

Workforce Investment Board **2011 ANNUAL REPORT**



Quality Jobs Qualified Workers

PREPARING A 21ST CENTURY PIMA COUNTY WORKFORCE

PIMA COUNTY WORKFORCE INVESTMENT BOARD

Preparing a 21st Century Workforce

Message from the Chair



I am pleased to report that your Pima County Workforce Investment Board (WIB) had a successful year.

Each month the WIB focused on a different industry with an informative presentation about the current status and the future outlook for employment in that industry.

In December, the Pima County WIB and Pima County One-Stop Career Center hosted an annual Employer Appreciation Meeting. 2010's event featured a panel of four agencies talking about Strategies for an Aging Workforce.

Through a Request for Proposal (RFP) offered by the One-Stop, a "Financial Survival" workshop was added last winter. We sincerely hope that this workshop will help many unemployed Tucsonans during their transition back to gainful employment.

Once again, the Pima County One-Stop exceeded the Workforce Investment Act fiscal year performance measures and average earnings growth.

This year the WIB is focusing on six industry sectors: Emerging Technologies, Natural and Renewable Resources, Aerospace/Defense, Logistics, Health Science, and Infrastructure. Targeting specific industries or cluster of occupations helps workers improve employment-related skills and addresses the current and future needs of employers.

The Board Members appreciate this opportunity to present to the community the work that was accomplished by both the WIB and the Pima County One-Stop Career Center. We hope you find this report interesting and informative.

Sincerely,

Clayton C. Hamilton, Chair

WHAT'S INSIDE

Workforce Investment Board

3-6

One-Stop services

7

WIB, One-Stop working together

8

Industry sectors

9-14

Outplacement services

15

Library Job Help

16-17

One-Stop success stories

18

Faith-Based Community

19

Homeless Services

20

One-Stop partners

20

Youth Services

21-23

Businesses that have supported One-Stop

24-27

PIMA COUNTY WORKFORCE INVESTMENT BOARD

Preparing a 21st Century Workforce

The Pima County Workforce Investment Board is authorized by the Department of Labor and appointed by the Pima County Board of Supervisors to provide recommendations on local workforce policy and oversight of the 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. Assisting people in obtaining jobs in strategic local industries.
2. Supporting employers in finding and hiring qualified employees.
3. Engaging underrepresented labor pools by removing barriers to employment.

WORKFORCE INVESTMENT BOARD LEADERSHIP

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Metlife*

1st Vice-Chair

Planning Committee

*Gregg Johnson
University of Phoenix*

2nd Vice-Chair

Performance & Accountability Committee

*Noreen Nelson
Retired Aerospace and Defense*

3rd Vice-Chair

Board Development Committee

*Jonathan Peck
Tucson Urban League*

4th Vice-Chair

Youth Council

*Vaughn Croft
Office of Pima County Superintendent*

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- District 2 - *Ramón Valadez, Chairman*
- District 1 - *Ann Day*
- District 3 - *Sharon Bronson*
- District 4 - *Ray Carroll*
- District 5 - *Richard Elias*

County Administrator

C. H. Huckelberry

**Director of Pima County
Community Services, Employment
& Training**

Arthur Eckstrom



WORKFORCE INVESTMENT BOARD MEMBERS 2011

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**Office of Pima County School
Superintendent**

Hank Atha
Pima County

Jacob Bernal
Tucson Indian Center

Dr. Johnson Bia
Pima Community College

Duane Bock
Consultant Tucson Electric Power

Clarence Boykins
**Tucson–Southern Arizona Black
Chamber of Commerce**

Rose Capono
Southwest Gas Corporation

Nicholas Clement
**Flowing Wells Unified School
District #8**

Judy Clinco
Catalina In-Home Services, Inc.

Vaughn Croft
**Office of Pima County School
Superintendent**

Wilette Diggs
Raytheon Missile Systems

Peggy Feenan
DES – Employment Administration

Roger Forrester
Pima Council on Aging

Michael Guymon
**Tucson Regional Economic
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Clayton Hamilton
MetLife

Peg Harmon
**Catholic Community Services of
Southern Arizona**

Chris Hazen-Molina
Heartfelt Workforce

Kari Hogan
**Portable, Practical Education
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**New Horizons Computer Learning
Center**

Alan Storm
**Pima County Joint Technological
Education District**

Laurie Vance
CAID Industries

Mike Verbout
**Int'l Brotherhood of Electrical
Workers (IBEW) Local 570**

Jo Anne Westerman
M & I Bank

Joshua Wright
Town of Marana

James Zarling
Excel Mechanical, Inc.

Special thanks to the following members who left the board during the year for their service:

Thomas Hinman
Evergreen Maintenance Center

Tere LeBarron
University Physicians Healthcare

Paul Lyons
Audio Eye, Inc.

