

Quality Jobs Qualified Workers

Preparing a 21st Century Workforce



PIMA COUNTY WORKFORCE INVESTMENT BOARD

**2009
ANNUAL
REPORT**

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PREPARING A 21ST CENTURY WORKFORCE

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Message from the Chair

The 2008-09 fiscal year, July 1, 2008 to June 30, 2009, was one of the most difficult for workers and businesses in memory. In keeping with a proactive stance, the Workforce Investment Board (WIB) took steps to cope with the situation while preparing for a better future.



In February, Congress passed the American Recovery and Reinvestment Act (ARRA). This provided stimulus funds for the preservation and creation of jobs. The intent was to get this money into the community as quickly as possible. The WIB passed a resolution urging its state counterpart to award contracts quickly. The state did just that. The Pima County One-Stop Career Center responded by enrolling over 1,100 unemployed youth and adults into stimulus funded programs by June 30. This put work experience dollars in the pockets of youth. Training funds were provided to the local community college and private training schools to benefit the unemployed and displaced workers.

During the year, the WIB featured a variety of speakers to help gauge economic progress and determine promising careers for the future workforce. Part of this future will include a workforce that understands and is skilled in new alternative energy resources including solar power. As the fiscal year ended, the WIB held a business retreat to look at the implications of a future where our community will again enjoy full employment.

The coming year will be a time to evaluate WIB strategies to ensure that the successes of the past will be the foundation for a successful future. The Board Members appreciate this opportunity to present to the community the work that was accomplished by both the WIB, and the Pima County staff who effectively run the One-Stop Career Center. We hope you find this report interesting and informative.

Sincerely,
WORKFORCE INVESTMENT BOARD LEADERSHIP

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Chairman

PIMA COUNTY WORKFORCE INVESTMENT BOARD

PREPARING A 21ST CENTURY WORKFORCE

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County Administrator

The Pima County Workforce Investment Board is appointed by the Pima County Board of Supervisors. The Board provides recommendations on local workforce policy and oversight of a local One-Stop system that connects eligible job ready youth, adult, and dislocated workers in local growth, high demand industry occupations. The Pima County One-Stop Career Center administers funding and programs under the Workforce Investment Act, and is part of the Arizona Workforce Connection, a statewide network of career centers. The Pima County Workforce Investment Board pursues its vision of "Quality Jobs • Qualified Workers" through the following goals:

1. To assist people to obtain jobs in strategic local industries.
2. To support employers in finding and hiring qualified employees.
3. To engage underrepresented labor pools by removing barriers to employment.



WORKFORCE INVESTMENT BOARD MEMBERS 2009

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Office of Pima County School Superintendent

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Alan Storm
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Paula Stuht
Tucson Metropolitan Chamber of Commerce

Jim Watson
International Association of Machinists and
Aerospace Workers (IAMAW) Lodge 933

James Zarling
Excel Mechanical, Inc.

Special thanks to the following Ex-Officio members:

Mike Proctor
University of Arizona

Karin Uhlich
Tucson City Council, Ward 3

Ramón Valadez
Pima County

Special thanks to the following members who served on the Board during part of 2009:

John Brown
Southern Arizona Logistics Education Organization

Mark Miller
SEBRA

Carol Somers
Somers Enterprises

Manuel Isquierdo
Sunnyside Unified School District

Anthony Mulligan
Advanced Ceramic Research

Mark Trommer
The HR Consultants

Kelly Langford
Tucson Urban League

Hal Ruttenberg
Tucson College

Ernie Urias
SER/Jobs for Progress

Michael Lupien
Tucson Embedded Systems

Perry Shazier II
Chief People Officer

Bertha Villegas-Kinney
DES/RSA Vocational Rehabilitation

WHAT'S ON THE MENU AT PIMA COUNTY ONE-STOP

Pima County One-Stop Career Center offers a continuum of career services for youth, adults, and employers and assists in recruiting, staffing, and training a viable workforce. Services offered include:

THE CAREER RESOURCE CENTER

Offers employment and career services. There are no eligibility requirements. Job seekers have access to work stations and office equipment as well as:

