



QUALITY JOBS. QUALIFIED WORKERS.

Public Notice of Meeting of the Pima County Workforce Investment Board

Friday, October 12, 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

Mark P. Vitale, Vice Chair
Vaughn E. Croft
Bruce W. Grant
Danielle Duarte
Christopher Tafoya
Steven C. Freemon
Michael Guymon
Mary E. Darling
Molly Gilbert
Marji Morris
Alex Horvath
Dot Kret

Deron Johnson
Jorge Rivera
Chris Hazen Molina
Kari Hogan
Regina Suitt
Kathy Prather
David Dore
Francisco Padres
Karen King
Susan Hyatt Dumon
Margaret Higgins
Clarence Boykins

Members Absent

Jacob Bernal
Wilette C. Diggs
Cristina Castro Harrington
Brad McCormick
Aric L. Meares
Lea Marquez Peterson
Paul Roughton
Fabian Sandez
Ramon Serrato
Paul Stapleton-Smith
Frank J. Watts, Jr.
Dustin Williams

(33) Guests Present

- I. Called to Order:** Mark P. Vitale, Vice Chair, Pima County WIB, 7:40 a.m.
- II. The Pledge of Allegiance:** All
- III. Roll Call:** Michael Guymon, Tucson Metro Chamber
- IV. Welcome and Chair Message:** Mark P. Vitale, Vice Chair, Pima County WIB

Regina Suitt, Vice President of Adult Basic Education for College & Career, Pima Community College (PCC), introduced a representative from the Arizona Department of Education.

Arlene Benavidez, Executive Director, Metropolitan Education Commission (MEC), introduced herself.

Susan Hyatt Dumon introduced Joy from Northern Arizona University (NAU).

Jan Leshar announced that Charles Casey retired in July 2018. A committee was formed with three members representing the WIB and two from the community. Hank Atha chaired the committee. There were 72 applications received and C. H.

Huckelberry, Pima County Administrator was glad to accept the committee's nomination of Arnold Palacios.

- V. Action Item:** The Pima County Workforce Investment Board (WIB) recommends to:
- ✓ Approve the Workforce Innovation and Opportunity Act (WIOA) Pima County Local Workforce Development Plan 2016-2020 "Plan Modifications";
 - ✓ Forward to the Pima County Board of Supervisors with a recommendation for approval; and
 - ✓ Give the Pima County WIB Executive Committee authority to:
 - 1) Make amendments based on feedback from Key Stakeholders, the Workforce Arizona Council, and One-Stop Partners; and
 - 2) Finalize the "Plan Modifications" pursuant to further guidance by the U.S. Department of Labor (DOL), in coordination with the U.S. Departments of Education (ED) and Health and Human Services (HHS)

Danielle Duarte motioned to approve; Dr. Vaughn E. Croft seconded the motion; and all were in favor.

VI. "What's App?" Automation, Technology and Apps in Contact/Call Centers

Michael Guymon explained how the Planning Committee wanted to continue the conversations about Automation, Technology and Applications leading up to the 12/14/18 WIB annual meeting and introduced Tim Ryan, Senior Director of Member and Provider Solutions, Arizona Complete Health.

Tim Ryan moved to Tucson in 1983 to join National Semiconductor. He learned about low level software at Pima Community College and was hired by Convergis where he obtained his sales and service experience. Tim then joined Intuit. During the past four years Tim has been in the Health Industry. Sentine had a strategic focus to do more for the people who were being served and started using artificial intelligence in the call center.

Tim explained how the technology that is coming out of the labs and into the market place is similar to the robotics that began years ago. Some employees are replaced but there is opportunity because someone has to take care of the technology. The goal is to increase creativity and productivity. There are a lot of jobs to be filled but the workforce needs to be prepared and trained. The chat boxes have their own phone numbers so you can actually call the chat box directly. This technology is friendly for people who have a disability such as someone who may be blind.

Quality control and auditing is required for the "bot." After several conversations, the "bot" tends to copy humans. This technology needs people who are interested in mathematics.

Tim believes that call centers will be very different in the future and believes people should embrace it and guide it. Tim suggests to people that they should learn about statistics and technical writing to help prepare for the automation.

