



## Nevada's Workforce Investment System

# Annual Report

**July 2008– June 2009**

**Presented by:**

*Nevada's Workforce Investment Boards*

**Coordinated by:**

*Nevada Department of Employment,  
Training and Rehabilitation*

**Published:**

*September 30, 2009*



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*Electronic Submission October 1, 2009*

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*Electronic Submission October 1, 2009*

The national recession reached eighteen months in length in June 2009, making it the longest downturn since the Great Depression. The recession has severely impacted Nevada, making it one of the hardest hit States in the nation. A host of economic issues, such as plunging consumer confidence, job insecurity and wealth deterioration hit at the core of Nevada's industry base. Fewer tourists visited the State, consumers curtailed spending and residential and commercial development came to a near halt. As a result, unemployment reached record highs and employers shed jobs at a rapid pace. Based on current economic fundamentals, Nevada's economy will likely underperform for the foreseeable future.

In Program Year 2009, the recession spread to nearly all industries, sparing only but a few sectors in the economy. Two dubious records were broken in PY 2009: for the first time since the early 1980's, Nevada's economy lost more jobs than it created, and the unemployment rate climbed to its highest level on record. Overall, Nevada shed 83,700 jobs or 6.5%, falling from 1,278,900 in June 2008 to 1,195,200 in June 2009. While employment fell, the number of jobless Nevadans steadily grew. In May, the unemployment rate climbed to 11.3%, surpassing the previous historical high, 10.7%. By June, the rate had increased to 12.0%, a full 5.6 percentage points higher than the same period a year earlier. At 12.0%, an estimated 169,800 Nevadan's found themselves looking for work.

Uncertainty in labor and financial markets adversely affected demand for Nevada's leisure and hospitality industry in PY 2009. Consumers reigned in their disposable income, travelers tightened their belts, and savings rates increased. As a result, demand for Nevada's leisure and hospitality industry waned. Through May, Las Vegas visitor volume is down roughly 250,000 visitors per month on average, a 7.7% decline. In response, employers in the leisure and hospitality industry, struggling to survive, reduced payrolls by 24,200 jobs through June 2009.

The construction industry continued its slide, quickened by a freeze in available credit and falling demand for commercial and residential development. Construction job losses continued in PY 2009, where employment fell 23.6% or 26,300 through June 2009. In the three years since the residential market peaked, the construction industry shed a staggering 56,200 jobs, a 38% decline. According to the U.S. Census Bureau, in 2006 39,445 privately owned housing units were authorized in Nevada. That number fell to just 14,906 in 2008, resulting in a 62% decline in just two years. The future of building in Nevada is bleak, at least in the near term. Until prices stabilize and demand for new development returns, the residential and commercial building industry will continue to struggle.

A bright spot in PY 2009, was increased demand for goods produced in Nevada, particularly precious metals. Nevada's export market has increased significantly in recent years as uncertainty in other investments declined. Demand for gold increased on two fronts: consumer demand for jewelry in foreign markets drove prices higher,

and gold has become an attractive option for those seeking to maintain the value of their dollars—a flight from risk. Higher demand for gold drove development and production in the State resulting in an increase of 500 jobs from June 2008 to June 2009.

Though the rate of deterioration in the economy appears to have slowed of late, it's too early to tell if the economy will improve significantly over the next year. Most evidence suggests a protracted economic recovery, with an extended period of relatively high unemployment. In the past, Nevada relied on new development to drive economic expansions. For instance, after the 1991 recession, resort construction led to growth, and after the 2001 recession, the housing boom fostered an expansion. That doesn't appear likely to occur in this cycle. Steps are now being taken to jump-start Nevada's 'green' economy, as a means to drive economic growth. Results will likely be positive, but to what extent 'green' development will drive the economy into an expansionary phase is unknown.

## Governance of the Nevada JobConnect System

Nevada's State Workforce Investment Board (SWIB), also known as the Governor's Workforce Investment Board, has continued to expand its role and responsibility for the strategic planning and oversight of the Nevada JobConnect system.

The SWIB has established seven standing committees, each of which have 51 percent representation from Nevada businesses. These standing committees are:



- Youth Council Taskforce
- Governor's Reserve Budget Committee
- Marketing and Business Support Committee
- Legislative Committee
- Individual Training Accounts Workgroup
- Employment of Persons with Disabilities Committee
- Workforce Information Committee

These standing committees hold public meetings and prepare written reports, which are included in the board packets for SWIB meetings. Committee chairmen are asked to provide additional verbal comments to these written reports at the meeting. The SWIB

Chair entertains discussion regarding the reports from board members and other interested parties. All SWIB and standing committee meetings are open to the public and posted according to Nevada Revised Statute (NRS), Open Meeting Law (*NRS 241.020*).