- Internet Access and E-mail Accounts
- Labor Market Library
- Job Banks
- On-line Job Matching
- Workshops
- Résumé Writing
- Interviewing Skills
- Employability Skills
- Job Leads
- Career Exploration
- Adult Education Classes
- Disability Employment Services
- Computer Skills Classes and Typing Tutorials

EMPLOYER SERVICES

The One-Stop Career Center provides streamlined access to multiple workforce programs for companies seeking to hire and train employees. The Employer Outreach Team offers a single point of contact to assist with:

- Recruitment
- Workforce Training
- Layoff Services
- On-the-job Training
- Customized Training

INTENSIVE AND TRAINING SERVICES

Job seekers who need additional assistance or skill training may be eligible for the following services provided by the One-Stop Career Center:

- Vocational Assessment
- Case Management
- Individual Employment and Career Plans
- Job Search and Placement Assistance
- Training Provider Information
- Financial Aid Information and Budgeting
- Financial Assistance
- Training Plans and Course Schedules

YOUTH SERVICES

The One-Stop Career Center provides special services to help young people make a successful transition into the workforce including:

- Workshops
- Job Matching
- Vocational Assessment and Career Planning
- Summer Work Experience and Educational Programs
- After School Work Experience and Educational Programs
- GED and Alternative Education Programs

Pima County Workforce Investment Board Goal:

To increase workers' skills to qualify for jobs in high demand industries.

TRAINING IS THE KEY: ONE JOB SEEKER'S STORY

From my first meeting with Dana Green, One-Stop Workforce Development Specialist, I found her compassionate and supportive. She helped me to understand my situation as a dislocated worker was not unusual or anything to be ashamed of. She advised me to move forward with getting my life back on track and to have the courage to talk to my creditors about my problems. Because I did that, my home is not in danger of foreclosure, nor am I at risk of losing

everything that I have worked for the last 30 years.

Now I am in school! I'm working on a new life, going back to my first career choice of nursing from when I was a young woman starting out. Dana has been a constant source of support. The tuition funds I received from the One-Stop program has made this all possible. I could not have done it without that! I have told everyone about the wonderful programs, classes, and help available

from One-Stop. I know I will be utilizing more One-Stop services as soon as I complete my nursing training.

Very seldom do people tell other people when they have touched their lives in such a positive manner and have really changed the direction it was headed. I wanted to make sure others are aware of how the One-Stop can help change one's life.

Susan
LPN Student

The average wage of a One-Stop adult training participant is \$13.03 an hour. From July 2008 to June 2009 - 20,703 clients received services at the One-Stop.

"The One-Stop workshops and seminars are excellent, and the instructors are superb. I hope that more people who need help in going back to work take advantage of the excellent programs the One-Stop has to offer. I personally have had to tell my friends who have been laid off to do so."

-Elvira

The One-Stop Career Center system includes the following partners and programs:

Altar Valley School District

Arizona Housing and Prevention Services, Inc.

Catholic Community Services:

- Community Outreach Program for the Deaf
- Pio Decimo

City of Tucson Community Services:

- Family Self Sufficiency Program

Comin' Home, Inc.

Dorothy Kret and Associates

Fred Acosta Job Corps Center

Goodwill Industries of Southern Arizona, Inc.

Green Veterans Workforce Investment Program

Homeless Veterans' Reintegration Project

Job Path

Las Artes GED and Vocational Arts Program

Old Pueblo Community Foundation, Inc.

Open Inn, Inc.

Our Family

Pima Community College

Pima Vocational High School

Pledge-A-Job Youth Employment Campaign and Job-Matching Service

Portable, Practical Educational Preparation (PPEP)

SER Jobs for Progress of Southern Arizona

Supportive Housing Program

State of Arizona Department of Economic Security:

- Job Service
- Title V of the Older Americans Act
- Trade Adjustment Assistance
- Unemployment Insurance
- Veterans' Employment and Training Service
- Vocational Rehabilitation

The Primavera Foundation, Inc.

The Salvation Army

Tucson Indian Center

Tucson Regional Economic Opportunities

Tucson Unified School District

Tucson Urban League, Inc.

Tucson Youth Development, Inc.

