



TO: WORKFORCE INVESTMENT BOARD MEMBERS

FROM: ARTHUR ECKSTROM, DIRECTOR

A handwritten signature in black ink, appearing to read "Arthur Eckstrom", is positioned below the printed name.

SUBJECT: **Minutes – November 11, 2011**

Members Present:

Linda Arzoumanian
Duane Bock
Clarence Boykins
Nicholas Clement
Vaughn Croft
Wilette Diggs
Michael Guymon
Clayton Hamilton
Chris Hazen-Molina
Gregg Johnson
Doug Jones
Dorothy Kret
Jeannie Maldonado
Charles Monroe
Kim Murray
Noreen Nelson
Jonathan Peck
Beverly Price
Carl Rosborough
Paul Roughton
Laurie Vance
Mike Verbout
James Zarling

Members Absent:

Hank Atha
Jacob Bernal
Johnson Bia
Rose Capono
Judy Clinco
Peggy Feenan
Peg Harmon
Kari Hogan
Suzanne Lawder
Arnold Palacios
Jill Pearson
Alan Storm
Jo Anne Westerman

A public/private partnership to improve Pima County's workforce

Staff & Guests Present:

Charles Casey
Jim Mize
Ed Parker
Art Eckstrom
Dorothee Harmon
Veronica Boone
Evelyn Wright
Frank Watts
BJ Smith

Ken Spain
Teresa West
Bob McGill
Liz Gulick
Steve Nelson
Kate Hoffman
Art Burrola
Eddie Geisel
Risé Hart

- I. **Call to Order** – Clayton Hamilton, Chair, called the meeting to order at 7:45 a.m.
- II. **Pledge of Allegiance** – All
- III. **Roll Call** – Beverly Price conducted the roll call. Clayton welcomed new member Jeannie Maldonado of Pima Council on Aging.
- IV. **Member Spotlight** – *Clarence Boykins*
Clarence is the President of Tucson Southern Arizona Black Chamber of Commerce (TSABCC). He is an U.S. Air Force veteran and did two tours in Vietnam. He has lived in Tucson for 39 years and is a native of Florida. One of the highlights of his life is getting to know Sidney Poitier as Sidney’s parents were neighbors of Clarence’s grandmother. Clarence serves on several boards. One of these boards, Employer Support for the Guard and Reserve (ESGR), develops and maintains employer support for people in the National Guard and Reserve. TSABCC is about 16 years old and serves 268 members and they are very diverse. Their mission is “economic gardening” which helps small businesses develop and grow. TSABCC website: <http://tsabcc.org/>. He is retired from the city of Tucson and married with five children and 14 grandchildren.
- V. **Action Item:** The action item to approve the October 2011 meeting minutes was posted until the January 13, 2012 meeting.
- VI. **Current Events** – Clayton Hamilton
Clayton stated that the economy seems to be improving slowly and the American workforce is becoming more competitive against China due to the US advantage of a better infrastructure.
- VII. **Staff Report**
 - H-1B Technical Skills Training Grant – *Jim Mize*
Jim gave an overview of the Southern Arizona Technical Career Pathways H1-B grant. The grant will start on November 14 and it is a four year grant. There will be a webinar about the grant on November 21. Staff will send information about the webinar and today’s PowerPoint to the WIB. The reason why the One-Stop applied for this grant is to fulfill the current demand for skilled workers in aerospace/defense and other high-tech industries with local talent.

- **Veterans Program – Charles Casey**
Casey introduced Art Burrola and Steve Nelson who oversee the two veteran programs. Casey also gave a brief overview about the programs. Art is in charge of the Pima County Veterans Workforce Investment Program (VWIP) and Steve is in charge of the Homeless Veterans Reintegration Program (HVRP). Art stated that the VWIP grant requires that 80% of veterans enrolled in the program are placed in employment. Due to the current economy the goal wasn't achieved; however a correction plan was submitted so the program could continue. Types of employment veterans have obtained are: trucking, government, IT, and overseas employment. Steve stated HVRP is a \$245,000 a year program. There were 138 veterans enrolled in the program and 86 homeless veterans were placed in jobs. He reported that the Stand-Down Event in October 2011 had 35 service providers partaking in the event and it was very successful.

