

# CHAMBER BER BER



## The State of Education

A Tucson Metro Chamber Top Priority



WHAT'S INSIDE: Southern Arizona Indicator's **Project Survey Results** 



Meet the Chairman's Circle: The Caliber Group and Quarles & Brady LLP /



Know Your Nonprofit: The Haven & Ben's Bells Project

#### **TUCSON CENTER FOR CULTURAL ENRICHMENT**

in collaboration with the TUCSON METRO CHAMBER





## **Kim Bearden**

Co-Founder of the Ron Clark Academy and Disney American Teacher Awards Outstanding Middle School Humanities Teacher

Kim Bearden's unique combination of innovation, discipline and creativity transform average classrooms to remarkable learning centers.

She delivers inspiring keynote messages to thousands of educators each year. As the co-founder, executive director and language arts teacher of the Ron Clark Academy, she is active in all aspects of the educational process.

Thursday, May 10 Hilton Tucson El Conquistador Golf & Tennis Resort 10000 North Oracle Road

11:00 am Registration and Education Exhibit 11:45 am Luncheon and Program 1:30 pm Education Exhibit

**\$50** Tucson Metro Chamber members \$70 Non-members

**RSVP** by Monday, May 7 TucsonChamber.org

chair

chairman's message

Bruce Dusenberry 2012-13 Chairman of the Board President, Horizon Moving Systems, Inc.

## New Chamber Chairman Looks Back, Looks Ahead

In April I officially began my one-year term as chairman of the board of the Tucson Metro Chamber. I have great admiration for the accomplishments of 2011-12 Chairman Wendell Long. He was an outstanding leader in a year of considerable transformation.

The biggest change was in the executive ranks of the Tucson Metro Chamber. The board conducted a nationwide search for a new president and CEO. We ultimately hired President and CEO Mike Varney and COO Bill Holmes.

Mike and Bill charted a course for operations that puts the Chamber on track for a new level of business leadership and support. Based on member survey results and lots of listening, the Tucson Metro Chamber created and implemented its agenda of Top Five Priorities:

#### SUPER-SERVING SMALL BUSINESS

The new Small Business Growth Committee, comprised of small business owners, created programs to help small businesses make money, save money and increase access to business development opportunities.

GOVERNMENT ADVOCACY

The new Government Affairs Committee is dedicated to increasing Chamber connections and policy effectiveness. The creation of a Super PAC enables the Chamber to increase contributions to pro-business candidates.

EDUCATION AND WORKFORCE DEVELOPMENT

From pre-K to post-secondary, improved education outcomes are needed to ensure our students have the opportunity to compete in the global economy. The Chamber Education Committee is executing an agenda that includes better alignment of classroom instruction and careers and helps with the creation and communication of meaningful education metrics to measure outcomes.

ECONOMIC DEVELOPMENT

Many new jobs in Southern Arizona will come from existing companies that embrace innovation and change. To retain those businesses and help them grow, the Chamber launched the *Business Retention and Expansion (BEAR) Project*. The Chamber is also a leading advocate in creating a local government purchasing preference to give Tucson companies an edge.

COMMUNITY AFFAIRS

Improving the image of our community is important. A new Chamber project, under the *First Impressions* banner, is the improvement of Tucson Blvd. between the entrance to Tucson International Airport and Valencia Road.

In mid-May the new Board of Directors will hold its annual planning session. Through both enhancements to current programs and the creation of new initiatives, the Chamber will strive to create jobs, promote a stronger local economy and make Southern Arizona an even better place to live.

Our 2011-12 achievements created a solid foundation for future growth. We will see further expansion and support of our metro business community in the coming year. As always, the Chamber welcomes your input and wants to know what is on your mind.

If you are a Tucson Metro Chamber member, thanks for being on the team. If you are not a member, there's no better time to benefit from Chamber membership and to help us promote an even stronger local economy.

#### **Executive Committee**

Bruce Dusenberry Chairman of the Board Horizon Moving Systems, Inc.

Vice Chair Kurt Wadlington Sundt Construction

Secretary Colleen Edwards TWS Premium Appliance Center

Treasurer Brian Sonnleitner BBVA Compass

Immediate Past Chairman Wendell Long Casino Del Sol

#### Board of Directors

Gary Clark Southwest Gas Corporation

Philip Dion UniSource Energy Corporation

**Guy Gunther** CenturyLink

Leonard Jessup Eller College of Management The University of Arizona

Robert Lenhard Hallmark Business Consultants, Inc.

Lisa Lovallo Cox Communication

John Low ASARCO

Fletcher McCusker Providence Service Corp.

**Colleen Niccum** *Raytheon Missile Systems* 

**R. Tony Penn** United Way of Tucson and Southern Arizona

Cody Ritchie Crest Insurance Group

Steve Rosenberg Biz Tucson Magazine

Misha Terrazas Wells Fargo

Richard Underwood AAA Landscape

**Cyndy Valdez** Golden Eagle Distributors, Inc.

**William Valenzuela** WG Valenzuela Drywall, Inc.

Wendy West IBM

Judy Wood Contact One Call Center

#### The Chamber Edge

Tucson Metro Chamber PO Box 991 | 465 W. St. Mary's Road Tucson, AZ 85702 P 520.792.2250 | F 520.882.5704

Photography Credits: Cover and feature, Pima County JTED and Flowing Wells Unified School District; Outlooks *Taking Charge of Change*, Kevin Van Rensselaer, photographer. The Chamber Staff President & CEO

**Chief Operating Officer** 

#### **Business** Development

Vice President of

#### **Government Affairs**

#### Communications

#### **Event Logistics**

#### Member Services

Member Relations/ Advertising Manager Jackie Chambers Bond

Admin Assistant

#### Support Staft



Michael V. Varney President & CEO

## Globally or Locally, It's All About Jobs!

One of the most powerful books I have ever read is The Coming Jobs War by Jim Clifton, Chairman of Gallup Research. Gallup Research is conducting the first-ever global research project on what people want. The book's contents are a wake-up call to business and government to get our act together or the United States will experience a seismic shift in its world prominence, economy and quality of life. The bottom line message of The Coming Jobs War: "What the whole world wants is a good job."

Among Gallup's observations:

#### THE NATIONAL GDP

The U.S. economy, with a GDP of \$14.6 trillion, is growing at a rate of about 3% per year. We need to be in the 4.5% range. China's economy, with a GDP of about \$5.7 trillion, is growing at a rate of about 10% per year. Unless something changes, the U.S. is on a predictable path of second place status in the global economy.