A business may grow and it will increase the requirements of the staff taking care of the "bot." There will be competition for a skilled workforce as the competition grows.

Dr. Margaret Higgins, The Haven, asked what high schools are doing to prepare the future workforce?

Tim said he has been recruiting for businesses and he finds that the local education system is behind. Tim looks at the bot technology as a trade and it doesn't take a scientist to work with them. Tucson Unified School District (TUSD) is offering academic activities with virtual reality sponsored by Raytheon. To raise the opportunities, there needs to be a strategy. Students need to be taught their soft skills and need to learn how to write. Advanced statistics and mathematics will be needed along with programming.

Michael Guymon said that Afni, Inc. is very diligently looking into this technology and would be ready to present information to the WIB in 2019. Afni, Inc. has 2,400 employees in Pima County.

Kathy Prather, Pima County Joint Technical Education District (JTED), mentioned that all 14-member districts met on 10/11/18 and discussed how they will integrate new technology, including Information Technology (IT), into their programs and asked Tim to be on their advisory group.

Dr. Mark P. Vitale, University of Phoenix, said what they see with students is lack of arithmetic and asked Tim as to what solutions he may have for adult learners who say they don't need statistics.

Tim replied that Google uses a lot of statistics and low level science. He believes the way to engage younger people and others is to utilize what they are using such as the applications being used on computers that will some day be done on phones, if not already. We need to paint the picture of what tomorrow will look like, show people, and show them the potential roles that they may have in it. Then ask them if they want to earn \$30,000 or \$130,000. We will need technicians so ask them questions like "How would you like to do cool stuff on your phone?" For example, eventually someone's personal assistant will speak to another person's personal assistant.

VII. ARIZONA@WORK Pima County One-Stop Report: Arnold Palacios, Director, Pima County Community Services, Employment and Training (CSET) reported on the following:

- A. Monthly/Yearly Change Tucson Metropolitan Statistical Area - Pima County
- B. Arizona Over-the-Month NonFarm Employment September 2018
- C. Arizona Over-the-Month NonFarm Employment September 2018
- D. Kari Hogan, PPEP, Inc., reported on the following:

The National Farmworker Jobs Program (NFJP) is a nationally-directed, locally-administered program of services for migrant and seasonal farmworkers (MSFWs) and includes 52 Career Services and Training grants, also known as Employment and Training grants, as well as 11 Housing grants across the United States and Puerto Rico. PPEP, Inc. received a \$6 million dollar increase at the federal level that has allowed them to get creative and in Pima County one of their area coordinators is looking at the growers. The Employment and Training portion for NFJP is pretty

good, but still has Barbara Simcoe as the contact so that needs to be changed. There is a new flyer for this program with updated contact information.

YouthBuild - Applied for application with Pima County. It has been offered in the Construction Industry and it's now pushing for additional industries. Working with Bombardier and only partnership in the U.S. PPEP, Inc. is expanding the youth facility in East Tucson. The YouthBuild website is only for the Yuma Program and needs to be updated and Kari is working with administration on this.

PPEP, Inc. is a WIOA-required partner and working with the Business Services Team training program to get it up and running with incumbent workers. T

PPEP, Inc. is now an Eligible Training Provider on the State Eligible Training Provider List (ETPL) and the information about the Structures/NCCR is on the PPEP, Inc. website.

Please visit the PPEP website to see all the construction projects that local youth are working on and/or have completed.

- E. Please be sure to review the "Plan Modifications" during the 10/01/18 to 10/31/18 Public Comment Period. It will be placed on a future Pima County Board of Supervisors' (BOS) Regular Meeting Agenda with a recommendation from the WIB, for approval. The deadline to submit the "Plan Modifications" to the State is 12/15/18.
- F. The Pima County WIB Recertification Request process required under WIOA does not require approval from the Pima County BOS but coordination with them.
- G. The Business Services Team – September 2018 Report and Job Fair events are in today's meeting packets.
- H. One-Stop Youth Hiring event has 243 youth who attended and 43 were
- I. The Pima County WIB "Youth Council" is hosting a Leadership Development Opportunity for Saturday, 10/20/18. The two projects include:
 - 1. Sunnyside Neighborhood Association "Helping Sunnyside Neighborhood Edlers!"; and
 - 2. Living Streets Alliance "Block Party and Intersection Transformation"
3 youth per organization would be great! Please contact Anna.Cunes@pima.gov
- J. Save the Date! Pima County WIB Annual Appreciation meeting on Friday, 12/14/18. George Hammond, The University of Arizona, Eller College of Business, will present information on the results of the Layoff Aversion Study and the impacts of automation on Pima County employment.
- K. The 5th annual "Southern Arizona Construction Career Days" will be on Wednesday, 11/07 and Thursday, 11/08/18 at the Tucson Rodeo Grounds. 2,100 youth and young adults signed up as of 09/20/18.