Liz Russo-Clyde
Southwest Gas Corporation

Jack Scott
Parson Electric Corporation

Paula Stuht
**Tucson Metropolitan Chamber of
Commerce**

Lizet Torres
**Tucson Metropolitan Chamber of
Commerce**

INVESTMENT BOARD MEETING HIGHLIGHTS

Preparing a 21st Century Workforce

The WIB meets on the second Friday of each month (except July). The purpose of the meetings is to conduct business (i.e. vote on action items), provide One-Stop Services updates, and educate the members and the public on the current status and future outlook of employment in targeted industry sectors and educational issues. The WIB thanks the following people who gave presentations or were part of panel discussions during the fiscal year.

August 2010

Jennifer Pittman-Leeper, executive director, Governor's Council on Workforce Policy

September 2010

Tourism Industry: Felipe Garcia, Metropolitan Tucson Convention & Visitors Bureau

October 2010

Manufacturing Industry

Moderator: Tom Hinman, Evergreen Maintenance Center
Panelists: David Christensen, Ballistic Fabrication; Laurie Vance, CAID Industries
Sherman Jennings, chair, Governor's Council on Workforce Policy

November 2010

Utilities Industry

Moderator: Doug Jones, Sabino Electric Inc.
Panelists: Liz Russo-Clyde, Southwest Gas; Meredith Wilson, Tucson Electric Power; Marsha Regrutto, Trico Electric Cooperative

December 2010

Strategies for an Aging Workforce

Moderator: Roger Forrester, Pima Council on Aging
Panelists: Maria Ramirez-Trillo, AARP Foundation Senior Employment Program; Joel Millman, Arizona Department of Economic Security; Anne Palmer, Raytheon Missile Systems; Meredith Wilson, Tucson Electric Power

January 2011

Healthcare Industry

Moderator: Alan Storm, Pima County Joint Technological Education District

Panelists: Stephanie Healy, Hospital Council of Southern Arizona; Beverly Price, HealthTrio; Judy Clinco, Catalina In-Home Services Inc.

Health Care Reform Bill: Barton Davis, UnitedHealth Group

February 2011

WIB Yearly Strategic Planning Meeting

March 2011

Automobile Repair Industry

Moderator: Jim Zarling, Excel Mechanical Inc.
Panelists: Jeff Rock, Sun Tran; Patrick Lopez, MPG; Don Meeker, Integrity Automotive

April 2011

Apprenticeship and Trades Programs: Mike Verbout and Karen King, International Brotherhood of Electrical Workers

May 2011

Information Systems Security Issues

Moderator: Paul Roughton, New Horizons Computer Learning Center
Panelists: Cristie Street, Nextrio; Lee Wilfert, University of Phoenix; Chris Roma, UniSource Energy Corp.

June 2011

Adult Education Update: Paul Franckowiak, Arizona Department of Education/Adult Education Services
Pima Community College Future Directions: Chancellor Roy Flores

WHAT ONE-STOP DOES FOR EMPLOYERS, ADULTS, YOUTH

QUALITY JOBS • QUALIFIED WORKERS

Preparing a 21st Century Workforce

What One-Stop Does for Employers

- Connects employers with able and skilled workers to meet staffing needs.
- Develops and seeks funds for training for employers' existing workers and for apprenticeship programs in high-demand occupations.
- Analyzes availability of workers to meet real-time employer demand for companies looking to relocate to Pima County.
- Collaborates with the Arizona Commerce Authority and the local economic development agency – Tucson Regional Economic Opportunities – to provide the latest information on employer incentives and benefits.
- Responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers.

What One-Stop Does for Adult Job Seekers

- Provides workstations with Internet access and email accounts, printers, faxes and phones and office equipment.
- Conducts workshops on career exploration, résumé writing, interviewing skills, and employability skills, including workshops specifically designed for job seekers ages 50 or older.
- Provides access to job listings, local employer directories, labor market information.
- Provides consultations with Workforce Development Specialists to provide job leads and placement assistance.
- Provides information about and referrals to adult education and training opportunities and assistance.

What One-Stop Does for Youth

- GED and alternative education programs.
- Summer and after-school work experience.
- Vocational assessment and career planning.

Pima County One-Stop Career Center

Kino Service Center

2797 E. Ajo Way

Tucson, AZ 85713

Phone: 520-243-6777

Fax: 520-243-6796, 243-6797

Serves dislocated workers – persons who have been laid off

Rio Nuevo Service Center

340 N. Commerce Park Loop, Tortolita Bldg.

Tucson, AZ 85745

Phone: 520-798-0500

Fax: 520-798-0597

Serves unemployed adults and youth

Working together to achieve quality jobs, qualified workers



PIMA COUNTY WORKFORCE INVESTMENT BOARD

INDUSTRY SECTORS



Emerging Technologies

This sector focuses on the entrepreneurial spirit that creates businesses and jobs of the future using newly introduced innovative technologies. Corporate research and development, low cost “garage” tinkering, or university technology transfer are examples of this sector.