Clifton notes, "...when businesses fail, a country fails. When businesses fail, jobs fail. When jobs fail, GDP fails. When GDP fails, institutions, infrastructure and governments fail. GDP and job growth are the chicken and the egg."

#### THE ROLE OF THE CITY

The author is clear: "Cities need to develop a job growth attitude, align their local forces and declare an all-out war."

- 1. The most important solutions are local. Weak local leaders look to Washington for solutions.
- 2. The entire city must wage a war for jobs.
- 3. Align efforts citywide and include local tribal leaders.
- 4. Don't allow local constituencies to look to Washington. Free money eventually makes you more dependent.

#### EMPLOYEE ENGAGEMENT

Mr. Clifton notes, "Miserable employees create miserable customers."

- · 28% of the American workforce is actively engaged these are the best employees; they create new customers.
- 53% is not engaged killing time and not actively engaged with the customer.
- 19% is actively disengaged can and will dismantle and destroy the company.

"Companies, government offices, schools, factories and every workplace in the country need to double the number of highly engaged employees or they put America's competitiveness at a disadvantage," according to Clifton.

#### **EDUCATION**

Gallup found that kids drop out of school when they LOSE HOPE OF **GRADUATING**. He writes, "Education leadership must first be built on hope rather than on grades and attendance because loss of hope precedes bad grades and truancy. Gallup has learned that hope predicts academic success and graduation better than grades or test scores do."

#### **HEALTHCARE**

Clifton and Gallup claim that healthcare is the largest and potentially most explosive job destroyer. The book is clear, "Healthcare is sucking the good money from a once-magnificent economic engine more than any leader has clearly articulated. The focus has been primarily on 'who is without' and 'who pays for what,' not on actually lowering healthcare costs."

One in five families in Southern Arizona lives below the poverty line. It is **vital** we seize **every** opportunity to create and deliver jobs to our citizens. Remember, "What the whole world wants is a good job."

Robert Medler Vice President of Government Affairs



It should be of no surprise to you that 2012 is a BIG election year for business. Evidence of the importance of this year's elections is the campaign material you are receiving in your mailbox and definitely your inbox. Political fundraisers for some candidates are now a weekly occurrence and soon there will be the onslaught of radio and television ads. Petition gatherers will ask for your signature numerous times and we will all know congressional candidates better than we would like. By November, we will all be glad it is over.

From the presidential race and new state legislative districts to the Pima County Board of Supervisors, the results of the elections on August 28 (primary) and November 6 (general) will have a lasting effect on your ability to do business internationally, within the United States, Arizona and Pima County. Nearly every decision an elected official makes has an impact on your ability (or employer's ability) to conduct commerce.

It's important to ask candidates their positions on issues that matter to your business or employer. A land use decision may seem irrelevant, at least until it prohibits a new company from relocating here and doing business with your company. Budget cuts may seem fiscally responsible, until the funds cut were contracts to one of your clients. Be assertive and make candidates dig deep for an answer. Don't let them off the hook with a line they heard from a newscast or talk show.

Most of the races we tend to pay attention to have direct effects on your business. But if you take the long-term approach, there are a few elected positions that have a lasting effect, often beyond their tenure. Usually located on the ballot about half way through are the various school district boards. School districts produce the workforce of tomorrow. Many of the changes implemented today will not be seen for years to come. In Pima County there are 17 school districts alone. Each has at least one open position this year. Find out who is running and support the candidates who are going to make sure your business has the workforce it needs in the future. Perhaps, an even better option would be to run for one of these positions yourself.

Pima County School Districts with Governing Board positions open in the November 2012 election:

- Tucson Unified School District No. 1 3 positions
- Marana Unified School District No. 6 3 positions
- Flowing Wells Unified School District No. 8 3 positions
- Amphitheater Unified School District No. 10 3 positions
- Sunnyside Unified School District No. 12 3 positions
- Tanque Verde Unified School District No. 13 3 positions
- Ajo Unified School District No. 15 2 positions
- Catalina Foothills Unified School District No. 16 2 positions
- Vail Unified School District No. 20 3 positions
- Sahuarita Unified School District No. 30 3 positions
- San Fernando Elementary School District No. 35 2 positions
- Empire Elementary School District No. 37 1 position
- Continental Elementary School District No. 39 3 positions
- Indian Oasis Unified School District No. 40 3 positions
- Redington Elementary School District No. 44 2 positions
- Altar Valley Elementary School District No. 51 3 positions
- Pima County Joint Technical Education District 3 Positions (District 1, 4, 5)

#### VALUE PROPOSITION

The Tucson Metro Chamber provides area business owners and executives with a unique mix of products, services and advocacy to help them grow their businesses and build a better community.

#### CORE FUNDAMENTALS

- 1. Promote a strong local economy
- 2. Provide opportunities to help you build relationships and increase access
- 3. Deliver programs to help your business grow
- 4. Represent and advocate on behalf of business
- 5. Enhance commerce through community stewardship
- 6. Increase public awareness of your business
- 7. Provide symbols of credibility

#### TOP FIVE PRIORITIES PROGRAM OF WORK SUMMARY

- 1. Super-Serve Small Business
- 2. Government Affairs
- 3. Economic Development
- 4. Education
- 5. Community Affairs
- It is essential that local government adopt a pro-business culture that promotes the growth of business and expedites its development. The Tucson Metro Chamber will be the tip of the spear in representing the change that companies of all sizes demand from local governmental bodies.

Phil Dion, Vice President of Public Policy, Tucson Electric Power

## LUTIOOKS TAKING CHARGE OF CHANGE

Tucson Metro Chamber launched a new event – **Outlooks** -**Taking Charge of Change** – on March 15 at the grand Casino Del Sol Resort & Conference Center. More than 500 guests experienced an innovative business intelligence symposium that featured national and regional experts in political analysis, economic development, education and immigration. Doors opened at 7:00 a.m. with a walking breakfast and business exhibits followed by speaker presentations: Dick Morris, National Politics; Ron Clark, Education; Grady Gammage, Jr., Economy; Todd Landfried, Immigration. The event schedule provided time for guests to mix and mingle while enjoying a delicious lunch prepared by Casino Del Sol.



Alan Madison VP Operations Coventry Workers' Comp Services

"This year's inaugural Outlooks event was a great opportunity to hear from many deeply involved and "in the know" minds across the country. Thanks to the Chamber for bringing in a group of speakers who didn't play the middle of the road on issues that are often times polarizing. All Tucson leaders and educators would have benefited from the unfiltered views and inspiring stories of success."



