



QUALITY JOBS. QUALIFIED WORKERS.

**MEETING OF THE
PIMA COUNTY WORKFORCE INVESTMENT BOARD**

Friday, February 9, 2018, 7:30 a.m.

Pima Community College, Community Campus
1st Floor Meeting Rooms A109-112, 401 N. Bonita Avenue, Tucson, AZ 85709

MEETING MINUTES

MEMBERS PRESENT

Jacob Bernal
Mary K. Boegemann
Dr. Vaughn E. Croft
Mary Darling
Wilette C. Diggs
Bruce W. Grant
Cristina Castro Harrington
Chris Hazen-Molina
Kari Hogan
Deron Johnson
Karen King
Dot Kret

Brad McCormick
Jaybee Nickelson
Lea Márquez Peterson
Jorge Rivero
Paul Roughton
Fabian Sandez
Dr. Alan L. Storm
Christopher Tafoya
Dr. Mark P. Vitale
Dustin Williams
Jim Zarling

MEMBERS ABSENT

Lori Banzhaf
Clarence Boykins
Danielle Duarte
Susan Hyatt Dumon
Molly Gilbert
Alex Horvath
Lee D. Lambert
Jan Leshner
Aric L. Meares
Marji Morris
Ramon Serrato
Regina Suitt
Frank J. Watts, Jr.
Jay M. Slauter

(52) GUESTS PRESENT

- I. **Called to Order:** 7:37 a.m., Paul Roughton, Chair, Pima County Workforce Investment Board (WIB).
- II. **The Pledge of Allegiance:** All
- III. **Roll Call:** Bruce W. Grant, Benefits Consultant, CBIZ Benefits and Insurance Services
- IV. **Welcome and Chair Message:** Paul Roughton, Chair, Pima County WIB
 - A. Paul acknowledged a few guests who were present and who regrettably - due to the meeting time restraints - were not invited to join today's Panel to share their programs and services:

1. Deacon Mike Gutierrez, Kolbe Society Prison Ministry, Catholic Community Services of Southern Arizona, Inc.
2. Diana Sanchez, Reentry Coordinator, Kolbe Society Prison Ministry, Catholic Community Services of Southern Arizona, Inc.
3. Karen Caldwell, Director of Workforce Development, Primavera Foundation and Second Chance Tucson
4. Chaplain Steve Martinez, Corrections Bureau, Pima County Sheriff's Department
5. Sandy Quinonez, Founder and Director, Bridge Prison Ministries

Paul also recognized and welcomed guest Chevera Trillo, Workforce Administrator and Acting Deputy Program Administrator, Arizona D.E.S., Employment and Rehabilitation Administration, Employment and Rehabilitation Services.

- V. Action Item:** To approve 01/12/18 Meeting Minutes. Dustin Williams motioned to approve; Brad McCormick seconded the motion; and all were in favor.
- VI. ARIZONA@WORK Pima County One-Stop Operator Report:** Jim Mize, SER-Jobs for Progress, Inc. reported on the ongoing work that he is doing with the ARIZONA@WORK Pima County One-Stop Partners who are working on a seamless service delivery at all One-Stop Job Centers.
- VII. ARIZONA@WORK Pima County One-Stop Report:** Charles Casey, Director, Pima County Community Services, Employment and Training (CSET) reported on the following:
- A. If anyone is aware of a company that is planning to lay off employees please contact the Rapid Response unit at 520-724-6738.
 - B. The WIB Youth Council hosted the "Justice Careers" Youth Career Expo on Wednesday, February 7, 2018 and 75 Pima County youth attended the Expo that was held at the Tucson Police Department Westside Police Service Center.
 - C. The Pima County 2018 Summer Youth Employment program is accepting applications from now until 03/09/18.
 - D. Under the required WIB Duties under WIOA, the four year Pima County Local Plan will need to be reviewed and modified as needed and will be due in June 2019.
 - E. The State Plan is being reviewed and modifications are due to the Department of Labor in March 2018.
 - F. Dec. 2016 to Dec. 2017, from the BLS Monthly Establishment Payroll Survey:

Manufacturing	+0.9%
Aerospace Products	+4.2%
Construction	+1.4%
Retail	-2.1%
Health	+1.8%
Nat'l Resource/Mining	-0.0%
Transport, Warehouse and Utilities >	+5.8%
Business Support Services	+0.9%

G. Pima County (preliminary) --per Az Research Administration, from the BLS Monthly Household Survey:

	<u>Dec 17</u>	<u>Dec 16</u>
Unemployed	20,100	20,600
Unemp Rate	4.2%	4.4%
Employed	456,800	451,200
Labor Force	476,900	471,700

- H. Unemployment Insurance Claims - 1,852 Pima County residents received payments from the Unemployment Compensation fund between January 22 and January 26, 2018.
- I. Typical Responses to *Low Unemployment* - Drop drug tests. Forget background checks.
- J. National average hourly earnings up 2.9% — best year-to-year wage increase since 2009. Arizona’s wages rose 2.5%. Wages have been a slight disappointment in recent months as many economists have expected the low level of unemployment to create more wage pressures in the economy. --*January 2018 Employment report*
- K. Arizona is requesting a waiver to impose additional requirements for AHCCCS recipients. Those ages 19 and 55 would have to work at least 20 hours a week. Work could include GED prep, college classes, and community service for those leaving prison. Note that there are exceptions and many people on AHCCCS who already work.
- L. In 2016, 13,857 persons were released from state and federal prisons in Arizona.