Natural and Renewable Resources

Often referred to as “green”, this sector focuses on the creation of jobs and facilities that will help reduce or eliminate reliance on non-replaceable energy sources. Retooling building and transport systems to reduce or eliminate reliance on imported non-replaceable energy sources such as oil, and growing solar generated power into an exportable energy source are examples of this sector.



Aerospace and Defense

Industries in the Aerospace and Defense sector are numerous in Southern Arizona and they provide an abundant source of jobs and an opportunity for future job creation. The military bases, defense contractors, and supporting manufacturers are examples of this sector.



Logistics

Logistics manages and controls the flow of goods, energy, information and other resources from the source of production to the marketplace. This sector involves the integration of information, transportation, inventory, warehousing, material handling, and packaging. Tucson is a transportation and distribution hub that conveniently connects people and products. Opportunities for jobs and job creation in this sector should increase based on Tucson’s unique geography near the border and deep water ports, as well as a strong transportation infrastructure. This sector includes the Tucson International Airport, Port of Tucson, and rail.



Health Science

Health care and the science related to health care are large and vibrant industries that provides a significant number of jobs and job opportunities in Southern Arizona. With a focus on keeping workers and their dependents healthy, examples of this sector include traditional health occupations, state of the art health information systems, and cutting edge biotechnology businesses.



Infrastructure

This is a foundational sector that includes jobs based in providing a safe, clean, and connected community. Examples of this sector include building and maintaining the facilities from which goods are produced, warehoused, and sold; services are delivered from; workers are housed in; and roads over which goods and people move. An important part of this sector includes communication networks and utility/energy infrastructure.



James Van Etten sprays paint on a railing at Perfection Industrial Finishing. With assistance from Pima County One-Stop Career Center, Perfection was able to gain an industry certification that helped the company attract new clients.

AEROSPACE AND DEFENSE

One-Stop helps employer get industry certification

Perfection Industrial Finishing provides metal finishing services throughout the Southwest. The company at Park Avenue and Ajo Way is locally owned and operated. Its customers include military/aerospace companies.

A quality system that encompassed all of Perfection Industrial Finishing's processes and procedures was necessary to attract new high-technology customers locally and nationally.

AS9100/ISO9001 represents an international quality standard recognized by both commercial and military/aerospace customers.

Company President Charles Zinke faced a challenge: How could the company improve its competitive edge by attracting new customers that required a demonstrable Quality Management System before issuing contracts for metal finishing services such as Powder Coating,

Conventional Painting, Mil Spec Painting, Chem-Film, and Anodizing?

Through Pima County's WIRED Grant program and with the help of Pima County One-Stop's Evelyn Wright, Perfection Industrial Finishing was able to gain certification in AS9100/ISO9001 on Nov. 9, 2010.

Perfection Industrial Finishing's leadership worked with Pima County and Pima Community College to run in-house

training on the newly implemented Quality Management System for 30 employees.

This activity was essential for the successful quality certification!

Perfection Industrial Finishing has secured several new high-technology customers as a direct result of AS9100/ISO certification, and the company is on-track to double its sales revenue relative to the previous year.

LOGISTICS

One-Stop brings college-level courses to workplace

When The Offshore Group was looking for fiscally responsible ways to retain and invest in talented employees, its partnership with the Southern Arizona Logistics Education Organization and Pima County One-Stop paid off.

For more than 26 years, The Offshore Group has been a leading provider of innovative logistics services to a wide variety of industries around the world. Headquartered in Tucson, The Offshore Group employs nearly 100

people in Pima County, most of whom carry out activities related to international logistics to support client operations in North America.

Made aware of the opportunity to get a Community-Based Job Training Grant, the company's management agreed to provide the required matching funds and adjust employee work schedules to make the training possible. The staff at One-Stop and Pima Community College were able to roll out a training

program with very short timelines. Employees were quick to sign up for college-level courses for credit on site.

The courses included computerized logistics, inventory control, supervision, writing, and warehouse management. Since 2010, 19 classes have been offered; enrollment topped 250.

By December 2011, at least 10 employees are expected to complete their basic and advanced certificates in Logistics and Supply Chain

Management from Pima Community College. This educational opportunity has opened doors for many of these employees. Career paths are being developed and promotional opportunities are likely to follow. Employees who once may have felt pigeon-holed now see new opportunities throughout the organization.

This has become a model program throughout the company and demonstrates the success of collaboration with community resources.