**Judy Wood** CEO Contact One Call Center

"The Tucson Metro Chamber team knocked one out of the park today. It was a terrific event."



Dan Marries, KOLD NEWS 13, Event emcee with keynote speaker Dick Morris.



Todd Landfried, Immigration and Grady Gammage, Jr., Economy



"Up With People" perform in perfect harmony.



Ron Clark, Education



PRESENTING SPONSORS Cox Business Casino Del Sol Resort & Conference Center

CO-SPONSOR Wells Fargo

SIGNATURE SPONSORS Blue Cross Blue Shield of Arizona HSL Properties Providence Service Corporation Royal Automotive Group Southwest Gas Corporation Sundt Construction DISTINGUISHED SPONSORS Nextrio SCF Arizona

MEDIA SPONSORS Arizona Lotus Corp Inside Tucson Business KVOI-1030 AM The Voice

A special thank you to event emcee Dan Marries of KOLD NEWS 13.

## Member Anniversaries

#### February 2012

50 YEARS R.E. Lee Mechanical Contracting, Inc. Radiology Ltd.

49 YEARS ASARCO, LLC Coca-Cola Refreshments

39 YEARS Pinnacle Peak Restaurant

36 YEARS Arizona Restaurant Association Rincon Air Conditioning & Heating Co., Inc.

34 YEARS

33 YEARS Karichimaka Restaurant & Enterprises, Inc.

32 YEARS First American Title Insurance Co. Young Block Company

30 YEARS Northern Trust W.E. O'Neil Construction Company, Inc.

29 YEARS Spray Master Auto Body, Inc. Tomdra Vending & Coffee Service Toshiba Business Solutions

28 YEARS El Corral Steakhouse

27 YEARS For Rent Magazine Radisson Suites Tucson

25 YEARS Dataforth Corp.

21 YEARS Action Communications, Inc. HSL Properties, Inc.

20 YEARS Bedmart 19 YEARS Pima County One-Stop Career Center Southern Arizona Home Builders Association Tucson Aeroservice Center, Inc.

18 YEARS Handmaker Jewish Services for the Aging Tucson Country Club tw telecom

17 YEARS Arby's Restaurant (Marglen, Inc.) Vantage Bowling Centers

15 YEARS Bank of the West Marriott University Park Hotel

14 YEARS Physician's Hair Institute Prescription Lab Pharmacy

13 YEARS Financial Associates, Inc./Gem & Jewelry Exchange, LLC

12 YEARS Tygiel Physical Therapy

11 YEARS Iron Mountain Lexus of Tucson

10 YEARS Pima County Fair TM Building Damage Restoration, Inc.

9 YEARS DESCO Southwest La Baguette Parisienne Presidio Distribution

8 YEARS Ajo-Kinney Super Storage Sunflower Farmers Markets

7 YEARS Hospice Family Care Keller Williams

6 YEARS Meridian Moving Systems Sonoran Science Academy - Tucson 4 YEARS Kachina Business Solutions Sullivan's Steakhouse

3 YEARS Automation EZ, LLC Dismas Charities Los Betos Mexican Food Maynards Market and Kitchen

2 YEARS AutoGo Transport C & D Garage Doors Graffiti Protective Coatings, Inc. La Fuente Restaurant Long Realty Southwest Commercial Management, LLC

1 YEAR Allstate Insurance Arizona National Golf Club **ARS - Rescue Rooter Brushfire BBO** Firestone Complete Auto Care (First Ave.) **Firestone Complete Auto** Care (Wetmore Rd.) **Firestone Complete Auto** Care (Broadway Blvd.) Firestone Complete Auto Care (Speedway Blvd.) Funtasticks Family Fun Park Games 2 U Entertainment Handmaker Jewish Services for the Aging Lori Carroll & Associates, LLC **Professional Development** Strategies State Farm The Bilingual Citizen

#### March 2012

50 YEARS Citizens Transfer & Storage Co., Inc.

46 YEARS Superior Steel Supply

43 YEARS Pizza Hut of Arizona, Inc.

39 YEARS CSL Plasma 37 YEARS Miles Label Co., Inc.

35 YEARS Herschman Architects

28 YEARS Charles Schwab & Co., Inc. Rincon Country West RV Resort The Westin La Paloma Resort & Spa

25 YEARS ARCADIS U.S., Inc.

24 YEARS ADE Industries Sparkle Cleaners, Inc.

23 YEARS Western Water Technologies, Inc.

20 YEARS Windmill Inn at St. Philip's Plaza

19 YEARS Farrell & Bromiel, PC

18 YEARS KingFisher Bar & Grill

17 YEARS Busy D Pumping General Air Control, Inc. Oakwood Corporate Housing Southern Arizona VA Health Care System

15 YEARS Arizona Riverpark Inn Bank of the West Barrett Business Services, Inc. The Nordstrom Group, Inc. Pioneer Equipment, Inc.

13 YEARS DK Advocates, Inc. Pepper-Viner Companies PSOMAS, Inc.

11 YEARS Fairfield Inn Tucson Airport by Marriott KOLD TV

9 YEARS Comfort Suites at Sabino Canyon Town West Realty, Inc. 7 YEARS Curves Cabaret Great Western Bank Old Tucson Studios Southern Arizona

Balloon Excursion

6 YEARS Jani-King of Tucson Wells Fargo Home Mortgage

5 YEARS Beacon Group SW, Inc.

4 YEARS Resource Capital Sims Metal Management, LLC

3 YEARS Allison Limousine Service Bio Solutions Emergency Cleaning Services, LLC Blue Banjo BBQ Catering, LLC T-Mobile Express Locations

2 YEARS Amity Foundation Distinctive Carpets, Inc. GLHN Architects & Engineers, Inc. Good Ole Tom's Tucson Higher Vistas Leadership Development Mr. Electric of Tucson Pioneer Plumbing, Inc. Reisen Arizona Day Tours, LLC Tucson West Publishing

1 YEAR AAG Auto Glass & Tint, LLC **Arizona Roofing Solutions** Club Z Costco #1079 COSTCO Wholesale #407 **Dependable Health** Services Freight Services, Inc. Intelight Incorporated Papa Murphy's Take 'N' Bake Pizza Paxis Institute, Inc. **Rawhide Holdings** Schindler Elevator **Seniors Helping Seniors Tucson Rental Homes Tucson Speech and** Language Center, Inc.

