



QUALITY JOBS. QUALIFIED WORKERS.

Meeting of the Pima County Workforce Investment Board

Friday, April 12, 2019, 7:30 a.m.

Pima Community College Community Campus
Meeting Rooms A109-112, 401 North Bonita Avenue, Tucson, AZ 85709

Meeting Minutes

Members Present

Aric L. Meares, Chair	Jan Leshner
Dr. Mark P. Vitale	Regina Suitt
Dr. Vaughn E. Croft	Mary K. Boegemann
Danielle Duarte	Dot Kret
Molly Gilbert	Jim Zarlino
Paul Stapleton-Smith	Marji Morris
Jorge Rivero	Michael Guymon
Karen King	Mary E. Darling
Alex Horvath	Dr. Margaret Higgins
Steve Freeman	Brad McCormick
Frank J. Watts, Jr.	Kathy Prather
Susan Hyatt Dumon	Deron Johnson
Maria S. Sopher	Carol Stewart

Members Absent

Dr. David Doré	Gina Pleas
Bruce W. Grant	Fabian Sandez
Kari Hogan	Dustin Williams
Fabian Sandez	
Ramon Serrato	
Jacob Bernal	
Clarence Boykins	
Bruce W. Grant	
Cristina Castro Harrington	
Chris Hazen Molina	
Laura Oldaker	
Lea Márquez Peterson	

(33) Guests Present

- I. **Called to Order:** Aric L. Meares, Chair, Pima County WIB, 7:37 a.m.
- II. **The Pledge of Allegiance:** All
- III. **Roll Call:** Marji Morris, Human Resources Program Manager, Workforce Development & Talent Acquisition, Tucson Electric Power Company
- IV. **Welcome and Chair Message:** Aric L. Meares, Chair, Pima County WIB, reminded meeting attendees about the 04/17/19 Front Line Staff Professional Development and Cross-Training and a representative from each of the One-Stop Job Centers should be attending. The map that is in the ARIZONA@WORK Pima County One-Stop Workforce Development Plan will be emailed to WIB members and guests to remind everyone as to where each Center is located.

Thank you to the 04/17/19 organizers and presenters:

1. Arnold Palacios, Director, Pima County CSET
2. Gabe Loyola, Pima County CSET Contractor, Loyola and Associates
3. Jim Mize, One-Stop Operator, ARIZONA@WORK Pima County One-Stop
4. One-Stop Partners, ARIZONA@WORK Pima County One-Stop

This will be a great opportunity for new staff to learn about the One-Stop system, and for all attendees to learn how they are key to Pima County's integrated and expert intake process for all customers entering any of the One-Stop Job Centers.

As we all work to improve processes and services for workers, job seekers, and employers - we also need frontline staff who are highly familiar with the functions and basic eligibility requirements of each Partner Program so they may:

- ✓ Appropriately assist customers;
- ✓ Make knowledgeable referrals to Programs - as needed and as appropriate; and
- ✓ Be provided with the authorized scope of the Program.

Thank you to Jim Mize and the Partners for creating the list of all the Partner Programs and services offered inside and outside of the One-Stop system.

This "Partner Programs" resource will be shared on 04/17 and attendees will be asked to help complete it during the 04/17 Training.

This Cross-Training should leave attendees with a clear understanding that all One-Stop staff, no matter which Partner or Service Provider they represent, they all represent the ARIZONA@WORK Pima County One-Stop system.

One-Stop Partners will share expertise about the needs of specific populations so that all staff can better serve all customers.

It sounds like a very exciting, learning opportunity and thank you to all the staff who will be covering the Front Desks at each of the One-Stop Centers.

- V. Action Item:** To approve the 03/08/19 WIB Monthly Meeting Minutes. Steve Freeman motioned to approve the 03/08/19 WIB Meeting Minutes; Dr. Vaughn E. Croft seconded the motion; and all were in favor.

VI. National Association of Workforce Boards (NAWB) "2019 Forum"

- A. Mark P. Vitale presented a video that he created with Danielle Duarte during the Forum and an 8-minute podcast that he and Danielle created. The link to the podcast will be emailed to WIB members and guests if anyone wants to hear it again or listen to the other podcasts.
- B. The following Pima County representatives attended different Forum sessions and shared information:

1. Dr. Ian R. Roark, Vice President of Workforce Development, Pima Community College (PCC), confirmed that Larry Lucero will be missed.

Ian informed the meeting attendees that if they didn't already know, Lee D. Lambert, Chancellor, PCC, resigned from the WIB and joined the NAWB board of directors.

Ian believes that Pima County had a fairly good presence in D.C. and it was a good experience.

One of his take aways was on the topic of work-based learning and apprenticeships. They require great balance between programs and policies. The Workforce Innovation and Opportunity Act (WIOA) states that the term career pathway means a combination of rigorous and high-quality education, training, and other services. Among the requirements, is to prepare an individual to be successful in any of a full range of secondary or postsecondary education options, including apprenticeships registered under the National Apprenticeship Act.

The term recognized postsecondary credential means a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State involved or Federal Government, or an associate or baccalaureate degree.

Ian said it is very important that whatever the program, they need to be designed to accommodate the clients.

There is value of a good recognized credential. We need to educate the community, parents, and young people about the non-recognized credentials. There are national, state, and local barriers that prevent organizations from moving forward so we need to work together to remove the barriers.