Ruben Morales drives a forklift at The Offshore Group. Offshore partnered with Pima County One-Stop Career Center to obtain a Community-Based Job Training Grant to offer employees college-level courses for credit on site.

HEALTH SCIENCES

One-Stop partnership turns techs into nurses

A \$25,000 grant enables Carondelet Health Network to help patient care technicians become registered nurses with a win-win educational program in the Catholic nonprofit health-care system that spans Southern Arizona. The City of Tucson Workforce Development grant was implemented in partnership with Goodwill and Pima County One-Stop.

Carondelet's "PCT to RN" program helps 30 patient care technicians, who are qualified to perform basic laboratory and patient care duties in hospitals, nursing homes and other health-care settings, to become registered nurses in four semesters that are condensed into one calendar year.

The program, which starts each fall, is offered by Pima Community College in a classroom setting on the campus of Carondelet St. Joseph's Hospital on Tucson's east side.

Students are required to work 24 hours per week or 48 hours per pay period throughout the program, and are contracted to work as a nurse within Carondelet for two years following completion of the program.

"We capture the best and



Shannon Mandel speaks to a doctor by phone at St. Joseph's Hospital. Mandel was a former patient care technician who became a registered nurse through a partnership with Pima County One-Stop Career Center.

brightest of our associates through this program," said Lynda Gallagher, Carondelet's Director of Student Services & Management Development. "It is a terrific opportunity for PCTs who want to grow and evolve in their health-care career."

All costs for tuition and required books are covered through the program, and students are supported with computer lab access, duplicating privileges and mentoring support as needed.

Not only is the program a great opportunity for PCTs to advance, it has

additional benefits for the patient safety and quality of care that Carondelet provides at its four hospitals, 20 primary care offices, imaging centers, and other health-care facilities in Southern Arizona, Gallagher said.

"Upon graduating from this program, these novice nurses frequently demonstrate that they are further advanced in providing health care than other novice nurses who have not been in the program," she said. "Their comfort level and camaraderie with experienced and advanced nurses helps them hone

their assessment and critical thinking skills, and think through the situations they encounter at a higher level."

Gallagher said Carondelet is very grateful for the funding, and how it enhances the network's ability to recruit and retain top talent.

"Carondelet is committed to giving our associates the opportunity to advance their careers in health care and providing quality care for our patients, and we are delighted that we are able to fulfill this need thanks to the funding," Gallagher said.



Master Technician Daniel Keeton changes the transmission fluid of a vehicle at Integrity Automotive. Pima County One-Stop Career Center helped Keeton obtain the training he needed to repair and service hybrid and biodiesel vehicles.

NATURAL AND RENEWABLE RESOURCES

One-Stop prepares technician for biodiesel, hybrids

The popularity of biodiesel and hybrid cars is driving the need for specialized training for vehicle technicians. Education is key to repairing and servicing these vehicles effectively, efficiently and safely.

Pima County One-Stop has been able to make that education possible, with funds from the State Energy Sector Partnership Grant, for technicians like Daniel Keeton and businesses like Integrity Automotive, an independent auto repair service center in northwest Tucson.

Daniel, an L1 Master

Technician at Integrity Automotive, has been working in the automotive field for over 22 years and has expanded his knowledge with many National Institute for Automotive Service Excellence (ASE) certifications.

As dealer warranties expire on these alternative fuel and more computerized cars, independent service centers are seeing more of them.

“Training is the key component to every independent shop,” said Don Meeker, owner of Integrity Automotive.

“The more your employees are trained and certified the better you are able to give these services to the different types of vehicles.

“Not every shop is certified or trained in these areas and this is not only dangerous but the vehicle may not be getting the right repairs or service. This is a disservice to the public and your technician.”

For example, because of the training he has received, Dan understands the problems that can arise when motorists switch back and forth from regular diesel fuel

to biodiesel, especially snowbirds who travel across the county and use both types of diesel fuel. Dan can repair the vehicle and talk to the customer about how to avoid it.

“Thanks to the training provided by Pima County One-Stop, Dan is prepared to work on these vehicles and feels he has a safer environment,” Meeker said. “He was able to expand his knowledge to help him increase his salary and be able to keep working in the future. Meanwhile Integrity Automotive is better able to respond to consumer demand as a result of Dan’s training.”

INFRASTRUCTURE

One-Stop grant keeps goods, people moving

In 2010, Pima County One-Stop facilitated a workforce development partnership that gave six Goodwill employees the opportunity to participate in a Logistics and Supply Chain Management certificate program taught by Pima Community College. Goodwill has extensive shipping and warehousing activity to support its retail centers.