**State of Nevada  
GOVERNOR'S WORKFORCE INVESTMENT BOARD**

MEMBER NAME	REPRESENTS:
<b>Andriola, Clara</b>	<b>Business</b> – Northern Nevada – Construction
<b>Vacant</b>	<b>Nevada System of Higher Education</b>
<b>Bahn, Michael</b>	<b>Business</b> – Northern Nevada – Information Technology
<b>Branch, Linda</b>	<b>Business</b> – Southern Nevada – Medical Consulting
<b>Brown, Mary-Ann</b>	Youth – Northern Nevada
<b>Carlton, Senator Maggie</b>	Nevada State Senate – Southern Nevada
<b>Chavis, Jim</b>	<b>Business</b> – Southern Nevada
<b>Christensen, Assemblyman Chad</b>	<b>Nevada State Assembly – Southern Nevada</b>
<b>Elliott, Mendy</b>	Office of the Governor
<b>Egan, Pamela</b>	Nevada State AFL/CIO/Southern Nevada Culinary Union
<b>Fordham, David</b>	<b>Business</b> – Southern Nevada – Real Estate
<b>Geinzer, Douglas</b>	<b>Business</b> – Southern Nevada
<b>Vacant</b>	<b>Business</b> – Southern Nevada
<b>Vacant</b>	<b>Business</b> – Southern Nevada
<b>Kramer, Alvin</b>	LEO – Northern Nevada Local Workforce Investment Board
<b>Lee, Richard (Vice-Chair)</b>	<b>Business</b> – Statewide – Real Estate
<b>Martin, Leslie</b>	<b>Business</b> – Rural Nevada
<b>Meter, Veronica</b>	<b>Business</b> – Southern Nevada Las Vegas Chamber of Commerce
<b>Mosley, Larry</b>	Director, Department of Employment, Training and Rehabilitation
<b>Ohrensfall, Assemblyman James</b>	Nevada State Assembly – Northern Nevada
<b>Palmer, Cass (Chair)</b>	<b>Business</b> – Southern Nevada – Gaming
<b>Peltyn, Michael</b>	<b>Business</b> – Southern Nevada – Gaming
<b>Peyton, Jean</b>	Persons with Disabilities <b>Small Business</b> – Southern Nevada – Disability Mediation and Consulting
<b>Vacant (Pending Receipt of Application from Mujahid Ramadan)</b>	Chair-Southern Nevada Workforce Investment Board
<b>Rheault, Keith</b>	Nevada's Department of Education, Superintendent of Public Instruction
<b>Skaggs, Mike</b>	Nevada Commission on Economic Development
<b>Salazar, Maria</b>	<b>Business</b> – Southern Nevada – Graphic Design
<b>Vacant</b>	<b>Business</b> – Northern Nevada
<b>Taylor, D.</b>	Culinary Workers Union of Southern Nevada
<b>Townsend, Senator Randolph</b>	Nevada State Senate – Northern Nevada <b>Business</b> – Northern Nevada – Medical
<b>Willden, Mike</b>	Director, Department of Human Resources
<b>Wilson, Geoff</b>	Chair – Northern Nevada Workforce Investment Board <b>Business</b> – Northern Nevada
<b>Vacant</b>	<b>Business</b>
<b>Vacant</b>	<b>Business</b>
<b>Vacant</b>	<b>Business</b>



The JobConnect system maintains eleven area offices throughout Nevada offering a full range of employment services focused on meeting the individual needs of each community. The current national economic downturn has strongly impacted many Nevada communities and the local JobConnect Offices have been able to respond quickly to the changing needs of the local communities. The region is experiencing a sharp increase in the number of unemployed and underemployed Nevadans seeking jobs. Conversely, the JobConnect Offices are experiencing a decrease in the number of job orders from employers that are recruiting for open positions. The statewide JobConnect system is exploring new and creative methods, along with revisiting “tried and true” service delivery models, to meet the changing needs of Nevada’s customer base.