## Member Renewals

#### February 2012

3 Gorillas Moving & Storage Ajo Kinney Super Storage **Apperson Plumbing Service** ARCADIS U.S., Inc. Arizona Daily Star ARS - Rescue Rooter AutoGo Transport Bank of the West Barrett Business Services, Inc. Biff Baker Fence Co., Inc. Blue Banjo BBQ Catering, LLC **Busy D Pumping Carondelet Health Network Carrington College CLS Plasma Community Foundation for** Southern Arizona Distinctive Carpets, Inc. **Emerge!** Center Against **Domestic Abuse Evergreen Mortuary Cemetery** & Crematory Express-It Company, Inc. Farrell & Bromiel, PC **FCC** Tucson Financial Associates, Inc./ Gem & Jewelry Exchange, LLC **Funtasticks Family Fun Park** Golden Eagle Distributors, Inc. Gospel Rescue Mission, Inc. GWebware, LLC Hensel Phelps Construction Company **Higher Vistas Leadership** Development Hotel Tucson City Center HSL Properties, Inc. IBM IP Vision, Inc. KingFisher Bar and Grill Lennar Linkages NextCare Pizza Hut of Arizona, Inc. **PPEP TEC Charter High Schools** Prescription Lab Pharmacy Presidio Distribution Psomas, Inc. Reisen Arizona Day Tours, LLC **Rincon Country West RV Resort Roadrunner Specialties** Sims Metal Management, LLC Southern Arizona Aids Foundation

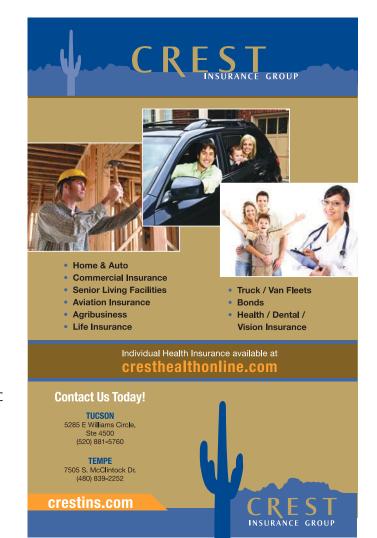
Southern Arizona Leadership Council Spanish Trail Dental Sparkle Cleaners, Inc. Strongpoint, LLC Sturgeon Electric Company, Inc. Superior Steel Supply The Hungry Fox Restaurant and Country Store The Salvation Army The Westin La Paloma **Resort & Spa** Trails West Mobile Home Park TRS Custom Builders, Inc. Tucson Aeroservice Center, Inc. **Tucson College** Tucson Meadows Mobile Home & RV Park tw telecom Vantage Bowling Centers Williamson's Heating & Cooling, Inc.

#### March 2012

**Amity Foundation Apache Business Systems** Agua Star International Clear Channel Outdoor, Inc. Coca Cola Refreshments Comcast **Commercial Real Estate** Group of Tucson **Country Inn & Suites Tucson City Center Delivery Doctors Movers, LLC Dependable Health Services** Dobbs Honda **EDG Fuels** Edge High School **Embassy Suites Finley Distributing** Girl Scouts of Southern Arizona **GLHN** Architects & Engineers, Inc. Hilton Tucson El Conquistador **Golf & Tennis Resort Hughes Federal Credit Union** Indigo Information Services, LLC Jan-Pro Cleaning Systems of Tucson Kittle Design and Construction La Encantada La Lomita Apartments Loews Ventana Canyon Long Title Agency

Maynards Market and Kitchen Miles Label Co., Inc. Muscular Dystrophy Association/National Headquarters Oakwood Corporate Housing **Old Tucson Studios** Park Place Management Office Patio Pools **PICOR Commercial Real Estate Services** Schindler Elevator Skyview High School Solar City Southern Arizona Balloon Excursion Southern Arizona Home **Builders Association** Split Engineering, LLC The Art Institute of Tucson

The Hearing Aid Center, Inc. Tierra Antigua Realty TM Building Damage Restoration, Inc. Tucson Electric Power Co. **Tucson Shopper** Tucson Symphony Orchestra U.S. Bank Varsity Clubs of America Viscount Suite Hotel Walbro Engine Management Watson Chevrolet & Infiniti of Tucson Western Water Technologies, Inc. Williams & Associates Windmill Inn at St. Philip's Plaza Yesco Custom Electric Signs YMCA of Southern Arizona



## **New Members**

#### Visit TucsonChamber.org for additional new member information.

#### February 2012

Arizona Shuttle (520) 795-6771 Executive Circle

**Big Brothers Big Sisters of Tucson** P (520) 624-2447

Class Commercial Furnishings & Interiors P (520) 638-7591

**GeoGrafx & Moonlite Enterprises, LLC** P (520) 577-4833

**Involta** P (319) 261-3000

James Leos Financial Services P (520) 320-1941

Long Realty -Patsy Sable P (520) 918-5449 Old Pueblo Community Services P (520) 445-7080

**Organizing Works! LLC** P (520) 731-0801

**R & A CPAs** P (520) 881-4900

**Rider Levett Bucknall** P (520) 202-7378

**Sahara Mechanical, Inc.** P (520) 514-8200

**SCL Automotive** P (520) 886-6619

**Sparefoot.com** P (512) 705-6208

**Verizon Wireless** P (520) 349-9119 *Executive Circle* 

Wellness Employee Benefits P (520) 444-3628

#### March 2012

A Caring Alternative Senior Placement, LLC P (520) 336-1142

**AIM Solutions** P (520) 991-0538

**ClearPay Financial Solutions, LLC** P (520) 979-3420

**Crisis Productions** P (520) 300-5816

**Employment Plus, Inc.** P ((520) 308-4001

**FastMed Urgent Care** P (520) 407-5699

**FastMed Urgent Care** P (520) 441-5405

Fox Tucson Theatre Foundation P (520) 624-1515

Gateway Funding, LLC P (520) 747-2007 KR Leadership Development & Consulting P (520) 468-8943

**Law Office of Robert Fee** P (520) 322-0962

**MasterSEM, LLC** P (520) 441-4030

MC Residential -Canyon Ridge P (520) 609-2384

Mothership Publishing, LLC P (520) 591-9191

**Rich Rodgers Investment, Inc.** P (520) 325-3571

**St. Luke's Home** P (520) 624-5034

**Steve Taylor** P (520) 270-6309 Susan G. Komen for the Cure Southern Arizona P (520) 319-0155

**Tanque Verde Audiology, Inc.** P (520) 751-3901

**The Aurora Foundation, Inc.** P (520) 989-0664

**The Culinary Design Catering Company** P (520) 320-3909

**Tiffany & Co.** P (520) 577-7772

**TownePlace Suites by Marriott Tucson Airport** P (520) 294-6677

**TownePlace Suites Tucson Williams Centre** P (520) 747-0720



 The most

 appointment

 on his agenda.