VIII. “A Second Chance for Returning Citizens” Panel:

Facilitator – Julie Neff-Encinas, Probation Education Program Coordinator, Pima County Adult Probation began by saying that there ways that family and friends can help a returning citizen with their reentry into the community and workforce. In general, getting things done, feeling productive and setting and accomplishing goals are the best ways to help someone take positive control back to their own life after having little ability to make decisions on their own while incarcerated. Of course, providing a welcoming space to live is the number one way to help someone coming out of incarceration. Involving the returned citizen in pro-social activities such as volunteering for any service agency builds new relationships with other pro-social contacts. Helping a family member or friend connect to the community organizations that are represented in this room and on today’s panel is a huge help. The returning citizens may also visit a One-Stop Job Center for several resources including signing up for classes such as employability skills and computer basics. The Pima County Adult Probation Department’s Adult Education and Pima Community College’s Adult Basic Education programs can help them finish off any GED tests they have not yet passed or help them brush up on the skills to score well on the AccuPlacer if they want to study at Pima College.

Aracelli Corona, Reentry Affairs Coordinator, Federal Correctional Complex Tucson, provided information on the Complex’s preparation process and the utilization

of community partners to facilitate a successful reentry for the returning citizens. The returning citizens are provided opportunities to speak with halfway houses and community organizations prior to being release to help them prepare for their release. Aracelli and one ARIZONA@WORK staff person meets with the soon to be released citizens to explain about the training, apprenticeships, and WIOA programs and services that are available for them.

Tim Tucker, Deputy Workforce Administrator, Governor Goal Counsel to Reduce Recidivism, State Reentry Program, Workforce Development Administration, Arizona Department of Economic Security shared information about the partnership with the Arizona Department of Corrections to fulfill Governor Ducey's January 2017 State of the State address key initiative, and how officials planned to launch an employment program inside three state prisons – Tucson, Lewis, and Perryville – that now have ARIZONA@WORK employment specialists connecting inmates with background-friendly employers. Governor Ducey wanted to add employment centers in prisons because employing ex-prisoners goes a long way toward reducing the recidivism rate and creating safer communities. In 2016, the Counsel worked with veterans with an initiative to help them get job ready and what they needed to do to get ready. In September 2017, the program boosted up after Governor Ducey's announcement in January 2017 for Perryville, the women's prison, Buckeye, and Tucson. Each were equipped and staffed within seven weeks. Most prisoners get released into Maricopa and Pima Counties. One of the Tucson locations who assists is Gospel Rescue Mission. 88% in Pima County and credit is given to Kinney and the Arizona Department of Corrections team along with the Pima County community that has embraced this population. At the Parole offices, there will be ARIZONA@WORK staff working full time to help those individuals. They are starting to look at the Juvenile Detention Center in Maricopa County to see how they may be able to assist that population. 63% being released in Maricopa County and the next majority being released in Pima County.

Terrance Cheung, Program Manager, MacArthur Foundation Safety + Justice Challenge, Pima County Administration shared information and an update on the work being done with The John D. and Catherine T. MacArthur Foundation's Safety and Justice Challenge. Terrance explained that incarceration equals 4.4% of the U.S. population. 1 million in U.S. are incarcerated. 4.4% of the world are prisoners. The Challenge is a 5-year, 400 site initiative to lower jail population in the U.S. Pima County was first to receive funding because of the strategies developed. Prisons are for people who must serve more than one year because of committing a higher crime. Jails are more for misdemeanors but sometimes a felony and the person would be sentenced to stay for one year or less. Pima County's Pretrial Services is a leading model in the nation. Pretrial Services screens the person who has been arrested and when the person has felony drug charges, they are referred to a specialty program such as Cenpatico rather than serving jail or prison time. An appointment will be scheduled within seven days. Strategy Two is reducing or failure to appear Warrants. There is a huge Pima County population who forgets to go to court and the judges aren't always lenient which can spiral a person's life out of control. Terrance's office is trying to expand Court hours during the week and on weekends to help accommodate individuals who need to deal with their warrants and not interfere with their work or school. Some warrants do get quashed at the events. The next Warrant Resolution event is 03/03/18. A Criminal Justice Reinforcement Unit has been formed by C.H. Huckelberry in case Pima County does not receive the MacArthur Foundation grant funds again. The grant application deadline is April 2018.