Despite the current economic challenges faced by Nevada, the labor exchange network established by the Wagner-Peyser Act of 1933 remains the most efficient and cost effective means to connect job seekers with the employer community. Through the Wagner-Peyser labor exchange system, every statewide JobConnect Office offers a full complement of quality employment services, including job search assistance, job referral and placement, re-employment services, and recruitment services to employers with job openings. All JobConnect Offices in the system are equipped with a modern resource center providing all Nevadans the choice to perform a self-directed job search or to receive one-on-one assistance with experienced and knowledgeable JobConnect workforce representatives.

### Business Services

The statewide JobConnect system is committed to providing world-class services to Nevada employers. The corps of Business Services Representatives (BSR) serving the northern region recognizes the employer community as the priority customer. The hub of the northern regional business service is located in the Reno JobConnect Office which houses five BSR and two Job Bank Representatives. Although the northern employer business services are primarily handled from the Reno hub, local JobConnect staff in the smaller rural offices (Elko and Fallon) have developed an outstanding rapport with local employers and regularly coordinate business services directly with the local employer communities.

The northern BSR Team continually seeks new and creative ways to add value to the services offered through the JobConnect system. The Reno JobConnect Office hosts

the Reno Small Business Network which is a group of fifteen small business owners who meet once a month to exchange ideas and best practices relevant to the small business entrepreneur. The northern JobConnect business services team has been participating in a variety of employer outreach activities ranging from mass media exposure (television/radio) to personal visits to employer worksites. Over the course of the past year, northern BSRs have personally visited over one thousand employers at their worksites. There has been a concerted effort to reconnect and market JobConnect services to all northern Nevada employers. Continued participation in local area job fairs effectively connecting with both employers and job seekers is ongoing and remains a mainstay in the northern business service outreach strategy.

Currently the northern business services team is organizing a series of no cost workshops on various topics of interest to the employers. Some of the workshop topics under development include:

- *What Employers should know about Unemployment Insurance* – claims, appeals, employee separation (Unemployment Insurance Support Services)
- *Tax Training* – withholding income for federal taxes, social security, how and when to report UI contributions, completing employment tax forms, sales and use tax, business tax, excise tax, recordkeeping and tax programs (Nevada Dept of Taxation and DETR Contributions Unit)
- *Labor Market Information for Employers* (DETR Research & Analysis)
- *Fair Labor Standards Act* (DOL Wage & Hour)
- *Minimum Wage Law* (Nevada Labor Commissioner)
- *Discrimination – State and Federal laws* (Nevada Equal Rights Commission)
- *Business Programs/Assistance from the State of Nevada* (Economic Development Authority of Western Nevada (EDAWN), Nevada Commission on Economic Development, Small Business Administration)
- *Hiring and Retaining Individuals with Disabilities* – resources, tax credits, accommodations (Bureau of Vocational Rehabilitation)
- *Human Resources* – recruiting and retention, managing diversity, terminating employees, employee motivation, drugs and assessment, employee handbook – why you need it and what needs to be in it, ethics (Northern Nevada Human Resources Association, Nevada Association of Employers)

## Career Enhancement Program

The Nevada Career Enhancement Program (CEP) continues to be an important tool for the northern JobConnect system. The flexibility of CEP allows the system to react quickly to the real-time needs of Nevada job seekers and Nevada employers. CEP is designed to provide targeted training to job seekers for specific jobs that are in demand within local communities. The five components of CEP include; 1) On-The-Job Training (OJT), 2) Vocational Classroom Training (VCT), 3) Academic Enhancement Training (AET), 4) Re-Employment Related Expense (RRE), and 5) Training Related Expense (TRE).

During the 2009 program year, the northern JobConnect system partnered with Truckee Meadows Community College (TMCC) in a pilot project funded by Nevadaworks. The project included three focus areas: 1) assessment of competency skill levels, 2) basic computer skills training, and 3) a workplace skills workshop. Of the thirty CEP participants enrolled into one or more of the pilot program focus areas, twenty-nine participants successfully completed the program. The northern JobConnect system is poised to continue working with TMCC and Nevadaworks to further this project.

The Sparks JobConnect Office CEP outreach is actively partnering with Career Choices of Nevada in an effort to provide Job Readiness and Life Skills Workshops at the Paiute Indian Tribe community centers in Wadsworth and Nixon. This outreach is an effort to provide applicable job search skills training to Nevadans living in the rural hard-to-serve areas of northern Nevada.