The One-Stop logistics grant made it possible for Goodwill to rapidly advance the skill set of its employees working in transportation, warehousing, salvage and donations. By offering the course at Goodwill, it removed “logistical” and psychological obstacles that would otherwise keep some employees from participating – whether it be taking extra time away from work, taking a chance of returning to the classroom with younger peers, or worrying about an employer’s true support

Brandon Hoffman began working with Goodwill as a donation center attendant in December 2008. Brandon’s hard work and dependability have earned him promotions to supervisor, assistant manager and in May of 2011 to salvage operations manager. For Brandon, the timing of the Logistics



Erinn Walker prices recently donated items at Goodwill. Six Goodwill employees recently participated in a logistics certificate program through a partnership with Pima County One-Stop.

classes was perfect because it gave him the opportunity to apply what he was learning in the classroom directly to salvage operations.

Lisa Sarmiento, an experienced transportation manager for Goodwill, was inspired after earning the Logistics Certificate to continue her education and pursue the Associate Degree in Logistics and Supply Management at Pima Community College. One-Stop made it possible for her to return to school and complete her associate degree.

“I feel that my years of work experience are coming full circle, like a



Norman Childs moves donated items at Goodwill. Logistics training is valuable because Goodwill has extensive shipping and warehousing activities.

puzzle being completed. I am now able to put everything together,” she said. “In the context of the global economy,

understanding logistics and practicing what I learn will position me well for advancing my career.”



Pima County One-Stop Career Center can help employers and their employees when a layoff or company closure occurs. One-Stop helps the employer manage the workforce reduction and helps employees find new jobs.

OUTPLACEMENT SERVICES FOR EMPLOYERS

Preparing a 21st Century Workforce

The Pima County One-Stop Career Center can provide Outplacement Services to assist employers and their employees in advance of a layoff or company closure. These services are provided through our Rapid Response team.

The team works with employers and employee representatives to quickly maximize public and private resources to

minimize disruptions associated with job loss.

The services can be customized to each layoff and to each company's needs in order to help manage the workforce reduction and transition of employees into new jobs, at no cost to employers or employees. Services can be provided at the employer's site and can accommodate any work schedule.

On-site services may include:

- Management training on conducting a layoff
- Information for employers about tax incentives, training programs and other workforce resources as possible options to reduce or avert layoff
- Setting up a Career Transition Center
- Information for affected employees about reemployment services, including all One-Stop

- Career Center services; unemployment insurance benefits; and various communities resources
- Registration for the Dislocated Worker Training Program

For more information:

Margie Wright, Rapid Response Coordinator
 Pima County One-Stop Career Center
 2797 E. Ajo Way
 Tucson, AZ 85713
 520-243-6762



Pima County's Joel D. Valdez Main Library at 101 N. Stone Ave.

JOB HELP

A Partnership with Pima County Public Library

The Pima County Public Library (PCPL) partners with Pima County One-Stop Career Centers to offer Job Help at Library branches. Job Help includes job and employment-related computer classes and dedicated computer time for job seekers. Job Help takes place in library computer labs and in library meeting spaces outfitted with laptop computers.

Job Help started as a pilot in the summer of 2009 at eight library locations. It is now available at eleven libraries. Library computer instructors provide technology training during Job Help sessions. In addition, job seekers get one-on-one help from computer-savvy youth between the ages of 16 and 23 recruited by Pima County's Community Services Employment and Training's Pledge-A-Job program.

"We help people update their résumés or reformat them to stand out. The other thing that we do is help people actually apply online," says Ellen Hammes, computer instructor and Job Help teacher. "Applications can be very difficult to do online."

Job Help is geared toward improving the computer-related skills necessary to conduct a job search, but the program also

introduces other computer classes to introduce such skills as e-mail and social networking.

"What we're finding from the testimonials that we are getting is that library staff serve as a friendly face," said Beth Matthias-Loghry, library services manager. "Libraries are a non-threatening atmosphere. Many of our computer instructors have conducted job searches themselves. They can

empathize with these job-seekers and relate on a personal level in terms of the anxiety many of them feel. The library is a calm place during a very stressful time, and we're here to help people take steps to help themselves."

The Job Help program is serving as a potential program model for a Broadband Technology Opportunities Program project administered through The Arizona Governor's Office of Economic Recovery with the assistance of the Arizona State Library to create Arizona Job Help Centers in libraries across the state. "It's clear that help for those seeking employment continues to be priority for Arizona, and libraries are being considered as venues to expand the reach of related services," Matthias-Loghry said.

For more information about the Job Help program at Pima County Public Library or the Job Help tool kit, email to: *Beth. Matthias-Loghry@pima.gov*



Pima County's Joel D. Valdez Main Library at 101 N. Stone Ave.