University of Arizona

WHAT DOES THE ONE-STOP DO FOR EMPLOYERS



Conducts weekly Employment Connection events to connect job seekers with local employers conducting recruitment.

Works with employers to develop new training for incumbent workers and apprenticeship programs in high demand occupations. Develops On-the-Job Training contracts with employers.

Provides information to employers on economic development programs and assists them in taking advantage of Empowerment Zone, Enterprise Zone, and Work Opportunity Tax Credits.

Conducts community outreach about programs offered within the One-Stop system to employers, community organizations, professional associations, chambers of commerce, and

economic development entities.

Responds to staffing or training needs in the local economy. Identifies job leads and employment opportunities and matches them with qualified candidates using an automated database as well as in-person screening.

Collaborates with state and local employment entities through joint planning, co-location, and information exchange.

Collaborates with the local economic development agency (Tucson Regional Economic Opportunities) to assure alignment of efforts. Analyzes availability of workers to meet real-time employer demand for companies looking to relocate to the Tucson area. Conducts annual survey of future occupational needs.



Pima County Workforce Investment Board Goal:
To support employers in finding and hiring qualified employees.

AEROSPACE TRAINING TAKES FLIGHT

for a local employer

Universal Avionics develops products for the aviation industry, providing engineering and customer support for their products worldwide. Their international headquarters are right here in Tucson.

Like many companies this past year, the training dollars at Universal Avionics were frozen for a time. The training planned was suspended. Pima County One-Stop obtained a special grant from the U.S. Department of Labor called WIRED for workforce development in the aerospace industry. With the WIRED grant, One-Stop was able to provide a series of Supervisor's Training classes at Universal Avionics, getting their employees ready to move ahead. The series of 10 training sessions, presented over a period of a few months, is preparing those ready to enter supervision as well as equipping first level supervisors to maximize their skills. This training prepares them for future promotions. As the economy improves, these individuals will be ready to move up. This keeps the career ladders open at Universal Avionics. As employees are promoted it will create new openings at the entry levels.

One benefit was apparent when interviewing two of the Supervisors taking the classes: team building. The individuals taking the classes stated they knew each other mostly by email addresses. Working through projects as a team in the training sessions, these employees are getting the opportunity to network, discuss their ideas and become the team that will help lead Universal Avionics in the future. Various areas of supervision training, including insight into how different generations approach tasks and decision making, is giving the team the tools to work together cohesively.

Universal Avionics is able to move ahead with training, preparing their team for future endeavors and conduct some valued team building with the WIRED funding through Pima County One-Stop.

Last year the Pima County One-Stop assisted 588 employers in Pima County.



WHAT IS RAPID RESPONSE

Rapid Response is a pro-active, business-focused, flexible strategy designed to respond to layoffs and plant closings by quickly coordinating service and providing immediate aid to companies and their affected workers.

In Pima County, these services are delivered through Pima County One-Stop Career Center by the Rapid Response Team Workforce Investment Act (WIA) Rapid Response, DES-Employment Service Unemployment Insurance, and Trade Adjustment Assistance Coordinators.

The Rapid Response Team works with employers and employee representatives to quickly maximize public and private resources to minimize disruptions associated with job loss.

Customized services can be provided at a company site, accommodate any work schedule, and assist companies and workers through the job loss transition.

These on-site services may include:

- Management training on conducting a layoff
- Setting up a Career Transition Center
- Orientation to impacted employees including reemployment services, unemployment insurance benefits, and various communities resources
- Registration for the Dislocated Worker Training Program

- Employability Skills Workshop
- Assistance with Unemployment Insurance Benefits (UI)
- Coordinating services under the Trade Adjustment Assistance (TAA) Program
- Layoff aversion strategies such as a Shared Work program

Reemployment services available to dislocated workers at One-Stop Career Center include:

- Job Search Assistance
 - Job leads
 - On-the-Job Training
 - Employer recruitments
- Individualized career counseling
- Available funding for retraining/upgrading current skills
- Labor market information
- Career Resource Library
- Workshops
 - Employability Skills (identify transferable skills, interviewing techniques, etc.)
 - Career Exploration
 - Résumé Instruction and Writing Lab
 - Computer Fundamentals
 - Use of computers, fax and copy machines
 - Emergency Assistance (mortgage, rent, utilities, etc.)