Many areas of northern Nevada have been particularly hard hit by the nationwide economic downturn and suffer some of the highest unemployment rates in the state. Recognizing the critical role our small business customers play in the creation of new jobs, the northern JobConnect Offices have placed a greater emphasis on the CEP OJT component. A forty-two percent increase in CEP OJT activity in the northern region over the prior program year demonstrates the level of commitment placed on assisting northern Nevada small business owners to create new jobs during this difficult period.

## Veteran Services

The northern JobConnect system continues to assume an active role in serving Nevada veterans by ensuring they receive priority services. The veteran employment representatives throughout the northern region regularly participate in a variety of veteran events and job fairs. The representatives have set up tables and distributed veteran services information at events such as the Vets Welcome Home event at the Wild Waters Adventure Park and the Veterans Day Parade in Virginia City. The northern veteran representatives have not overlooked the need to serve female veterans as representatives from both the Reno JobConnect Office and Sparks JobConnect Office attended the Veterans' Women's Health Program in November 2008. Additionally, the

Fallon JobConnect Office has maintained a strong presence at Fallon Naval Air Station working to place veterans with private military contractors. The northern region is honored to have the opportunity to work with the men and women who served in the armed forces.

### Ex-Offenders/Re-Entry Services

The northern Job Connect system has been active in providing services to recently released ex-offenders. Service delivery to soon-to-be released inmates continues to evolve as new programs and partners surface. Along with the re-entry services, a large number of veterans are receiving services through the outreach programs. Typically, incarcerated outreach occurs at the correctional facilities as a component of the community re-entry programs. The northern region has achieved success in assisting this hard-to-serve population.

Numerous northern JobConnect staff have received National Institute of Corrections (NIC) certification as Offender Employment Specialists over the past two years. JobConnect staff attended 22.5 hours of training over a three-day period sponsored by the Federal Parole and Probation Office using the NIC curriculum. The training emphasized removing barriers to employment by connecting to community resources to improve offender employment outcomes. Many of the ex-offenders are veterans and are steered towards veteran focused services.

Some of the ongoing efforts to provide re-entry services include:

- The Sparks JobConnect Employment Counselor along with representatives from the Bureau of Vocational Rehabilitation and the Division of Welfare and Supportive Services (DWSS) visit Herlong Federal Corrections Institute and Northern Nevada Correctional Center on a quarterly basis to conduct employment and job search workshops for inmates who are about to be released.
- Staff from Sparks Job Connect and Reno Job Connect participate in periodic meetings of Collaborative Re-entry Efforts & Action Towards Employment (CREATE). This is a collaboration of Federal Parole and Probation, Weed and Seed, Nevada State Parole and Probation, Social Security Administration, Department of Motor Vehicles, and other agencies providing services to felons.
- Staff from Carson City Job Connect conduct Incarcerated Outreach at the Carson City Sheriff's Office for both male and female inmates. These sessions are held monthly for the male inmates and every other month for the females. Additionally, this same outreach schedule is being maintained by the Douglas County Sheriff's Office.

- The Sparks office has collaborated with the Federal Parole and Probation Office to jointly host a three-day live Internet seminar on helping women offenders return to the labor force. The curriculum was provided by NIC and the seminar took place in September 2008. Representatives from Federal Parole and Probation and Nevada Parole and Probation attended along with CREATE and My Journey Home.
- The Reno and Sparks Job Connect offices sponsored a booth at the Weed and Seed Job Fairs held in fall 2006 and 2007 targeting recently released offenders. The job fair planned for Oct. 2008 was cancelled due to lack of employer interest as a result of the economic downturn but will be revisited in 2009.
- JobConnect participated in the March 2009 meeting of The State of Nevada Coalition on Prisoner Re-entry (NCOPR) which was formed to take advantage of Second Chance Act funding. It appears this new coalition will absorb the activities of CREATE. The Carson City JobConnect Manager attended the meeting in Carson City.

#### Veterans Program Outreach to Incarcerated Veterans

The Southern Nevada Veterans staff launched a project to begin providing monthly outreach by the Local Veterans Employment Representative (LVER) to incarcerated veterans who are within six months of either completing their sentence or earning parole. Presently, this outreach is being conducted at Southern Desert Prison, a medium security facility in southern Nevada. It is expected to be expanded this year to include High Desert Prison which is also in southern Nevada.