JOB HELP PUTS PEOPLE TO WORK

My name is Peter Turner and I am 48 years old! Nine months ago I came into the Quincie Douglas Branch Library on a Job Day. I needed to update my résumé. I was unemployed and working part-time day jobs. I met Duane Wagner, an instructor. I was computer illiterate. I knew how to turn on a computer and use it to make packing slips and look up parts in my previous job. But that was it!

Duane taught me how to get an email and how to save my résumé there so I could access it or change it or send it to someone. I thought that was the greatest thing.

I started taking the computer classes offered by the Library and Oasis. I have taken the MS Word and MS PowerPoint classes. And I'm looking forward to the MS Excel class, too. I took advantage of these courses to increase my knowledge and skills in computers to help make myself more employable!

Recently, I was hired by the homeowners association where I live to be the secretary/treasurer. I am using my new skills to keep the HOA's accounts and I'm being paid to do it. Part time, but it is a start. This statement is being drafted

using a word processor and I'm going to send it to Library Manager Elva Smithwhite with my email. Nine months ago I could not have done this.

It has given me great pleasure when another classmate asks me how to do something on the computer and I can help them. I have been given a key to something new that fascinates me and I intend to keep pursuing it.

Thank you Quincie Douglas Library, and Ms. Smithwhite!

Thanks, One-Stop, for paving the way to work

Thank you so much for helping advertise the Arizona State Veterans Home job fair. We had a great turnout.... We interviewed 151 candidates.

Thank you for all that you do to keep the Direct Connect job club up and running, always interesting, and really helpful. The speaker each week may not always pertain to the specific positions I am seeking, but I ALWAYS get something out of the meeting. It helps me think about my job search in different and creative ways, and has opened my mind to opportunities and directions that I had not thought about. I appreciate all the time and effort that you put forward for our group.

I have been promoted to Crew Leader/Driver and am taking more of a supervisory role. It feels so good to be working again.

I also wanted to let you know that I appreciate all that you have done not only for me, but for the networking group. Without group or your support, I don't think I

would have gotten the job I did. The networking group gives people other avenues for job seeking. Just when things were looking down, a job came up for me.

Two years ago I was laid off from my position as a drafter. With a tight job market, especially in the engineering industry, I had few options available in terms of employment.

You suggested that I apply for the GIS Graduate Certificate program at the University of Arizona, and collaborated with the university, the county and the state to obtain a grant from the state of Arizona to cover my tuition for the program. Even more, you assisted me in gaining entrance into the DES-approved training program so that I could receive unemployment benefits while attending classes, enabling me to focus solely on my coursework. And you have assisted me throughout the education process, giving encouragement and accountability as to my progress.

Through the GIS certificate program, I have developed the knowledge, skills, and experience to be effectively employable in the

geospatial industry. In fact, I have landed a position as a GIS technician for a company in town and am now gainfully employed in a job that I enjoy!

As a result, I am now investing back into the local and state economies. I am looking forward to a satisfying career in this field and am excited as to what the future holds.

As a result of your programs and efforts, I have accepted a position at Child & Family Resources. I wanted to thank you for your assistance and the training I received. It had been a long time since I was out looking for employment and how things had changed. By participating in the programs such as résumé writing and employability skills, it gave me the new perspective and tools needed to face this economy and the challenges it presents.

I have been searching for a job equivalent to the one I left for the past 18 months. I am a professional with 25+ years in marketing and IT, but no college degree. It has been extremely challenging, to say the

least. I was interested in possibly making a career change to the medical field and was uncertain if this would be possible at this stage. While the Pima One-Stop staff were helpful, I found that Maxine Acevedo was by far the most responsive to my particular needs. She was insightful and empathetic. She offered encouragement at a time I was beginning to doubt the options available to me.

I met with PCC HITECH Program adviser Kathy Lee yesterday and I am happy to report that I was accepted for the program and will start next Monday. Maxine's assistance in finding a solution will forever be appreciated as I make this transition to medical IT.

FAITH-BASED COMMUNITY INITIATIVES PROGRAM

Preparing a 21st Century Workforce

The Faith-based Community Initiatives program is able to identify and provide partners for federal and state grants that specifically require faith partners. To accomplish this relationship, the Faith-Based Community Initiatives program identifies ways to work collaboratively with the faith community and encourages the faith community to work in concert with the government. The primary focus for this program is employment and training through the One-Stop. However, other County departments have benefitted from the work of the Faith-based Community initiatives program.