Pima County Workforce Investment Board Goal:
To assist people to obtain jobs in WIB strategic industries.

RAPID RESPONSE TO BUSINESS CLOSURE

Due to changing business conditions and the loss of a major contract, Teletch announced the closure of its call center starting July 2009 and completing by October 2009. A total of 617 workers were affected, approximately 89% of which were customer service representatives and coaches. The One-Stop Rapid Response unit was notified on June 9, 2009, when the local WIA office received a Worker Adjustment and Retraining Notification (WARN). The Rapid Response Coordinator immediately contacted the company's Human Resources department to offer layoff assistance to the employer and to the affected workers. The Rapid Response Team met with the

company representatives to explain the One-Stop Career Center services and provided them an invitation letter to distribute to their staff offering them One-Stop information. The Rapid Response team arranged for and provided special Orientation and Intake sessions for the 617 affected workers over the course of the three months in which the waves of layoffs occurred. While many of the affected workers (approximately 250) were offered positions with the new call center company taking over the site (APAC), Teletch still took the opportunity to inform its employees of the services available to them through the Pima County One-Stop Career Center.

It happens too often – A person becomes unemployed, enrolls into a training program, then loses his/her unemployment benefits because the enrollment into training was not approved by the Unemployment Insurance Administration. That's why it is critical that an unemployed person work closely with the One-Stop Career Center, so that when s/he enrolls into training, it is considered "approved training" and s/he will be able to continue to receive unemployment benefits during training.

PINK SLIP REBOUND

Both my husband and I are casualties of the workforce reduction that is currently plaguing the country. The Pima County One-Stop program has been instrumental in assisting us with seeking immediate employment opportunities by providing tips on résumé writing, interviewing, and job searching. Additionally, Pima County One-Stop has opened up to us other career possibilities through available retraining and education. My husband Gilbert, for example, is investigating possible career opportunities with the Border Patrol.

The Pima County One-Stop program provides a valuable service to the community which cannot be overstated, especially in the current economy. My husband and I are appreciative of the staff and their concern for our futures. The programs are excellent and the staff is to be commended for their tireless effort and professionalism during these trying times.

I am happy to report that I started a new job on November 12, 2009. My husband has several interviews scheduled and has decided to take advantage of the training services and return to school. Our future is bright and we thank Pima County One-Stop.

-Angela

THE AMERICAN RECOVERY & REINVESTMENT ACT (ARRA) - STIMULUS PACKAGE

As President Obama signed ARRA, the Pima County Workforce Investment Board forwarded a resolution to the Governor's Council on Workforce Policy (GCWP) urging a rapid deployment of the ARRA Workforce Investment Act monies through existing providers. The GCWP allocated funds quickly, and the Pima County One-Stop Career Center was enrolling unemployed persons into the fresh funding before the ink was dry on the contract between the State and Pima County.

As the fiscal year closed on June 30, 2009, Pima County had enrolled 751 youth, 115 adults, and 295 dislocated workers into ARRA funded training. Responding to the emphasis in ARRA on helping the unemployed with as many funded resources as possible, Pima County One-Stop Career Center allocated two thirds of its Community Services Block Grant ARRA funds to provide basic education to unemployed dropouts, as well as emergency rent, utility, and mortgage assistance to eligible unemployed workers in training.

Stimulus Funded Solar Programs

The Green or sustainability revolution is the second major economic transformation to impact the workforce since federal workforce training programs were established in the 1960s. The first transformation was the Information Age that began with the breakup of AT&T and the development of the personal computer in the early 1980s. Like the information transformation, the sustainability age will change job skill sets and lifestyles. In order to help workers meet new challenges, One-Stop Career Center has worked with Pima Community College and the International Brotherhood of Electrical Workers (IBEW) to develop new training programs. Several solar programs were funded specifically from the ARRA funds, as envisioned by Congress when it passed ARRA.