The outreach to incarcerated veterans is intended to achieve four objectives:

- Provide veterans current labor market information so they have a realistic expectation of the labor market upon their release and so they can begin their occupational planning.
- The veteran's staff member will, at the first visit, begin developing a resume for the veteran so he has a state of the art resume to use upon his release. Inmates are not provided access to personal computers while incarcerated; as a result, they cannot create their own resumes.
- During the outreach, the veteran's staff member initiates an assessment of the inmate's occupational qualifications and begins to create a plan for service delivery upon his release.
- Prior to his release from prison, the veteran is referred to a specific Disabled Veterans Outreach Program (DVOP) staff member or LVER for direct employment

services. This staff member will have been apprised of his expected release date and will be familiar with his occupational needs.

This initiative is intended to bridge the gap between prison and the JobConnect One Stop offices and to assist the incarcerated veterans make the transition from incarceration to the workforce.

### Boys and Girls Club

The Department of Employment, Training and Rehabilitation (DETR) and its Job Connect Offices collaborate with the Boys and Girls Club of America every year with a program called the Summer Youth Internship Program. This program is administered in northern and southern Nevada and is intended to provide on-the-job training to individuals interested in pursuing careers working with youth.

This program provides a grant to the clubs in the amount of \$230,000. The grant is to be used to supplement wages, fees and uniforms. Individuals are selected by the human resource directors of the clubs to participate and receive training and wages.

In southern Nevada, the Las Vegas, Henderson and Laughlin clubs participated in this program. This fiscal year, there were twenty-seven individuals signed up for the Las Vegas Club, two for the Henderson Club and one for the Laughlin Club. Contracts are written for a 14-week period in the amount of \$3,286.00 for each participant. The goal of the program is to develop each individual's expertise in working with diverse groups of youth.

### Central Christian Church/Employment Security Division (ESD) Initiative

Southern Nevada JobConnect has continued its collaboration with the Central Christian Church, a 30,000 member non-denominational church. Central Christian, because of its size, is very proactive in providing faith-based community services including: counseling, food banks, and other social services.

A former State Workforce Investment Board member, who is a board member of this church, approached ESD to inquire as to how the Central Christian Church could collaborate with the JobConnect system to provide additional employment and training services to the community. An ESD JobConnect Business Service Representative has been appointed as the staff member to be the liaison with the Central Christian Church and to find new opportunities where Central Christian Church and JobConnect can collaborate to assist job seekers.

This connection to Central Christian Church was also intended to be a springboard for JobConnect to initiate relationships with other faith-based organizations. During this year Central Christian Church was instrumental in bringing together JobConnect with the Young Men's Christian Association (YMCA) to train youth from fifteen to eighteen

years of age to achieve Red Cross Certification to work as paid life guards at the YMCA pools in Las Vegas. A number of these youth were from single family homes where their salary as a life guard contributed to the financial stability of their family.

### Client Management System (CMS)

During the past year, the State of Nevada has implemented the use of the Client Management System (CMS) at the reception desk in the following offices:

#### Southern Nevada

Maryland Parkway JobConnect  
North Las Vegas JobConnect  
Henderson JobConnect

#### Northern Nevada

Carson City JobConnect  
Reno Town Mall JobConnect  
Sparks JobConnect  
Fallon JobConnect

The system is providing a number of benefits to the JobConnect offices. The program allows the office to do online sign-in of clients requesting mediated services. It has replaced the use of multiple sign-in clipboards used by the offices for veterans, CEP, Wagner-Peyser, Vocational Rehabilitation and others.

The program allows all staff, from their desk computers, to determine the names of customers in the waiting areas and information on what services they are seeking or from which programs they need assistance. In addition, the CMS provides management reports that are high value to managers.

The Client Management System (CMS) is providing real time reports for the following:

- Wait time reports by program,
- Time spent by each staff providing services to individual clients,
- Type of services provided by staff member and by the office, and
- Number of clients requesting mediated services from each program.

The Client Management System program changed the front office operation from an archaic system that used clipboards to manage traffic and service delivery in the front office to one that is highly efficient and provides management real time reports. This change allows staff resources to be adjusted to maximize service delivery and shorten wait times.

### Culinary Central Project: (Culinary Union, Unemployment Insurance, JobConnect collaboration)

In November and December 2008, southern Nevada was experiencing a rapidly declining economy which resulted in hundreds of workers from the major hotel resorts being laid off on very short notice. These layoffs resulted in a sudden upsurge in unemployment claim filings which created significant wait times for individuals who were trying to file their claims by phone.

Those claimants, who filed by Internet however, experienced a very smooth and expedited claim filing process. Unfortunately for the workers who were laid off that were not computer proficient, literate, or had limited or no English-speaking ability, filing on the Internet was not an option.