VIII. Vets4Vets – Abel Moreno

Abel served in the Army, 82nd Airborne Division for 7 years, and then was deployed to Afghanistan in 2002-2003 and Iraq 2003-2004. The biggest thing that made an impact on him was being able to interact with prominent people in the community and being mentored by them. He uses what he has learned to help mentor other veterans. He is a Tucson native. Vets4Vets goal is to help Iraq and Afghanistan-era veterans understand the value of peer support and to regularly use peer support to express their emotions, manage their challenges and ease back into society. The peer support they provide is unobtrusive. Every 80 minutes a veteran kills himself equaling 18 veterans a month. 30% of veterans utilize the Tucson Veterans Administration services. Website: www.vets4vets.us.

IX. Panel Discussion – Opportunities/Challenges of Hiring Veterans

Panelists:

Kim Murray, Universal Avionics Systems

Teresa West, Marana Community Correctional Treatment Facility

Bob McGill, HDS, Inc.

Clarence Boykins facilitated the following questions:

1. How can hiring veterans provide a business edge in your industry?
Teresa – Her company hires people who are at least 21 years old. Prefers hiring a veteran because serving in the military matures the individual and that is what is needed in corrections. Veterans have already proven their commitment to the job which is a benefit.
Kim – Universal Avionics serves both federal and nonfederal contracts and one of the edges in hiring veterans is being registered with ESGR. There is a preferred list and Universal Avionics is on that list. Being on this preferred list is beneficial as this is a way of gaining contracts.
Bob – Currently his company is experiencing a driver shortage and veterans play an important role to fill that gap. Veterans possess above average skills in self motivation, leadership, and self discipline. Because of their excellent skill sets veterans make excellent employees. The company has tailored their program to get veterans who are coming off active duty. They use

programs such as the US Department of Labor National Apprenticeship Program to get funding for training.

2. What strengths do veterans bring to the work environment that civilians may not have?

Bob – Truck driving is a high stress job and drivers need to be constantly on alert, on guard, and have good communication skills. Uniqueness to the job is sleeping in a truck and being away from home for long periods. Veterans are above average in coping with being away from their families and are mission oriented, have excellent communication skills, and there is less turnover. Veterans are in better physical shape than civilians. Veterans also have a team work mentality.

Kim – Veterans can handle structure, are detailed oriented, have excellent planning skills, and adapt well to frequent change which is necessary at Universal Avionics. Veterans are the most tenure in the company.

Teresa – Physical fitness is required to work in corrections and veterans are better fit. Veterans are very organized, disciplined, take directions well, punctual, and are extremely respectful.

3. Is there a gap in the skills set that recent vets have?

Kim – The only gap is that veterans are not familiar with the current technology; but Universal Avionics provides training so veterans become current with recent technology.

Teresa – Veterans do not have the required Arizona license to work in corrections; however they do have the skills. Sometimes it is difficult to get a license and it is a long process. Veterans' résumé wording can be an obstacle in getting an interview as titles are different in civilian life vs. military.

Bob – The biggest gap for veterans is not having a Commercial Driver's License (CDL). Thus in order to get a CDL they need to attend a 4-6 week training program plus be with a mentor for 1-2 months.

4. What do you find is rewarding in hiring a veteran?

Teresa – The assets she previously mentioned and hiring a veteran is a small way of paying back the veterans who served our country.

Kim – The loyalty from a veteran.

Bob – Appreciate giving back to veterans that have served. He is proud to see that there is a difference in veterans vs. civilians' skills/strengths.

5. Questions from the WIB:

- 1) What experiences do you have with employing wounded warriors and providing community resources to help them sustain employment?

Teresa and Kim have not had this experience. Bob said the trucking industry is not moving in a direction to support this.

- 2) Do jobs remain opened while reservists are on active duty? Teresa responded that an employee was gone for two years. Company policy is that if his/her position is not available when the reservist returns, then the reservist is placed in a different position. Kim said they have also had the same situation. There is constant communication between staff in the reservist's department and the reservist while they on active duty. Bob replied that the pay remains the same the entire time the reservist is on active duty.

X. Call to Public – None.

XI. Next Meeting: Friday, December 9, 2011, 8:00 a.m. at the Manning House

XII. Adjournment – 9:01 a.m.