



QUALITY JOBS. QUALIFIED WORKERS.

**virtual Zoom Meeting of the Pima County Workforce Investment Board (“WIB”)**

**User Experience and User Interface (“UX/UI”) Technology Task Force**

**Wednesday \* February 24 \* 2021 \* 2 to 3 p.m.**

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**Meeting Minutes**

**Members Present**

Heath Vescovi-Chiordi  
Mike Rohrbach  
Karen King  
Michael Guymon  
Kathy Prather  
Ramon Serrato  
Dalila Perez

Ginny Seldenright  
Pablo Bley  
Uwe Hilgert  
Abra McAndrew  
Aric L. Meares  
Dan Sullivan

**Members Absent**

**Guests Present**

Anthony Gimino  
Anna M. Cunes

Marcelino Flores

- I. **Called to Order:** Heath Vescovi-Chiordi – MPA, AZED Pro, Chair, 2:03 p.m.

Heath Opening Comments: Thanks to all dedicating their time. Technology UI/UX Task established by Dr. Vitale to be kept on target by Heath. The technological and industry knowledge and the complimentary skills are needed to move the effort forward. Acknowledging past work initiated by former Chair Meares, this is an opportunity to bring the voices of experience with new ideas.

**Welcome/Introductions:** Heath Vescovi-Chiordi – MPA, AZED Pro, Chair

**Participants prompted to share reasons for participating** (keywords & phrases highlighted for brevity):  
\* creating something helpful for the community \* digital literacy and growth \* paperless strategies for system efficiency \* embedded planning goal \* data systems management and performance accountability \* teaching and internet content changes \* requirements gathering for RFP \* improving access \* end-user informed resources \* community connecting to younger generations for economic development \* partners and integration in technology \* continual evolvement and adaptation

## II. **Project Overview** (email 2/17 referenced-attached)

- A. Purpose** review data intake and retention systems, identify optimal features by looking at current needs and future, look at technology solutions to be recommended for an RFP
- B. Timeline** – Present findings to the Planning Committee April, Create and Evaluate a draft RFP in May '21, Review draft RFP at full WIB Meeting in June '21, draft RFP to WIB in June 2021; Award Recommendation to BOS in July 2021
- C. Components**
- D. Deliverables** – finding to Planning Committee in April

## III. **Process** - Discussion on possible delineation of work responsibilities

**Technical needs identification-** Need to identify problem statement. We need to be aware of limits of solutions and perhaps a phased approach is needed to achieve highest priorities. Boil this down as a team on what we will be recommending as a WIB in alignment to help the region obtain better wages, working with industry and not interfering with day-to-day operations. We need explicit understanding the limits to the solutions; are we identifying a single product solution, app, database, interface, etc. How does contract employment, part-time, or gig economy affect what we will face in the future? Ensure we have a Pima answer for a Pima problem. WIB may be budgeting an amount to create RFP, what is this amount? Minimum requirements? User experience only or does it include database, does it include business posting job openings?

**Identify UI/UX current assessment and demand for future** – A modernized client solution especially looking at solutions likely smart phone based and alleviating printing. A virtual portal for clients is desirable to offer a single application that feeds information to multiple partners overcoming HIPAA and FERPA concerns. Any feedback from intake staff, clients? -community stakeholders to be included. Printing, and scanning is an antiquated and cumbersome aspect of currently working with apprenticeships in the One Stop system. Consideration for those who work in construction and have issues working with One Stop after hours having to fill out paperwork, etc. Where should one stop be going in response to changes in the market place? - fixing obvious deficiencies now to have something more user friendly and that does not preclude what future will demand. Can we look at voice recognition solutions versus typing systems? Person developing user interface needs to understand the different databases being served.

**RFP Development and Preliminary research of tech solutions** Discussion is overdue and including IT professional for technical expertise and RFP development is recommended. Disparate databases have been problematic in the past, what has been done at state level? - DES is looking at a database system integrating UI and many different systems at state-level with an approximate \$30 million cost. Also, new interface for clients and caseworkers using AJC is being rolled out (week of February 22<sup>nd</sup>).

## IV. **Next Steps**

- Client input is to be gathered and presented by Dan S and Dalila P
- UX/UI is focus of this group however, a review where the state is leaning and can we piggyback, invite state to present as appropriate (discussion starting 41-minute mark).