To assist this group, Culinary Central was created. Culinary Central is a collaborative effort of the Culinary Union Local #226 of which many of the laid off workers were members, the Southern Nevada Initial Claims Center, and the State operated JobConnect One Stop offices. This collaboration was launched to make Internet claim filing available to those workers who would otherwise be unable to file their UI claim on the Internet.

Culinary Central was opened at the Culinary Union facility in Las Vegas. The State provided twelve desktop computers for this project and provided basic UI training to bilingual staff of the Culinary Union who were tasked with interviewing laid off workers and filing their unemployment claims via the Internet.

Also assisting in this project were staff from the State Southern Nevada Initial Claim UI call center and Nevada JobConnect One Stop offices who provided technical assistance to Culinary Union staff taking the claims on the Internet. In addition, the staff from the Southern Nevada Initial Claim Center and Nevada JobConnect provided group Eligibility Rights Interviews in Spanish to assist the workers in understanding their rights and responsibilities regarding unemployment insurance.

### GED Pre-Testing

The JobConnect office located in Henderson, Nevada, in collaboration with the Clark County School District, provides GED pre-testing twice a month, every month except August. During the month of August, representatives from the Nevada Literacy Council, GED Online, will conduct the GED pre-testing. Over 250 people have taken the GED pre-test at the Henderson JobConnect this program year. When customers receive a successful score (a score deemed high enough to indicate they will pass the GED) representatives from the ESD CEP write a purchase authorization to pay the cost of the GED test. As an additional bonus, those that receive a passing score are given a coupon donated by a local business, Papa Murphy's, for a large pizza.

## Recession RX

One of the challenges in this recession is to insure that individuals dislocated from employment are aware of the services available in the community. This is particularly challenging during the current economic downturn in which thousands of individuals have become unemployed, many for the first time in their career.

To insure that these individuals had access to timely information, the Southern Nevada JobConnect offices became one of two sponsors of a television program titled Recession RX.

Recession RX was a thirteen week television program produced by Channel 10, the Public Service Broadcast channel in southern Nevada. Each week, Recession RX focused on two or three subjects or services that could help dislocated workers. These services included employment and training services from JobConnect and the Workforce Investment Act service providers. It also included subject experts on such topics as mortgage foreclosure counseling, credit counseling, bankruptcy, career planning etc.

As a prime sponsor, Nevada JobConnect had exposure each week on the show. Frequently a JobConnect staff member would highlight a particular service available at the Nevada JobConnect offices. Nevada JobConnect was visible in each of the thirteen segments, either by having a guest on the show or by having a banner running the current job listings with the Nevada JobConnect offices.

The show succeeded and provided an outstanding venue via its shows and its web page for dislocated workers to access timely information on subjects that are of significant importance to individuals who are unemployed.

## Refugee Program

This past program year, southern Nevada JobConnect, through its Lake Mead Outreach Office and Career Enhancement Program and in partnership with the Catholic Charities Refugee program, has provided intensive English language training to refugees whose inability to speak English is the barrier preventing them from securing employment.

The most recent collaboration involved eighteen refugees from Afghanistan, Iraq, Somalia, and Iran who received twenty hours of English language training per week for eight weeks. These individuals graduated from their class on July 30, 2009, with great enthusiasm and English skills that we expect will significantly enhance their employability.

A number of these refugees have skills from their homeland that can apply to our workforce if they develop a mastery of English. A few were in business, three were tailors, and one was a skilled pipefitter. Efforts will be made to assist these individuals

to utilize these skills. For those whose previous experience is not marketable in southern Nevada, effort will be made to assist them with obtaining training at the Culinary Training Academy which prepares workers for employment with the major resorts. This training will be provided through collaboration between Nevada JobConnect, Nevada Partners, Inc., and the Culinary Training Academy.

### Culinary Vocational Training Program

The southern Nevada JobConnect offices, the Salvation Army (TSA), and the College of Southern Nevada (CSN) have collaborated in an outstanding training program that has helped move several individuals from a life of homelessness, hopelessness, and substance abuse to one with career potential and employment.

The Culinary Vocational Training Program began in the summer of 1997, with the first class graduating in October, 1997. The Department of Employment, Training and Rehabilitation (DETR) and its local Nevada JobConnect Offices collaborated with the Salvation Army and CSN in 1998 to assist individuals placed in this program.

