates into nearly $2.5 million of taxable annual income added to the local economy, in addition to savings from reduced dependency on public services.

Outplacement Services assists 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 18 companies carrying out closures or workforce reductions affecting 1,300 employees in fiscal year 2012-2013.
WORKFORCE INVESTMENT BOARD 2012-2013 MEMBERS

Linda Arzoumanian
Office of Pima County School Superintendent

Hank Atha
Pima County

Steven Banzhaf
Retired Attorney and Bank Executive

Jacob Bernal
Tucson Indian Center

Johnson Bia
Pima Community College

Duane Bock
Consultant Tucson Electric Power

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Southwest Gas Corporation

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Vaughn Croft
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Wilette Diggs
Raytheon Missile Systems

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DES – Employment Administration

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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.

Zara Larsen
The Larsen Group: Architects of Change

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Goodwill Industries

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Arnold Palacios
Tucson Youth Development, Inc.

Jill Pearson
Self-Management System Corp.

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Tucson Hispanic Chamber of Commerce

Beverly Price
HeathTriO, LLC

Regina Romero
Tucson City Council-Ward 1

Carl Rosborough
Fred Acosta Job Corps/Res Care

Paul Roughton
New Horizons Computer Learning Center

Alan Storm
Pima County Joint Technical Education District

Pamela Sutherland
Connecting the Dots

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

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

James Zarling
Excel Mechanical, Inc.

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

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Flowing Wells Unified School District #8

Linda Nichols
ASARCO

Jonathan Peck
Tucson Urban League

Laurie Vance
CAID Industries

Meredith Wilson
UniSource Energy/Tucson Electric Power

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Beverly Price
HeathTriO, LLC

• 1st Vice-Chair
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Tucson City Council-Ward 1

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• Board Development Committee
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Noreen Nelson
Retired Aerospace and Defense

• Youth Council
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Office of Pima County School Superintendent

• Past Chair
Clayton Hamilton
Outside Input LLC

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