- See also, inroads created as result of COVID-19 especially for homeless prevention collaboration between Tucson and Pima County supporting local solution opportunities. Pima solution to a Pima problem.
- Identify budget as it affects scope development.
- Invite Eddie S to offer youth program perspective

## **V. Next Meeting/Meeting Recurrence**

Time needed to gather information for next meeting, 1.5 to 2 weeks at most

## **VI. Closing Comments**

**VII. Adjourned:** 3:02 p.m.



Discussion and action can occur on any agenda item.  
**AUXILIARY AIDS AND SERVICES ARE AVAILABLE UPON REQUEST TO INDIVIDUALS WITH DISABILITIES.**  
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***Minutes are edited for brevity and organization***

## Chat

- 14:05:40 From Anna Cunes : Thank you all for being here. Please enter your first and last name in the Chat and include your organization name. Anna M. Cunes, Pima County WIB LWDB Admin Support Staff
- 14:05:56 From Abra D Mcandrew, U. of Arizona she/her/hers : Abra McAndrew University of Arizona
- 14:06:16 From Heath Vescovi-Chiordi to M Flores (Direct Message) : Heath Vescovi-Chiordi, Town of Marana
- 14:06:16 From M Flores : Marcelino C Flores, Pima County C&WD
- 14:07:07 From Michael Guymon : Michael Guymon - Tucson Metro Chamber
- 14:07:43 From Uwe Hilgert : Uwe Hilgert, BIO5 Institute, UA
- 14:07:45 From Anthony Gimino : Anthony Gimino, Pima County Communications
- 14:07:53 From Anna Cunes : Dalila, your audio is working properly. You sound great. hahaha!
- 14:07:55 From Karen King : Karen King, Tucson Electrical Joint Apprenticeship & Training Program
- 14:08:14 From Ginny Selttenright : Ginny Selttenright, Pima Community College Adult Basic Education
- 14:10:07 From Dalila Perez : Dalila Perez, Pima County Community & Workforce Development
- 14:12:21 From PABlo Bley : <https://pablobley.name/my/resume>
- 14:16:13 From Aric Meares : Aric Meares, ANA BioVigilant
- 14:24:15 From Anna Cunes : Dalila Perez is the Region Director for Pima Arizona Job Connection (AJC) which is the current State data base used by Title I-B staff (Pima County and direct svc providers) and Title III staff (DES Employment/Workforce Svc)
- 14:27:27 From 1 Mike Rohrbach CCLAC Adult Digital Literacy : mike.rohrbach@cclac.net CCLAC In. Adult Digital Literacy and member of the Youth WIB Committee of WIOA
- 14:36:30 From Uwe Hilgert : Wouldn't it also be important to develop a feel for what impact our recommendations might have in light of the changes coming down from/through the state?
- 14:39:43 From Ramon Serrato : Ramon Serrato, Serrato Corporation
- 14:42:29 From Anna Cunes : Uwe is right on target. Maybe this Task Force ends up assisting the State with the database they are looking into for all local areas to use.
- 14:44:57 From Kathy Prather : I agree Anna and Uwe, along with what Heath is saying about identifying the deficiencies of the current system.

14:45:34 From M Flores : The impetus for the Task Force last year, pre covid, was based on the state calling an IT Summit. There are changes to the case worker interface as mentioned, a database scope of work in development, and a scheduler interface that we have yet to see

14:46:05 From Anna Cunes : Dalila Perez might have a list of AJC-related needs and/or ETPL-related needs that Pima County staff and WIB members had asked Dalila to look into within the past 2 or 3 years.

14:47:22 From Dalila Perez : David Hughes is the IT Manager for Arizona Job Connection, I recommend we contact David or Marilyn who is also a Subject Matter Expert.

14:47:26 From Abra D Mcandrew, U. of Arizona she/her/hers : Is a narrower focus on further defining the need Dan stated for a common application or portal that would match users across services a scope that makes sense for this group? I could see us producing a set of user-driven requirements and a landscape analysis of analogous examples and possible solution providers and their offerings might be realistic in our timeframe.

14:48:11 From Dalila Perez : The new Arizona Job Connection will have the ability to upload documents.

Arizona is proud to announce a completely new experience coming soon to AZ Job Connection in February 2021. Here are just a few of the benefits you can look forward to:

- Updated, contemporary interface with fewer clicks and easier navigation.
- More information at a glance in the Job and Training Searches to quickly find the best matches for you.
- Improved responsiveness for better experiences on your phone or tablet.
- Improved accessibility for using the system with assistive technology. We're excited about the many ways this update is going to improve your experience with AZ Job Connection.

14:51:15 From Ginny Seltentright : It sounds like we're needing to see what deficiencies/needs there are currently and also the minimum requirements Pima County needs for a system like this.

14:57:26 From 1 Mike Rohrbach CCLAC Adult Digital Literacy : Eddie Saavedra is the youth one stop diorector of the office that youth visit for comments

14:57:56 From Abra D Mcandrew, U. of Arizona she/her/hers : I do have a hard stop. Heath, are there any action items for us?

14:58:35 From Kathy Prather : Thank you Heath for leading this discussion and helping us wrap our heads around the task force duties. I have to hop off now to go to a 3 p.m. meeting with Az Dept. of Ed.

14:58:39 From Abra D Mcandrew, U. of Arizona she/her/hers : Thank you.

15:00:34 From 1 Mike Rohrbach CCLAC Adult Digital Literacy : good summation and recap. Thanks for doing this

15:00:37 From Ginny Seltneright : Thanks, everyone!

15:00:47 From Uwe Hilgert : TY

15:00:54 From M Flores : Thank you Heath

15:00:59 From Dalila Perez : Thank you!