They are eager for the real world skills that you have. Through Junior Achievement, students learn from you what they need to succeed. Junior Achievement gives you the tools you need to teach young people about the business world, money management and the value of education. Students get hands-on experiences to prepare them to compete in the workforce. To learn more about the difference you can make at Junior Achievement, visit www.jaaz.org or call (520) 792-2000.

Achievement

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## Southern Arizona Indicator's Project Survey Results



Tony Penn President and CEO United Way of Tucson and Southern Arizona



Clint Mabie President and CEO Community Foundation for Southern Arizona

n October 2010, Tony Penn, president and CEO of the United Way of Tucson and Southern Arizona, and Clint Mabie, president and CEO of the Community Foundation for Southern Arizona, convened a group of community leaders to discuss the needs and priorities of the region. One issue was identified as the top priority: the need for high quality, community driven, objective data. Based on this direction, the vision for the Southern Arizona Indicator's Project was born. The purpose of the project is to create our "Moneyball" moment making data available for the community to improve collective and individual decision making.

The project will foster efficiency in the nonprofit sector by providing a common set of data upon which to collaborate and design programs that meet and anticipate future demand. Donors, for the first time, will have access to timely and relevant data on the needs in the community and access to papers and research on effective methods to address them through the region. Researchers will have a common portal upon which to share their data and findings with the community.

To conduct the project, a partnership was formed with the Morrison Institute at Arizona State University and the Arizona Indicator's Project *www.arizonaindicators.org* to develop the website and the University of Arizona School of Government and Public Policy to conduct the research. The Center for Governmental Research (CGR), a nationally renowned research institution, is coordinating the project.

Over the past months a steering committee was formed and a series of meetings were held throughout Southern Arizona. Residents were asked about the needs, issues and data requirements specific to their communities. A survey was also distributed that reached nearly 1,000 residents across Southern Arizona. The results of the survey showed a surprising degree of consensus from community members:

- They like living here.
- They love the climate and lifestyle.

But community members worry about:

- jobs;
- K-12 education; and,
- poverty.

Asked to rank the top five attributes facing the region, 70% of respondents consider Southern Arizona's climate a key attribute. The remaining four attributes are:

- Southern Arizona's natural beauty and environment (57%);
- its small town feel (45%);
- the desert (42%); and,
- the lifestyle (40%).

Seventy percent of respondents were very or extremely likely to "recommend their community as a place to live." Called a "net promoter" index, this is a strong indicator of community support for the region. Complete survey results are available at www.southern.azindicators.org.

A series of meetings in Tucson, Yuma, Nogales and Sierra Vista were recently conducted to provide residents with a sneak preview of the new website, as well as tips on how to put the data available on the website to use in their communities. A formal rollout of the website is planned this summer and into the fall, with training events scheduled in various communities.

Primary sponsors of the project are the Arizona Community Foundation, the Community Foundation for Southern Arizona, United Way of Tucson and Southern Arizona and JPMorgan Chase. Support is also being provided by The Thomas R. Brown Foundation, The Graesser Foundation, The Jewish Federation of Southern Arizona, The Jewish Community Foundation, Harris Bank, Click Automotive Team, Tucson Electric Power, Cox Communications and Wells Fargo.

The Community Foundation for Southern Arizona is committed to supporting donors making a difference now and forever. CFSA is a public charity and a leading voice for donors, who recommend over \$5 million in grants to the community annually. www.cfsoaz.org

United Way of Tucson and Southern Arizona is working to advance the common good, creating opportunities for a better life for all by focusing on the three key building blocks of education, income and health. www.unitedwaytucson.org

# University of Arizona Marketing & Chamber **Team Up to Grow Member Businesses**



Steven Permut, Ph.D. Department of Marketing The University of Arizona

#### Got a marketing problem you'd like solved?

- Looking for more sales?
- Want to retain more customers?

#### • Have a tough competitor to deal with?

These are the kinds of questions all organizations face today if they want to grow. And these are clearly the kinds of problems business students at the U of A are learning to answer. So the Tucson Metro Chamber teamed up with Prof. Steven Permut of the Eller College Department of Marketing at the U of A to bring real problems from local businesses and nonprofits into the classroom.

From March 19 through May 2, 26 local firms and nonprofits presented their specific marketing problems to more than 100 senior marketing majors who will be graduating in May. Each session of the senior capstone class on "Marketing Strategy" offered students the opportunity to hear from one organization at a time with a marketing issue to be solved.

During class, students asked questions to better understand the context and situation of each problem, reviewed websites and other relevant background information and offered preliminary suggestions to each guest organization. Students then met with their four-person teams to reconsider and re-evaluate the issues discussed before preparing a final recommendation which was sent within 48 hours.

"Since marketing is an <u>applied</u> field," Prof. Permut emphasized, "it makes sense to give students direct experience with real problems faced by practicing managers—not just textbook exercises and static business cases." So why not serve the local business community at the same time by offering direct access to our classroom for the mutual benefit of all parties?

Prior to coming to Eller College 12 years ago, Prof. Permut was a marketing professor at the Yale School of Management and was executive director of Executive Education. He taught the first marketing course ever offered at Yale when the School of Management was created in 1976. A hallmark of that course was to directly involve the business and nonprofit communities in the educational process starting with the very first class.



At Eller, Prof. Permut would like to see the creation of a "walk in clinic" type arrangement where any business or nonprofit person could come to campus to discuss any type of business problem with undergrads and MBAs, supervised by faculty, on a no-charge basis (similar to many law school legal clinics around the country).



"This semester's experiment in the Marketing Strategy class was well received judging from feedback from participants and students alike. I have received a total of seven teams' responses so far. I am very impressed with the professionalism and the well-crafted correspondence."

"I am completely satisfied. It is very apparent to me that a great deal of time and effort went into these recommendations, many, if not most of which, we will implement. You have provided a great learning experience for your students and a valuable service to the Tucson business community. I also salute the Chamber for getting this opportunity to their membership. You are a wonderful example of what teaching is and should be about."