The Pima County One-Stop assisted 2,069 dislocated workers in 2008-2009

SOLAR HOME HELPS CLIENT BUILD FUTURE

New to Tucson, with six months on the job and his first child on the way, Victor was unpleasantly surprised to find his employer could not pay him for his work as an HVAC installer due to the slowed economy. After a year of looking for work, he met One-Stop Workforce Development Specialist Ben Barela who placed Garcia and several others with the University of Arizona School of Architecture to build an 800 square foot energy efficient home for the U.S. Department of Energy Solar Decathlon competition in Washington DC.

Shortly after the Solar Decathlon home was completed, Arizona Construction Resources, a Phoenix based construction company, contracted with Davis-Monthan Air Force Base to build the nation's largest solar-powered community. The installation is a part of a mandate from the Arizona Corporation Commission to decrease reliance upon coal and increase use of renewable energy sources 15% by the year 2025. More than 570 million pounds of carbon dioxide are expected to be offset, the equivalent of taking 50,000 cars off the road for a year.

Barela was able to place Garcia and his counterparts on the Davis-Monthan project because of their work with the Solar Decathlon home. Garcia leads a team of 20 workers responsible for securing the brackets and racks that will support 45,000 solar panels. Once complete, the installation will cover over 20 acres of land providing electricity to most of the base homes and businesses. Of the Solar Decathlon competition Garcia says "I really cherish that opportunity...since solar energy is going to be the future."



Did you know ...
Homes built in the City of Tucson are now required to be solar ready with stub outs for a solar hot water heaters and provisions to accommodate photovoltaic systems.

WHAT ABOUT FUTURE WORKERS

YOUTH SERVICES

The Pima County One-Stop Career Center provides a variety of programs and services for youth entering the workforce. These services include career counseling, assessments, work readiness training, internships, work experience, leadership development, academic instruction, career exploration, GED preparation, job search and job placement, support services, follow-up, and retention.

TEEN SUCCESS STORIES

Julia

Julia, a student at Santa Rita High School, had no work experience and no plan for her future.

In the spring of 2009, she completed an application for the Pima County Summer Youth Internship Program and crossed her fingers. Fortunately, Julia was one of those selected to work as a summer Library Page for the Miller-Golf Links Branch Library on Tucson's eastside. While working as a summer intern, Julia learned how to sort books alphanumerically, how to assist library patrons, and how to clean and help close up the library. She also took in some important life lessons; that balancing school, work, and other activities is challenging, but worthwhile; and that being able to work well with others – including co-workers and customers – is a critically important skill.

In fact, Julia worked so diligently and was so successful at her summer placement that the Branch Librarian, Ruth Grant, asked

her to stay on permanently. Julia currently maintains a 4.0 grade point average at Santa Rita, and works nineteen hours per week at the library. This is her first permanent job.

Branch Librarian Ruth Grant says of Julia, *"She is valuable, reliable, and consistent."*

For her part, Julia says, *"The Pima County Summer Internship Program helped me prepare for the future."*

Julia's goal after graduating from high school: to enter one of Arizona's public universities and major in Psychology or Library Science.

TEEN SUCCESS STORY

Courtney

"I never thought I'd have a chance to have a real graduation...I thought I blew my chances years ago." This is how Courtney began her speech at Las Artes Arts and Education Center's graduation ceremony, where she received her GED.

Courtney is 20 years old, "almost 21" she's quick to tell those who ask her age. She'd been out of school since she was 16, a good four years before she came to Las Artes. She'd been homeless for two years, working odd jobs to make just enough money to get by day-to-day and staying with one friend after another or "couch surfing" as she refers to it.

Courtney lost her mom to an automobile accident when she was eleven years old. She soon became estranged from her father. She says throughout her late childhood there were people in her life that cared for her, but no one that really cared. She goes on to explain that she was fed and sheltered, but not given life skills as a pre-adolescent and then as a teenager. No one taught her about the importance of education, or about making good life choices or even about taxes.

Courtney first went to Open Inn, a local non-profit where she was able to get her housing needs resolved. Courtney was able to get her own apartment, rent free - she's just responsible for the utilities. Because Open Inn has a cooperative relationship with Las Artes, she was referred to obtain her GED.

With her housing needs met, Courtney was able to give her full attention to preparing for her GED at Las Artes. In doing so, Courtney completed Las Artes in 16 weeks, passing all five GED exams and earning her GED on October 15, 2009. She also gained valuable work experience and learned employability skills.