The Faith-based Community Initiatives Program has successfully enabled One-Stop to be the recipient of two contracts requiring faith-based partners: Faith/Community Partners Initiative and Youth Employment and Re-entry Network (YEARN). Both were U.S. Department of Labor grants and exceeded contractual specifications. Faith/Community Partners was named by the White House Office of Faith-based and Community Initiatives as one of the 3 top programs in the nation and



David L. Myers, left, director of the Office of Faith-based and Neighborhood Partnerships in the U.S. Department of Homeland Security, presents plaques to Art Eckstrom, director of the Pima County Department of Community Services, Employment and Training, and Linda Leatherman, coordinator of the Pima County Office of Faith-based Community Initiatives, at the Region IX Faithful Readiness Conference in Tucson in September.

was included in the Bush Administration's report to the Obama administration on the success of the national faith initiatives. In addition, the Faith/Community Partners grant staff was invited to make a presentation at the national Workforce Investment Board Conference of 2008 in Washington, D.C., and at the closing conference for the grant in New Orleans. For this grant, 253 homeless, ex-offenders, and other targeted populations were successfully employed for 6 months or longer. This successful worker initiative was also recognized by the Metropolitan Pima Alliance with its Common Ground Award. The outstanding success of this grant also earned Pima County the U.S. Department of Labor's Faith-based Office award of

Compassion Champion for May 2008.

The YEARN grant made possible, for the first time, the convening of state, local, federal agencies to identify and to address the legal and institutional barriers affecting incarcerated youth. Many positive relationships developed from this collaboration and established a working relationship with faith-groups to assist youth who re-enter the community, especially those needing education, training, and employment.

In 2010, the Faith-based Community Initiatives program worked with the Pima County Office of Emergency Management to sponsor the first annual First

Responders Youth Job Fair. This highlighted careers critical to Emergency Management and gave youth the opportunity to understand First Responder careers. In the initial year 350 youth attended the event. In 2011, 550 youth attended the event. Through this event and others, Pima County is recognized at the national level of Homeland Security as a role model for youth programs. Also in collaboration with Emergency Management, the Faith-based Community Initiatives program hosted the U.S. Department of Homeland Security Faithful Readiness Conference for Region IX. We were honored to have the White House Director of Faith-Based and Neighborhood Initiatives, Joshua DuBois, attend and speak.

Through building communication bridges and encouraging the development of social services within the faith community, Faith-based Community Initiatives aids the development of resources that support workers looking for jobs or staying on the job. These resources include but are not limited to clothing, dental services, virtual access to One-Stop employment information, housing, emergency funds.

Sullivan Jackson Employment Center

A local program that helps homeless become employed

The Sullivan Jackson Employment Center, 400 E. 26th St., opened its doors in 1986 to respond to the employment and training needs of homeless men and women seeking to enter the workforce. Primarily supported by the U.S. Department of Housing and Urban Development funding, the center has been a pioneer in developing effective approaches to assist homeless individuals and families seeking to become self-sufficient.

The Sullivan Jackson Employment Center believes that clients must be job ready – have all of their basic needs met – before they can focus on career choices and learn the techniques that will result in employment. In this regard, the center is unlike other employment

and training programs. Clients are enrolled in an Integrated Individual Service Strategy program that results in a Case Plan and an Employability Development Plan.

Program Goals:

- To increase the skill/income levels of homeless participants seeking job opportunities.
- To provide vocational job training opportunities to homeless participants, especially youth and veterans.
- To work within the Continuum of Care to provide transitional opportunities to working men, women, families, and youth.
- To provide post-placement supportive services or aftercare to enhance job retention and career advancement.

Gulf War vet gets job, home with One-Stop's help

After leaving the Navy, Gulf War veteran Brandon Alexander struggled to make ends meet and became homeless. But with assistance from a Labor Department grant and the Sullivan Jackson Employment Center, he found a good job in the aviation industry. Alexander received tuition aid and took aviation classes at a local community college to build on his military

experience working on an aircraft carrier. He graduated with high marks and passed required oral and written exams from the Federal Aviation Administration. Today, Alexander works as a mechanic for a regional airline and has his own home. "I wanted to get a better job and a better life, and the training gave me the skills I needed," he said.

Thank You One-Stop Career Center Partners and Subcontractors

- Altar Valley School District
- Alvernon Optical
- Arizona Commerce Authority
- Arizona Department of Economic Security:
- Catholic Community Services:
- Cochise Private Industry Council
- DK Advocates, Inc.
- Empower Labor Market Services
- Fred Acosta Job Corps Center
- Goodwill Industries of Southern Arizona, Inc.
- Governor's Council on Workforce Policy
- Grainger
- Jeri's Uniforms
- Literacy Volunteers of Tucson
- Pima Community College
- Pima County Housing Center
- Pima Uniforms
- Portable, Practical Education Preparation (PPEP)
- RISE Equipment Recycling Center
- Santa Cruz County One-Stop
- SER Jobs for Progress of Southern Arizona
- Southwest Fair Housing Council
- State Energy Sector Partnership
- Tucson Urban League, Inc.
- Tucson Youth Development, Inc.
- United States Department of Labor
- Yuma Private Industry Council

One-Stop Youth Services

*Summer and after-school work experience
Vocational assessment and career planning
Training and internships*

Pima Vocational High School

Pima Vocational High School is a School-to-Work Charter School with a focus on youth 16 to 21 years old who are looking for an alternative opportunity to succeed in obtaining a secondary education along with vocational training.