The Salvation Army is responsible for selecting the individuals to participate in the program. The ESD CEP pays for the student's tuition, the required uniform, and the cooking utensils that are needed during training and to work as cooks following graduation. Those selected to attend the training will be provided housing during the training as well as substance abuse counseling and work experience. The program provides intensive training in cooking to individuals selected. CSN provides the facility for the training, the equipment, and the trainers.

In addition to the training at CSN, the students are required to work in the dining facility of the Salvation Army. TSA's kitchen is a high volume dining facility that feeds hundreds of people per day. TSA also provides 10 weeks of Essential Employment Skills classes to the students as well as practical work experience. The Salvation Army believes that the combination of academic training, soft skills classes, hands-on experience, and intense case management help the students achieve a higher level of marketability. The majority of the students reside at the Army's Homeless Services Campus.

The partnership graduates two classes per year. Upon completion of the required training, a dinner/graduation ceremony takes place. This function is the students' final grade. During the course of the past twenty-six classes, close to four hundred homeless people have been given the opportunity to participate in the program. Approximately eighty percent of those who attend, graduate. Over eighty-seven percent of the graduates found immediate field-based employment. At ninety days, eighty-six percent of those employed remain employed at the same location. This is a great achievement considering the barriers and challenges these individuals faced prior to enrolling in the program and being trained.

The program receives wide community support. Prior to the local economic downturn, many employers were contacting TSA to find out when the next class of cooks would graduate, as they were eager to employ them. The community continues to embrace the program. The collaboration is working to assist the homeless population through work readiness, transferable skills, and a hope for a bright future.

### Team One

Team One is an initiative that was developed in the southern Nevada JobConnect offices for the purpose of expediting the return to employment of clients of the Bureau of Vocational Rehabilitation through the collaborative efforts of a variety of JobConnect programs.

Each southern Nevada JobConnect office has a Team One which consists of the following staff:

- Vocational Rehabilitation Counselor
- ESD Job Developer
- An ESD CEP staff member who has ability to provide both employment and training services
- A Wagner Peyser interviewer working in the Employment Services Labor Exchange

The Team One concept requires each JobConnect four-person Team One to select from active BVR files no more than five vocational rehabilitation clients to be placed on the Team One case load. These individuals are expected to be job ready. The team will collaboratively provide case management to each of the five participants and focus the team's combined skills and resources into assisting each of the five return to employment.

The concept and design of Team One is that the teams can never have more than five active participants. Also, the four-person team must agree on the selection of each participant who is brought into Team One as a client.

Team One is designed to bridge the service delivery of the Bureau of Vocational Rehabilitation and the Employment Security division. Team One is still in its infancy; however, it is proving to be a successful means of delivering services to job-ready BVR clients.

### Yellow Ribbon

The Yellow Ribbon Reintegration Program has been established in the State of Nevada as directed by the National Defense Authorization Act 2008, section 582. Part of the Yellow Ribbon Program's goals is to successfully return service members to families,

work, school, and community life through community covenants. The program provides for more personal contact between servicemen and women and families with service providers.

The Department of Employment Training and Rehabilitation (DETR) and the Nevada JobConnect system, are providers in the community covenant initiative portion of Yellow Ribbon Program. The community covenants initiative is designed to foster and sustain effective state and community partnerships in improving the quality of life for servicemen and women and families, both at current duty stations and transitioning from deployed serviceperson to citizen serviceperson. In cooperation with the Nevada National Guard, DETR LVERs and DVOPs attend and provide support during community covenant events.

The Nevada JobConnect, through its DETR partnership, attended its first Yellow Ribbon event at the National Guard Armory in Henderson on March 7, 2009, for the 72nd MP unit. The Nevada JobConnect presentation was one of a series of presentations conducted by many of the service providers present.

The Nevada National Guard Yellow Ribbon Coordinator and a DETR LVER maintain contact with each other to coordinate services. The Local Veteran Employment Representative has been informed to expect more events this coming year.

### Vocational Rehabilitation

The Rehabilitation Division's services are delivered by the Bureau of Vocational Rehabilitation (BVR) and the Bureau of Services to the Blind and Visually Impaired (BSBVI) and is a full partner in the Nevada JobConnect system. Vocational Rehabilitation counselors and support staff are housed in each of the JobConnect offices. To enhance collaboration between the various partners in the JobConnect offices and to streamline services for customers, the case management systems interface on general information on mutual clients. In addition, a "Team One" concept has been initiated in several JobConnect offices to further the partnership in assisting select vocational rehabilitation clients. With the combined experience and expertise of both vocational rehabilitation and employment security staff, the Rehabilitation Division clients will have a positive return to employment outcome.