Michael C. Flowers, CPA
 Flowers, Rieger & Associates, PLLC

Prof. Permut will offer the Marketing Strategy course again next year. The Tucson Metro Chamber will provide members with further details and sign-up information in early 2013.

#### editorial feature



## A Top Priority The State of Education



Dr. Alan L. Storm, Ph.D. Superintendent & CEO Pima County Joint Technical Education District (JTED)

#### Pima County JTED is Economic Development 101

The economy and education are two of the biggest challenges facing our nation, our state and our country. The Pathways to Prosperity Project conducted by the Harvard Graduate School of Education finds, "In an era in which education has never been more important to economic success, the U.S. has fallen behind many other nations in educational attainment and achievement." The Project also states that there is a "skills gap" in which many young adults lack the skills and work ethic needed for many jobs that pay a middle-class wage. We see this locally as our community college laments the number of incoming students requiring remedial courses, and economic analysts tell us a skilled workforce will be required to turn our economy around.

One answer to both of these challenges is The Pima County Joint Technical Education District (JTED), which delivers premier career and technical education in partnership with business, industry and community stakeholders. JTED programs, offered at 37 high schools and nine central campus locations, are not the old vocational programs that were often a last resort for students who couldn't seem to cut it in college-prep. Today, JTED's programs offer cutting-edge technology, relevant hands-on experience and rigorous curriculum. They also do a better job of preparing students for college and career than traditional academics-only programs.

According to the Arizona Department of Education's Career and Technical Education (CTE) data, students who complete two years of a JTED/CTE program score up to 30 percent higher on the reading, writing and math portions of the AIMS test. While the average graduation rate for Arizona's students is 76 percent, the rate for these JTED/CTE students is 99 percent. Further data shows JTED students perform better at the post-secondary level and that a high percentage of high school drop-outs say they might have completed high school if they had taken classes that were interesting and relevant.

Although there has been a huge push across the nation for all students to enter a four-year college, the hard reality is that fewer than one in three young people will reach that goal. It's important to keep in mind that while many jobs such as electrician, nurse, police officer and aircraft mechanic will pay significantly more than those requiring a high school diploma, they will also surprisingly pay more than many of the jobs held by those with a bachelor's degree. The healthcare industry alone has added more than half a million jobs during the Great Recession. The Georgetown Center projects that 14 million job openings – nearly half of those that will be filled by workers with post-secondary education – will go to people with an associate's degree or occupational certificate.

The Pima County JTED is dedicated to helping students find a pathway to pursue both a post-secondary degree or credential and gainful employment, whether in bioscience, engineering, agriculture, culinary arts or multimedia, to name just a few.

To ensure the Pima County JTED meets the needs of industry, approximately 50 local business leaders representing 15 different industry areas serve on the District's Business and Industry Advisory Committee. These volunteers provide expertise on industry standards and trends; job shadowing and internship opportunities; guest speakers and demonstrations.

The partnership between JTED and the business community is not only good for Pima County students, it is Economic Development 101.



Dr. Nicholas I. Clement, Ph.D. Superintendent Flowing Wells Unified School District

#### A School District Where Quality is Job 1!

Recently, I was reminded of Ford Motor Company's 1980s catch phrase, "Quality is Job 1" as we reviewed the exit report findings of a recent accreditation visit. Flowing Wells Unified School District volunteered to be one of the first three districts in Arizona to have an extensive evaluation completed by AdvancED, a nationally renowned accreditation organization, because we strongly believe that our community deserves a high quality school district and we know that parents and employers ask the school quality question first when relocating. According to the AdvancED website, school district accreditation is a "set of rigorous protocols and research-based processes for evaluating an institution's organizational effectiveness". In other words, if we tell parents Quality is Job 1, an external accreditation ensures that our actions match our slogan.

The AdvancED accreditation process involves a yearlong organizational assessment which requires an evaluation of five standards:

- Purpose and Direction
- Governance and Leadership
- Teaching and Assessing Learning
- Resources and Support Systems
- Using Results for Continuous Improvement

The District was required to complete a 74-page report including rating our performance in four categories: highly functioning, operational, emerging and not evident. The report was then submitted to AdvancED along with supporting documentation including detailed achievement test score data, attendance and graduation rates and parental climate survey results. This report was then reviewed by an external team of five evaluators, with two of the evaluators from out of state (a requirement of AdvancED to maintain a high degree of objectivity and rigor in the process). This Quality Assurance Review team made a three-day site visit in March 2012 and during this time made an intensive review of all the district documentation supporting our self-assessment. This visit included full-day observations at all of our 10 schools including visits to almost every classroom in the district. In addition to the teacher observations, the team interviewed more than 280 staff, parents, community members and local business representatives (e.g., IBM) in an anonymous focus group type setting.

Following this visit, the team announced that Flowing Wells Unified School District would be recommended to be fully accredited. The process requires an additional step prior to full accreditation – a review by a national panel validating the process and the team's evaluation rating. This accreditation status also requires the district to address two required actions within a year. Our required actions include a review and refinement of our district mission and vision along with a comprehensive revision of the district strategic goals with a focus on measurable outcomes correlated with student achievement. The team also commended the district in three areas including:

- Strong sense of community and pride.
- Leadership is visible, approachable and highly respected.
- Decisions are based on the best interest of the child.

According to the team chair, Dr. Mike Klopfenstein, a retired associate superintendent from Cheyenne, Wyoming, very few school districts receive a recommendation for full accreditation on their first visit. A single rating below operational in the standards requires a rating of Accredited with Advisement and requires a district to have a follow-up visit from the team chair in the following year to check on the district's progress toward meeting full accreditation. Any additional ratings below operational result in a district being placed on probation.

This AdvancED accreditation also spotlighted some unique aspects of the district relating to our primary mission of preparing students for a successful life after high school. The 100% Initiative was identified as a Quality Job 1 program. The 100% Initiative is a K-12 commitment to ensure that 100% of students engage in a post-secondary educational experience including college, trade schools, the military and apprenticeships. Since this initiative began in 2009, we have experienced some dramatic results including:

- a 300% increase in the number of students taking Advanced Placement Exams;
- a 100% increase in the number of post-secondary planning contacts seniors have with their counselors;
- 90% of the class of 2011 planning to attend post secondary training; and,
- counselors personally following up with 70% of the class of 2010 a year after graduation to determine post-secondary status and provide additional support in the students' pursuit of a degree or certificate.