Courtney is currently enrolling at Pima Community College to begin classes in January 2010. Courtney intends to transfer to Evergreen State University in Washington to pursue an undergraduate degree in Adventure Therapy. She then wishes to earn a Master's in Counseling and work as a child therapist to help children in overcoming trauma.

Courtney also recently received a job offer from AFNI, a local teleservices firm. She reports that the employability skills she learned while at Las Artes made her more confident and positive in the interview process with AFNI. Starting December 6, Courtney will be working as a Customer Care Consultant under AFNI's Verizon contract. She's excited about having the new full-time job making almost \$10.00 per hour and being eligible for benefits. At the end of the year she says she'll also know how to do her taxes.

Between July 2008 and June 2009 the One-Stop provided workforce preparation services for 5,465 youth

WHAT ROLE DOES WORKFORCE PLAY IN A COMPETITIVE REGIONAL ECONOMY

INNOVATION FRONTIER ARIZONA

Since 2007 Pima County One-Stop has been the project lead for Innovation Frontier Arizona (IFA), a regional initiative to align workforce development, education, and economic development assets in Cochise, Pima, Santa Cruz, and Yuma Counties around a unified vision for southern Arizona's prosperity. IFA capitalizes on our border proximity and one of the nation's premier aerospace/defense clusters. Projects are funded by a \$5 million Workforce Innovation in Regional Economic Development (WIRED) grant and a \$2 million Community Based Job Training Grant from the U.S. Department of Labor and a \$350,000 Capacity-Building Grant from the Arizona Governor's Council on Workforce Policy. The investments are focused on three goals: Talent, Entrepreneurship, and Collaboration, with the following results so far.

TALENT: IFA will create a home-grown talent pipeline for emerging and existing high-technology industries.

- Mapped degrees and certificates relevant to aerospace/defense and border security across the region's three community college districts and the University of Arizona and identified eight baccalaureate-degree pathways.
- Developed new programs in border security and logistics including an AAS degree in Logistics and Supply-Chain Management.
- Local One-Stops provided access to this training for current employees and laid-off workers to upgrade their skills: 402 individuals enrolled in aerospace/defense-related skill training; 80 individuals served in a Pre-Academy program for careers in border security; 77 individuals have been trained for jobs in transportation.

- K-12 teacher training and equipment grants supported implementation of a national model pre-engineering program called *Project Lead the Way* in four southern Arizona high schools.
- Sixteen online professional development courses have been created for elementary and middle school science teachers in order to increase the number of students pursuing studies in Science, Technology, Engineering, and Math.

ENTREPRENEURSHIP: IFA will develop entrepreneurial culture and career opportunities.

- Regional initiative led by McGuire Center at the University of Arizona, one of the nation's top-ranked entrepreneurship programs.
- Series of workshops for entrepreneurship educators provided curriculum training for 25 partners across the region.
- Nine southern Arizona organizations awarded grants to implement Entrepreneurship/Idea Generation workshops embodying these innovation principles.
- Entrepreneurship Educators Society meets monthly.
- Three distance learning courses for entrepreneurs in development for partners' shared use.
- Online platform launched for *IdeaXchange*, a regional entrepreneurs' resource network. Developed and tested *IdeaFair* - model "solution discovery" program in "wide release" this year through schools, science fairs, and summer camps.

COLLABORATION: IFA will create a Regional Knowledge Exchange system, maximizing learning, assets, and transformation capacity across all four counties.

Since its inception IFA has become a platform to facilitate collaboration across county lines between industrial and educational partners. Regional workgroups have formed to drive progress toward each goal, reporting to a regional Advisory Board at quarterly partner summits. Pima County

serves as the fiscal agent, with the One-Stops in each county administering training activity in each local area. Regional online applications have been developed and launched to support:

- Target-industry workforce needs assessments
- Participant tracking and performance
- Partner collaboration and committees
- Entrepreneurial resource network
- Science, Technology, Engineering, and Math (STEM) Education resource matching

WIRED GRANT SUCCESS STORY

Sargent Controls & Aerospace, one of the area's largest private employers for almost 20 years, designs and manufactures a broad range of precision hydraulic valves, actuators, and bearings for the aerospace and defense industry. They are a key supplier on many commercial, military, and aircraft and land vehicles as well as all U.S. Naval Nuclear Class Submarines.