Danny Howe, Workforce Development Specialist, Pima County Community Services, Employment and Training shared his experiences, expertise and best practices for employers who are willing to work with and hire returning citizens. Danny said he owns and operates one female halfway house and one male halfway house, and they house 22 individuals each day. Danny said that he served six years himself and discovered that those who are closest to the resources are not always the best people to assist returning citizens. Danny was able to get rights restored. Danny believes that it is difficult for the returning citizens to answer the felony question on job applications. Realistically, he tells the inmates about the barriers that they will face to help them understand and be prepared in hopes of reducing nervousness and preparing them to be patient. He lets them know that they will have to work hard to get a job and/or to do what they want - whether to work or pursue a higher education. Danny connects clients with apartment complexes that he knows will rent to the returning citizens because not all complexes will welcome them. It is very important that the person do the seeking and talking to the resources themselves. As far as hiring the returning citizens, some employers have told Danny that the returning citizens who do not have transportation have caused some occasional problems because a lack of transportation often results in an absence.

Joaquin A. Murrietta, LEAP Program Coordinator, ARIZONA@WORK Pima County One-Stop, Pima County Minimum Security Facility shared information about the LEAP. Joaquin explained that Level 1 are the services offered in the Jail and Level 2 are the services operated out of the Pima County Sullivan Jackson Employment Center. After the returning citizens' resumes are completed, they are reviewed for their skills so they are sure to present themselves and focus on their skills and not they were just released from jail. Joaquin said he sees that the jail records begin to be forgotten by the employer as time goes by and after the returning citizen has proved to the employer that they are a good worker and do have good skills.

Elise Townsend, Drug Treatment Alternative to Prison (DTAP) Job Developer, Primavera Works, Primavera Foundation shared information about the reality of one-on-one connecting, experience with identifying and working with employers, training staff, motivating returning citizens to value their skills, her success in matching employers with appropriate employees, and said that the returning citizens who aren't motivated, may weed themselves out. Elise also stresses to the returning citizens about the importance of having their own 30 to 60 second elevator speech that focuses on the positive steps they've taken to reintegrate into the community successfully and that includes their positive traits and skills for networking and job interviews. Elise said that DTAP helps participants who have more than a five year sentence at the Arizona Department of Corrections. DTAP intervenes and provides an opportunity for the person to work with DTAP for up to three years depending on their nonviolent crime. DTAP attempts to keep the person out of jail and off the streets. Getting treatment for the drug addiction is what provides them with resources and Elise works closely with the Workforce Development staff person. The returning citizen must have the courage and knowledge of how to approach the employers. The resources include resumes and additional assistance is needed such as helping them to assess their situation and determining goals. Some are 40 and 50 years old and may already be convinced that they have limited skills. Of course the person may be nervous during interviews knowing what their background may be and with a feeling that something like dishwashing is their only skill or maybe even believe they will not get hired even as a dishwasher. Elise said that the person's

elevator speech, which is 30 seconds or less, is very important when the person is asked a question so they don't reply with "I just got out of prison" but rather speak about what they can bring to the table/job. Elise suggests that the person use positive information such as if she were to ask the returning citizen's mother or friend...what would they say about the returning citizen? She explains that the four positive words are what a person may use to begin to sell yourself.

John Zimmerman, Program Manager, Pima County Reentry Center, Arizona Department of Corrections, explained that the Reentry Center is part of Parole. Prior to release, the men and women spend a percentage of their time working with Self-Improvement Programs that are mandatory programs and include Re-Entry and Cognitive Restructuring along with other programs. Among 1,300 men, 60 of the men are housed because they have trouble finding housing. We engage and collaborate with organizations such as the ones who are present here today. Health needs are provided right away. If they have traffic violations or misdemeanor that prevent them from obtaining their driver's license and the courts system works with them by either dismissing charges or maybe lowering and combining fines and setting up a payment plan that is affordable based on their wages. They house them for a short time but it is a high energy program to help package them back together so they are prepared to enter society.

Abel Cruz, Owner/President, Southwest Iron Works explained how he was initially hesitant to hire returning citizens. His office assistant is who brought the "hiring inmates" program to Abel's attention and after the assistant's persistence, Abel agreed to look into it and decided to hire returning citizens. Abel said that he has had good experiences with the returning citizens that he has employed and he believes that they do have good work ethics. Abel said "thank you" to Danny Howe for sharing his "Hug a Thug" motto. Abel's customers have always come first and he is glad he decided to hire the returning citizens. Elise introduced him to the DTAP program. Abel said that when his company advertises for a position, they receive atleast 100 applications and not even half will show up or follow up. Several applications have turned him off and then he finally came across a returning citizen's application, he hired the person, and the person ended up being a great worker. Abel said he has had great success working with the returning citizens.