As we know from Ford's history, just creating a slogan about quality doesn't guarantee continuous improvement and sustainability. As our evaluator stated in his exit report, you get two days to celebrate and then Monday you are back at making improvements to the delivery of service to your customers: students, parents and your community. We know that Quality is Job 1 is not just a catch phrase; it is a state of mind that our Flowing Wells School District shareholders demand now and in the future.

#### TUCSON METRO CHAMBER EDUCATION COMMITTEE

Southern Arizona students need a first-rate education to succeed in life and Southern Arizona needs an educated workforce to compete for 21st century jobs. The Tucson Metro Chamber is working hard to put the muscle of the business community behind efforts to increase education proficiencies.



Vaughn Croft, Chairman Education Committee Senior Program Coordinator, Office of the Pima County School Superintendent

The Chamber's Education Committee has an impressive program of work:

- Promoting the use of accurate and contemporary education metrics so volunteer efforts are directed to the proper areas of need.
- Promoting alignment between education and college/career readiness by helping with curriculum alignment, internships and job shadow opportunities.
- Increasing the number of high school students who go on to college/career education.
- Providing local high school graduates with scholarships to enable them to continue their education.

## TUCSON CENTER FOR CULTURAL ENRICHMENT

The Tucson Center for Cultural Enrichment, a 501(c)(3) entity of the Chamber, awards scholarships to local graduating high school students who plan to further their education at an accredited college, university or career-specific institution in Pima County.

This year's scholarship award recipients will be recognized at the State of Education event on May 10.

For more information on the Education Committee, contact Arlene Chiovetti, Operations Admin. Assistant, at (520) 792-2250 x 135 or achiovet@tucsonchamber.org.

Howard Stewart President/CEO AGM Container Controls



## Twenty-One Years with No Layoffs A company's commitment to its employees

A lot of CEOs proclaim that their "employees are their greatest assets." Then, when hard times hit, what is the first thing to go? The company's greatest assets. Right?

Not at AGM Container Controls (AGM). AGM's last layoff was on April 1, 1991. So, despite the lagging economy, AGM has not only avoided layoffs for the past 21 years, but has significantly increased its workforce during that period.

"AGM's management is committed to doing its best to ensure that our employees are able to work in a stable environment without fear of a layoff," states Howard Stewart, AGM's President/CEO. "In fact, one of my most important professional goals throughout my presidency is to never lay off a single employee."

Stewart notes that companies sometimes look at layoffs as the first line of defense, whereas he believes that "there are other options companies can implement. Layoffs should be the option of last resort."

Faced with the very real challenges of the recent recession, Stewart developed a 13-step plan to avoid layoffs. The plan gets reviewed and implemented whenever sales slow. The complete layoff-avoidance plan is as follows:

- Only hire employees when management sees a long-term demand for the employee's services. Otherwise, use overtime to avoid hiring new employees that might need to be laid off during a downturn.
- 2. Cross-train employees so that if a product line or department is slow, employees can be temporarily moved elsewhere.
- Continually communicate the projected downturn to employees so they can prepare themselves psychologically and financially.
- 4. Implement a hiring freeze on all non-essential positions.
- 5. Consider promoting from within for essential positions.
- 6. Keep a backlog of thousands of hours of low-priority, long-term projects to help keep employees busy during downturns.
- 7. Increase inventories of <u>standard product components</u> during downturns so that employees can stay busy

making sub-assemblies even when there are no orders. These inventory build-ups aren't very costly and can quickly be depleted once better business times resume.

- 8. AGM stocks 30,000 different parts. During a downturn, have employees perform comprehensive annual inventory counts.
- 9. Utilize current employees to take over contracted services, such as janitorial and grounds-keeping duties.
- 10. Utilize production employees to do non-routine tasks, such as painting, roof-coating and deep cleaning.
- 11. Consider implementing a wage/salary freeze until better times resume.
- 12. Encourage employees to take vacation days during these downturns and, if needed, even incentivize employees with small bonuses to use up their vacation days.
- 13. Have employees take voluntary or involuntary unpaid leaves of absence (furloughs) to help temporarily reduce fixed labor costs. Especially consider highly-compensated non-essential salary employees for these unpaid absences, as they likely have more savings, thus, are more able to deal with a loss of income. Plus, the company gets a bigger bang for the buck.

AGM's well-developed plan paid off handsomely in the first quarter of 2010, when the manufacturer's backlog declined by over 30% from the fourth quarter of 2009. At that time, management implemented most aspects of Stewart's plan, which enabled AGM to avoid layoffs. More importantly, AGM had the requisite manpower to meet the strong sales demand that followed when the backlog amazingly climbed by over 65% from the first quarter to the second quarter of 2010.

Despite the fact that AGM implemented most of its plan, not one of AGM's 100+ employees quit as a result of its implementation. What's more, once good times resumed, AGM employees were not only surprised, but ecstatic when Stewart announced that the company would retroactively compensate employees for all pay increases that he froze during the downturn.

#### Craig Kaufman

Office Co-Managing Partner Quarles & Brady LLP/www.quarles.com



#### **ORIGINALLY FROM:** Kansas

#### IN TUCSON AREA SINCE: 1982

EDUCATION: University of Kansas, B.S. 1978; Washburn Law School, J.D. 1982

FAMILY: Married 32 years with four children.

PROUDEST ACCOMPLISHMENTS: Raising four wonderful children.

#### BIGGEST PROFESSIONAL CHALLENGE:

Managing the stress of a busy litigation practice and keeping a sense of humor at the same time.

## WHAT I WOULD SAY IN TWO MINUTES IF I COULD SPEAK TO EVERYONE IN GREATER TUCSON:

Tucson is still a wonderful place to live, work and raise a family. I never take for granted the mountains, the sunrises and the sunsets. The people in Tucson still take pride in the city and are some of the nicest people you will ever meet.

#### TOP THREE THINGS ON MY BUCKET LIST:

- 1. Live in Spain for a year.
- 2. Learn Spanish.
- 3. Learn how to sail.



#### Linda Welter Cohen

CEO The Caliber Group/www.calibergroup.com



#### **ORIGINALLY FROM:** Iowa

#### IN TUCSON AREA SINCE: 1990

EDUCATION: Communications/PR/Marketing, B.A.; Journalism minor

FAMILY: Immediate family: David and Erica Cohen (Tucson). Extended family: Phoenix, Iowa and locations throughout the U.S.

#### PROUDEST ACCOMPLISHMENTS: Becoming a mother.

#### **BIGGEST PROFESSIONAL CHALLENGE:**

Owning and operating a successful marketing, PR and interactive business during a long-term recession.