Ian said the NAWB is scheduling Listening Tours in order to hear from local areas and Tucson was mentioned as one of the sites to be visited. The NAWB has Chamber of Commerce, State and Local Workforce Boards, and business CEOs and Presidents/Owners on their board of directors.

Ian confirmed that he would like to attend future Forums because it was beneficial and informative this year.

2. Arnold Palacios said that he believes that Arizona was represented very well. He attended a youth-related session and compared to what we are doing in Pima County, we are ahead of the curve.

WIOA states that the use of funds for Out-of-School Youth (OSY) workforce investment activities have priority and for any program year. Not less than 75 percent of the funds must be allotted and available for statewide and local areas to provide youth workforce investment activities for OSY.

The amount may be decreased to not less than 50 percent for a local area in the State if the local area is unable to use at least 75 percent of the funds to serve OSY due to a low number of OSY.

Pima County began working under WIOA with nearly 100% of OSY and may be lowering the number back to 75 percent and focus on 25% In-School Youth (ISY) who need to or are looking at pathways from high school to college, and to employment.

One local area said they organize practical job fairs that are in reverse of what we are used to. The young people sell themselves to the employers rather than the employer selling themselves to the job seekers.

Another discussion involved the coordination of workforce development with community colleges and platforms used to communicate and deal with the Family Educational Rights and Privacy Act (FERPA). The collaboration and technology is something Pima County should be looking at.

3. Nils Urman, Business Services Team, Pima County CSET, said he believes there was an underlying message that was related to experiential learning. The workforce system in the US was reacting to a need. There may have been 400 – 500 attendees and it was the largest Forum that he has attended. Nils believes people attended so they could understand and find out how to transition in to the WIOA. There were several short-term trainings on topics that ranged from board operations, including governance, and strategic visioning.

He also believes that Pima County is ahead of the curve with its strategies and ongoing efforts to work with the schools, PCC, training providers, employers, and other key stakeholders.

It can be challenging for the One-Stop system to work with employers but we need to and we are learning and working on how to do this better.

We do need to add technology to support our clients. An iPhone application (app) could be available so clients may access online information and read about services that we provide and another app could allow them to schedule an orientation or other appointment with an Intake Specialist or Workforce Development Specialist.

4. Danielle Duarte, Talent Acquisition Director, Hospitality Staffing Solutions, LLC, said she attended an Open Session sponsored by Snap-on Tools and the presenter talked about the American worker and said the best thing we can do for the workers is to provide good work.

San Bernadino is working hard to provide internships for all of their high school seniors.

Another session Danielle attended was on the impact of the opioid crisis on our workforce. Every day, more than 130 people in the United States die after overdosing on opioids. The misuse of and addiction to opioids - including prescription pain relievers, heroin, and synthetic opioids such as fentanyl - is a serious national crisis that affects public health as well as social and economic welfare. The Centers for Disease Control and Prevention estimates that the total "economic burden" of prescription opioid misuse alone in the United States is \$78.5 billion a year, including the costs of healthcare, lost productivity, addiction treatment, and criminal justice involvement.

Michael Guymon said he met with the Arizona Chamber of Commerce about the opioids crisis and they are working on addressing the issues.

Michael asked Ian what is the lowest hanging fruit and the policy that the chamber and others can help with?

Ian replied that allowing dual enrollment at PCC for high school students would help.

Kathy Prather said that unfortunately there was a Bill that was introduced and was not heard. Rusty Beard didn't want to hear it.

Kathy also said that the 4th year funding was also denied. Rusty Beard refused to listen this Bill also.

Ian said the 24% cap means for example that if a high school counselor and a PCC counselor received a list of sophomores who were in a manufacturing program, they could only keep 25% of those sophomores in the program, by the current state law.

Larry Lucero said maybe we should change the words from *dual enrollment* and use different words so the legislators won't automatically think that a student is paying for two educations.

C. Mark thanked everyone for sharing and the WIB members and guests gathered into three groups to share and discuss three Forum topics that will be featured at the 08/09/19 WIB Retreat:

1. Danielle Duarte led the *Alignment of Stakeholders and Efforts for Increased Collaboration* discussion.
2. Arnold Palacios and Nils Urman led the *Development of Apprenticeships and Internships* discussion.
3. Dr. Mark P. Vitale led the *Experienced and New WIB Members Onboarding and Mentoring* discussion.

Aric announced the WIB Retreat and asked members and guests to SAVE THE DATE: 08/09/19, 7:30 to 11:30 a.m. The location is to be determined. Notes from the above discussions will be shared and used for the Retreat.

VII. Call to the Public: Nils Urman recognized and thanked the Business Services Team for assisting with the most recent Rapid Response (RR) events that were held for the Arizona Daily Star and Concentrix which is a Customer Call Center. Three of their company contracts ended and 785 Customer Call Center Representatives were affected. 59 employees were affected at the Star and 24 attended a RR information session.

Dr. Vaughn E. Croft congratulated and recognized PCC and Fred G. Acosta Job Corps for their 50 Years in existence.

VIII. Next Meeting: Friday, May 10, 2019, 7:30 a.m., Pima Community College
29th Street Coalition, 4355 E. Calle Aurora, Tucson, AZ 85709

IX. Adjourned: 8:57 a.m.