Sargent Controls & Aerospace has long history of a commitment to supporting training, development, and education for its employees. To support their commitment and help their training dollars go further, they have taken advantage of the WIRED grant program. During this past year much of their training has been coordinated with Pima Community College to include several technical classes and Supervision Seminar sessions. These classes are equipping employees for future tasks and possible promotions by increasing their skills. The various sets of classes are helping employees' career paths at Sargent Controls stay open and mobile; as people move up in their career paths new jobs are open in the entry level positions.

In addition to these training sessions that were brought to the worksite, five employees from Sargent Controls are pursuing their degrees on their own time. WIRED funding is assisting with paying half of their tuition and books costs up front. Joshua is one of the employees/students involved in the program. Joshua is currently working at Sargent Controls as an Assembler and attending both Pima College and UofA this Fall semester. He will also be attending UofA in the Spring and will finish his Bachelors of Chemical Engineering Degree in May 2010. To help make this possible, Sargent established an alternate work schedule that would accommodate both Joshua's and the company's needs – 12 hours Friday, Saturday, and Sunday, great for a student who wants to pursue an education Monday – Thursday. While the schedule is sometimes grueling, Joshua is being given a great opportunity to expand his skills and knowledge and the potential to earn advancement in his career and Sargent is being aided in their efforts to train and develop talent. Bottom line - the Innovation Frontier Arizona Region and the area Employers gain more highly skilled workers - it is a win-win for everyone!

50+ EMPLOYMENT RESOURCES

The Pima County One-Stop Career Center offers additional assistance customized to meet the needs of 50+ job seekers. Services offered include:

- Employability Workshops
- Opportunities to build peer network/support systems
- Collaborating with the Mature Worker Connection and other community partners
- Current job leads distributed via email
- Participating in Job Fairs
- Guidance on:
 - Dealing with age discrimination in the workplace
 - Disclosing a disability
 - Marketing yourself
 - Interviewing effectively
 - Enhancing self-esteem

BETTER LATE THAN NEVER SUCCESS STORY

I moved to Tucson three years ago for a better life since the economy in Rochester, NY tanked very badly. I was 61 when I moved here with excellent skills and references; but Tucson's economy played a trick on me and no matter what I applied for, I didn't get hired. I was and still am convinced it was my age; but that's something that can never be proven.

Then I heard about Pima One-Stop Career Center and the 50+ Mature Worker program to help people with résumés and finding a job. I participated in several classes about getting hired after 50 and updating my résumé (which I thought was perfect) to include today's verbiage. Since I was over 55, I also interviewed at the Mature Worker's Connection and was given permission to use their web site. It took me about seven months of searching; but I finally found my perfect job and am so happy. I can't begin to thank everyone for all their help and resources. It's made all the moving and struggling worthwhile.

THANK YOU PIMA COUNTY ONE-STOP.

-Karen

ONE-STOP 50 PROGRAM

I have been a midwife for 18 years and also provided eldercare. Significant health issues changed all that and I was forced to come up with a plan to reinvent myself.

My goal is to work with hospice patients. I love helping people and using my medical training to give them the best quality experience possible.

In searching for employment and a way to achieve my goal, I found out about the Mature Worker Connection through Pima Council on Aging and took the One-Stop 50+ Job Seekers Employability Workshop this past fall. It was a very positive experience. The workshop facilitator, Margaret Slaughter, was kind and considerate and gave each individual involved in the program compassion and her full attention. Many valuable skills and tips were presented on how to search and interview for a job.

I took advantage of a number of other One-Stop Career Center resources as well, such as the résumé and computer classes. I connected with some interesting people through those classes. In the process, I applied for WIA training services and recently completed Certified Nursing Assistant (CNA) training at Tucson College. After passing the state tests I will receive a CNA certificate and will be able to work in a job I love, doing what would bring great satisfaction to me and to the patients and families I will be serving.

The One-Stop helped me realize my goal and has launched me into the next season of work experience in my life.

-Nancy