## WHAT I WOULD SAY IN TWO MINUTES IF I COULD SPEAK TO EVERYONE IN GREATER TUCSON:

If you truly want to make Tucson a better place to live, work and play – step up, demonstrate leadership and become a productive part of the solution. Also, don't believe everything you hear through the grapevine. Take time to gather the facts and listen to both sides of an issue before forming an educated opinion.

#### TOP THREE THINGS ON MY BUCKET LIST:

- 1. See my daughter graduate from college, establish her career, and realize her personal and professional dreams.
- 2. Enjoy playing with grandchildren one day... in the distant future, of course!
- 3. Travel the world, seek adventure.



## Tucson Metro Chamber Salutes National Small Business Week, May 20-26

- There are 27 million small businesses in the U.S.\*
- 60-80% of all new jobs will be attributable to small businesses.\*
- Small businesses with fewer than 100 employees account for 99% of all employment in the U.S.\*
- Small businesses create \$7.8 trillion in revenue annually\*
- 85% of all members of the Tucson Metro Chamber are small businesses.

\*Source: U.S. Small Business Administration



## PIMA COUNTY JTED



Working for Students & the Economy We provide free premier career and technical educational programs to high school sophomores, juniors and seniors, and GED earners 16 to 20 years of age. Classes are forming now for the 2012-2013 school year. Enroll online at www.pimajted.org

Moving Students to Careers and College



know your nonprofit

## The Haven & Casa De Palmas



#### MARGARET HIGGINS, PH.D., EXECUTIVE DIRECTOR

he Haven is an umbrella organization offering several addiction recovery services, each designed to meet a different need. The Haven's Adelaide Campus provides women's and men's gender-separate residential services for those clients who need

financial aid. The Casa de Palmas homes are located in a quiet, historic Tucson neighborhood and provide affordably priced, gender-separate residential treatment for adults with insurance or the ability to pay. We also offer outpatient counseling and court-approved diversion programs at our Administrative Offices on Campbell Avenue.

The Haven's Adelaide Campus has served women for more than 40 years offering residential programs to help women and their families recover from dependence on alcohol and drugs. We welcome children with their mothers at this campus. In 2011, in response to community needs we expanded services to include an outpatient program and residential gender-separate treatment for men as well as women at both The Haven's Adelaide Campus and Casa de Palmas.



Like any nonprofit in today's economy, we search for ways to increase community support in order to continue the services we provide and to increase the number of clients we are able to serve. It is very difficult for treatment facilities as the governmental resources are cut.

We want Tucson businesses to know that The Haven's Casa de Palmas and the Adelaide Campus are here to provide affordably priced drug and alcohol dependency treatment for employees, family and friends. For more information, please visit our websites: *www.thehaventucson.org, www.casadepalmas.org* or call (520) 623-4590.

## **Ben's Bells Project**



#### JEANNETTE MARÉ, EXECUTIVE DIRECTOR

Ben's Bells is a community art project with the mission to "inspire, educate and motivate each other to realize the impact of intentional kindness and to empower individuals to act according to that awareness,

thereby changing our world." We serve individuals from all walks of life through outreach programs – in schools, at special events, with nonprofit partners, even in prisons. Thousands of volunteers contribute to Ben's Bells by shaping and painting ceramic pieces that are crafted into the iconic wind chimes that have become woven into the fabric of the Tucson community.

Our biggest challenge is responding to the rate of growth we have experienced in the past 18 months. Since January 2011, we have distributed 4,400 bells in Tucson alone. The "Kind Kids" elementary school program serves over 60,000 students in 130 schools. "Be Kind. Step Up!" began in the fall and is a partnership with the University of Arizona which focuses on middle, high school and collegeaged students. In January, we opened a second studio in the heart of downtown at the historic Charles O. Brown House. The university studio, located in Main Gate Square, continues to thrive. With two locations, our staff has grown and we now have six full-time and four part-time employees. Later this year, we will install the first phase of the "Tucsonans Commit to Kindness Mural" at Stone and Broadway (made possible by a Tucson Pima Arts Council PLACE grant funded by the Kresge Foundation). TUSD designated April 19 – 23 "Courage to Be Kind" week and we installed green flower "be kind" murals in each of TUSD's thirteen high schools. Created by the Superintendent's Student Leadership Council in collaboration with







the TUSD Transitions Program, high school students on each campus made the mosaic pieces that were used to fashion the murals.

These are just a few examples of our dramatic growth. The rapid increase in community interest has created new financial challenges; as a small, local, grass-roots organization, funding is paramount to our continued success. We believe that a mutually supportive community is created by making meaningful connections. We partner with schools, nonprofit agencies and for-profit businesses to promote this message, and we invite new collaborations that encourage Tucsonans to practice kindness daily and remember to "be kind."

## Growing Your Business Network. Learn. Thrive.



**SIR VEZA'S TACO GARAGE | TUCSON MALL** 220 W. Wetmore Road

Sir Veza's at Tucson Mall is a unique, garage-themed "gastropub." Whether you're seated at one of the comfortable booths watching your favorite team or out on the indoor/outdoor patio, you'll be happy you pulled into Sir Veza's. For more information visit www.sirvezas.com.



#### CHAMBER XCHANGE MAKING NEW CONNECTIONS

Chamber XChange was held in March at Sir Veza's Taco Garage. Many thanks to Cox Business, event sponsor, Sir Veza's Taco Garage, host, and KVOI 1030 AM The Voice, media sponsor.



**GREULICH'S AUTOMOTIVE SERVICE & REPAIR** 7970 E. Golf Links Road



#### GREULICH'S AUTOMOTIVE SERVICE & REPAIR 4195 W. Ina Road

Greulich's Automotive Services has been providing a complete range of automotive services throughout the Phoenix metro area since 1977. They recently opened two new service facilities in the Tucson area and look forward to creating jobs and providing honest and affordable service for Tucsonans.



The Greater Tucson Leadership Class of 2012 launched its class project **I am TUCSON** in April. The project is a movement focusing on the positive attributes of our community.

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- Saving money is **Smarter**.
- Energy Efficiency is Greener.
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Quarles & Brady has been a member of the Tucson Metro Chamber since 1982. Our attorneys offer clients a strong foundation of successful local relationships developed by representing the interests of Tucson businesses and non-profit organizations.

For more information, contact one of the Tucson Office Co-Managing Partners Craig Kaufman, 520.770.8707, craig.kaufman@quarles.com or Gavin Milczarek-Desai, 520.770.8716, gavin.milczarek-desai@quarles.com



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