Students at PVHS get the opportunity to have work experience through the vocational training course. This vocational program prepares students for their future and helps them understand what skills different jobs require.

Las Artes Arts & Education Center

Las Artes offers a unique learning environment for youth ages 17-21. Structured classroom study combined with community art projects allow students to prepare for general education development (GED) testing and build employability skills. Las Artes graduates make a positive transition into the workplace or higher education, and have greater opportunities for sustainable employment and education with marketable job skills.

SUMMER YOUTH EMPLOYMENT PROGRAM

Students get experience; employers get free help

Each year, the Summer Youth Employment Program places approximately 1,000-1,500 youth ages 14-21 in jobs with local employers. The program receives requests for youth interns from participating employers and then matches youth applicants with the available jobs and internships. The program pays youth workers minimum wage for hours worked. Businesses can also participate by hiring youth and paying their wages for at least five weeks, or by supplementing the minimum wage.

Todd Updyke, a manager with Road Machinery, LLC - a company that sells, rents and services heavy equipment for use in construction, mining, forestry, milling and other industries, submitted a simple application explaining the company's temporary office support needs, its summer internship opportunity, and a few of the preferred characteristics of a successful Road Machinery intern.

High school senior Diana Guerrero fit the bill!

The internship benefited Guerrero and the company. "I gained a lot of skills for my future jobs," Guerrero said. "I will be able to list this as valuable work experience on my resume and applications for future jobs. I learned real world work ethics that will also be helpful in my future job search."

Updyke was pleased with Guerrero's performance.

"Diana is a hard and diligent worker whose work ethic surpassed my expectations," Updyke

said. "Diana was very respectful to all she came into contact with and is exactly the kind of person any employer would be grateful to have on their team."

LAS ARTES ARTS & EDUCATION CENTER

Perseverance, GED open doors to health-care career

Life threw many obstacles in the way of Isaac Tirado's education but, with the help of Las Artes, he persevered and is on his way to a health-care career.

During Isaac's freshman year of high school, his father was diagnosed with Hepatitis B. Isaac felt as though his world was falling apart. He started missing school and, even when he went, never turned in homework. He attended Sunnyside High School, Pueblo High School and Tucson Urban League Academy. When Isaac was 15 and attending Tucson Urban League Academy, his father lost his battle to Hepatitis B.

After his father's death, Isaac felt very angry and resentful. He didn't

think going to school was worthwhile and he dropped out of Tucson Urban League Academy. His mother never gave up on him and enrolled him at PPEP Tech, but he didn't follow through with it.

When he came to Las Artes, he never expected to stick with it and earn his GED. He found out that his girlfriend was pregnant and believed that he needed to drop out and look for work. The faculty and staff at Las Artes kept him focused. He said that he never felt judged and was constantly reminded that he was deserving of a GED diploma. Even more, he knew he needed a GED to get a job.

One week after he received his GED diploma, his daughter, Madianna,

was born. He looked for work, but couldn't even find a job at a fast food place. He remembered that Las Artes was willing to help with funding to get into training. He researched different career opportunities and decided to attend Tucson College to become a phlebotomist technician. He said that seeing what his father went through and all the help he received was the main reason he went into the medical field.

With financial assistance from Workforce Investment Act, he was able to enroll at Tucson College. He

maintained a 4.0 GPA and graduated in October, around the time that his daughter turned 1.

Isaac said that he has been studying the stages of grief in class and that he realized he has gone through the stages and is getting to the final stage of acceptance.

He wants to give his daughter what he didn't have. Because he knows what it is like not to have a father, he said, he wants to always be there for her.

Isaac hopes to find employment at one of the hospitals' trauma units or work in a laboratory.

Thank You for Supporting One-Stop Career Center

- | | | | |
|------------------------------------|--|------------------------------------|---|
| A Cut Above | Arcadia Healthcare | BBVA Compass Bank | Catalina Transportation Service |
| A Lasting Touch | Archo Ventures | Beacon group | Catholic Community Services |
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- JAMBL
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 Jessani Parvez MD
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If your company's name is missing or listed incorrectly, we apologize. Please contact Risé Hart at 520-243-6766 or at Rise.Hart@pima.gov.



For more information about the Pima County Workforce Investment Board, including how to join, contact Risé Hart at 520-243-6766 or at Rise.Hart@pima.gov