Julie Neff-Encinas closed by reminding employers to please consider giving a chance to someone who has a criminal history. The research says they are more loyal and they will stay with a company longer which helps to save money.

IX. Next Meeting: Friday, March 9, 2018, 7:30 a.m.

X. Adjourned: 9:00 a.m.

Workforce panel explores second chances for former inmates

A panel of experts spoke at the Feb. 9 meeting of the Pima County [Workforce Investment Board](#) on ways in which local employers could offer “A Second Chance for Returning Citizens.”

The citizens they spoke of are former inmates desperately in need of steady employment. And with unemployment levels at near-record lows, employers are finding skilled workers more difficult to find. It’s why one employer said he finally paid attention when his office manager suggested they give a former inmate a chance.

“I resisted at first,” Abel Cruz, CEO of Southwest Iron Works, said. Specifically, his staff worked with the Pima County Attorney’s Office’s [Drug Treatment Alternative to Prison \(DTAP\) Program](#). The program provides treatment and rehabilitation, instead of prison, for substance-addicted defendants.

“They did it all for me, the background check, everything,” Cruz said. “I’ve had great success with the program and never would have thought of it before.”

Elise Townsend, a job developer with Primavera Foundation who works with DTAP, described how difficult it can be to encourage former felons that they can aspire to meaningful employment.



Photo: Panelists, from left, Abel Cruz, Tim Tucker, Danny Howe, Elise Townsend and John Zimmerman (Arizona Department of Corrections).

“We teach goal mapping,” she said. “Imagine if you’re socially awkward. Then you pile four drug felony convictions and five years in prison on top of that.”

“We tell them, ‘Teach me about yourself in 30 seconds. What is your elevator speech?’”

DTAP isn’t the only program offering second chances. The [Federal Bureau of Prisons](#) offers a job skills program for those about to be released that includes job skills fairs, resume preparation, practice interviewing and more.

Similarly, Gov. Doug Ducey established Second Chance Centers at three state prison facilities in collaboration with the [Arizona Department of Economic Security](#) and [Arizona Department of Corrections](#). The centers -- the Arizona State Prison Complex (ASPC)-Perryville in Goodyear, ASPC-Lewis in Buckeye and ASPC-Tucson – prepare inmates for employment when they’re within 60 days of release.

Tim Tucker, deputy workforce administrator with the program, said 55 percent of the inmates in the program are finding employment upon release. That number jumps to 88 percent at the Tucson prison, which is why the state is looking to add up to 200 more inmates to the effort.

Panelist Danny Howe offered a unique perspective. He's a workforce development specialist with the Pima County One-Stop Career Center, who – before he took a job behind a desk – spent time behind bars. Howe also runs two halfway houses where newly-released individuals live while adjusting to life on the outside.

Howe stressed that service providers need to do more than offer support and good wishes to former inmates.

“So many people have this ‘hug a thug’ mentality,” Howe said. “But these guys need to be connected to resources. They need housing, transportation and employment to be successful.”

Terrance Cheung, program manager for the [Safety and Justice Challenge Grant](#), supports helping inmates find meaningful employment. But he'd like to see fewer men and women getting incarcerated to begin with.

Pima County is one of 20 implementation sites across the country to receive funding from the [John D. and Catherine T. MacArthur Foundation Safety and Justice Challenge](#). Its goal is to reduce jail numbers by addressing the main drivers of the County's jail population.

Cheung noted that services for inmates tend to be more robust in prisons, which is why this grant concentrates on jail populations. For example, many people land in jail for failing to make a scheduled court appearance to resolve often minor issues, like traffic violations.

One solution the Safety and Justice Challenge has employed is offering Warrant Resolution Events, where individuals with outstanding warrants and other legal issues can get those issues resolved by meeting with judges and magistrates at sessions held at night or on Saturdays. The [next warrant resolution event](#) is March 3.

The panelists agreed their second-chance efforts aren't meant to give a pass to those who have broken the law.

“But should their sentence continue after their release?” asked Julie Neff-Encinas, a program coordinator with [Pima County Adult Probation](#) who moderated the discussion. Townsend, with the County Attorney's DTAP program, agreed.

“You just have to give them hope.”

Resources:

[Second Chance Tucson](#) provides employment opportunities for people overcoming a prior conviction to establish a prosperous future.

[The Safety and Justice Challenge Grant](#) seeks to reduce jail populations.

[Drug Treatment Alternative to Prison](#) enables drug-addicted criminal defendants to plead guilty to an offense and then enter a residential, therapeutic community treatment system as an alternative to a prison sentence.



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