VIII. ARIZONA@WORK Pima County One-Stop “One-Stop Operator” Report: Jim Mize, One-Stop Operator, SER-Jobs for Progress of Southern Arizona, Inc. including the following:

TABE testing – Laurie Kierstead-Joseph reported that at PCC, people are taking 4 hours to test at PCC rather than 6 hours.

Second Chance event - Adult Probation reported that there were 400 participants; 25% from Adult Probation; and it resulted in 10 job placements.

Ginny, PCC, reported that the mechatronics program will be in place this next semester. They have just started recruiting for the IBEST logistics program.

Regina Suitt, PCC, explained that Integrated Basic Education and Skills Training (IBEST) is a nationally recognized instructional model that boosts students’ basic skills in reading, writing and math while they pursue a certificate in a career/technical program. Through IBEST programs, students are able to enroll for credit classes and work simultaneously towards attaining their career/technical certificate and passing the GED® exam.

Tucson Indian Center reported that they are at full staff.

The Partners received a presentation from Banner University for AHCCCS. As of 10/01/18, whose services would change, would have received a letter in regards to receiving services from two different organizations (one for mental; one for physical).

Ashley Jenicke, Youth on the Rise, United Way of Tucson and Southern Arizona, presented information about the 24-year olds age group.

Next meeting: PPEP, Inc., 802 East 46th Street, Tucson, Az 85713

IX. Call to the Public: Arizona Technology Council will be presenting the first Manufacturing of the Year Award to a group rather than an individual organization and it is going to the Southern Arizona Manufacturing Partners (SAMP).

Dot Kret announced a drawing for a chance to win a beautifully restored Corvette. Visit <https://www.dreamgiveaway.com/dg/corvette>.

Dr. David Doré, PCC, announced a \$2 million dollar grant received for Title III Applied Technology for student pathways that will be offered at the Downtown Campus of PCC.

Hilgert Uwe, The University of Arizona (UA), announced the Sixth Annual BIO5/BIOSA Student Industry Networking Event scheduled for Wednesday, 02/12/19, 4 to 6 p.m., at the BIO5 Institute in the Thomas W. Keating Bioresearch Building on the UA campus. As a result of this popular networking event, many former attendees have secured valuable internships and jobs with participating exhibitors.

Kathy Prather, JTED, announced their Gala 2018 and that there are still complimentary WIB seats available. Please contact Anna.Cunes@pima.gov.

Steve Freeman, Linkages, announced their D.R.E.A.M. Job Fair scheduled for 10/30/18. Sponsors include the Tucson Metro Chamber and Jim Click Automotive, and employers may still register.

Steve Freeman invited WIB members to the 11th Annual Building Bridges Awards Luncheon. Jim Click will be the MC and there is a complimentary WIB table reserved for WIB members. It is 11/14/18 at the Starr Pass JW Marriott. Please contact Steve or Dot Kret if you would like to attend. Awards will be presented to the Employer and Employee of the Year and Individual of the Year. It is a fun luncheon and is fast moving.

Marji Morris reported that 58 different high schools will be represented at the 5th Annual "Construction Career Days" 2-day event. It is a great opportunity for students to understand the industry and speak to employers face-to-face and to obtain first-hand information about how to prepare for their career pathway.

Kathy Prather announced that this year, middle school students will be in attendance because they need to be exposed to career pathways and choices now.

- X. Next Meeting:** Thursday, November 8, 2018, 7:30 a.m.
- XI. Adjourned:** 9 a.m.