The Rehabilitation Division is receiving approximately \$4.2 million in American Recovery and Reinvestment Act (ARRA) funding. This funding will be used for client services as well as innovation and expansion purposes within the established federal ARRA guidelines. Partnerships will be developed with community-based organizations to employ individuals with the most significant disabilities in an integrated setting.



## Nevadaworks Workforce Area

The Workforce Area of Northern Nevada encompasses over 70,000 square miles and the thirteen counties of Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine.

Workforce development issues in Northern Nevada center around rising unemployment levels. Additionally, as compared to the past two years, the pace of growth for Northern Nevada's economy has slowed, sometimes dramatically.

In rural Nevada counties, the mining industry is thriving and remains a staple of rural area employment opportunities. Nevadaworks continues to support rural county economies through the Rural Workforce Liaison initiatives. These programs provide the Nevadaworks Board up-to-date information on workforce development challenges, economic development efforts and achievements, and coordination of workforce development.

Nevadaworks is committed to developing and maintaining a skilled workforce to meet Northern Nevada business needs and to assisting people who are seeking employment. Nevadaworks strives to strengthen the economic base of communities in Northern Nevada and help workers and their families improve their standard of living by expanding the spectrum of services beyond traditional employment and training programs and becoming a catalyst, or broker, for employers to connect with the resources necessary to address their communities' economic and workforce development needs.

Nevadaworks' capacity to develop and manage high performing workforce investment systems is dependent upon its ability to provide flexible delivery systems, unique to each community and service area. The Nevadaworks Board members are strong advocates of the workforce investment system in Northern Nevada. Business and industry provide valuable information via Board members who identify needed skill sets and educational requirements of potential workers for existing, new, and expanding businesses. Business and industry members of the Nevadaworks Board also provide current information on economic development, business expansion, and industrial growth in their local areas. This information is utilized in formulating the development of training programs in the education community, including secondary schools and higher education institutions.

Nevadaworks' ability to meet the goals of the Workforce Investment Act is very dependent on the providers that give the day in and day out attention to detail required of any successful venture. Following is information about these great organizations and how they performed in Program Year 2008.

## Programs

### My Journey Home

My Journey Home's mission is to facilitate safe and successful re-entry of prisoners into the community. According to My Journey Home, critical to successful re-entry is workforce development, because ex-offenders who are unable to find and maintain employment soon re-offend. My Journey Home helps its clients find employment by helping local employers realize the benefits of employing ex-felons

Activities during the year included basic computer classes, resume writing, job searches and interviewing skills. In addition to the workforce development activities My Journey Home also provided a community service to the juvenile detention centers for "Rite of Passage" participants. "Rite of Passage" is a boot camp program for at risk kids. They present a program called "The Forum." My Journey Home clients (ex-offenders) and ex-offender family members speak to the kids about the choices they are making. It is not a "scared straight" program but a reality check. Approximately 95% of the kids they speak to have either one or both parents in the prison system. "The Forum" is a double edge sword; it helps the children see where they may be headed and also gives them hope that they won't. It shows them they do not have to follow in their parents' footsteps and lets them know they can do something different when they leave incarceration. The ex-offenders speak on their successes and ex-offender family members remind the students that they are not the only ones affected by their actions.

The My Journey Home program has been recognized by not only the Nevada prison system but also California's prison system as an organization that is helping ex-offenders make positive life changes after release.

### Community Services Agency



Community Services Agency provided comprehensive service offerings to their target audience ranging from skill development workshops to helping to locate and position for employment opportunities. Workshops were offered every Monday/Wednesday/Friday morning in three hour blocks. The curriculum introduced included: Goal setting, identifying your niche in the marketplace, recognizing and

speaking to your skill sets, how to engage your sphere of influence to help you identify opportunities, job search skills, improving communication skills (verbal and non-verbal), preparing and practicing for the interview with mock interviews, proper diet as it relates to your performance, improving competency with Microsoft applications Word, Excel, Outlook, beginning/intermediate Microsoft software training, English as a Second Language training, and resume/cover letter writing.

Community Services Agency customized a program tailored to help each individual. Activities included practicing a credo (which consists of their name, the position they are seeking, the industry they are interested in, and the benefit provided from securing this position); various computer-based exercises, depending on skill level; brainstorming transferable skills for targeted resume distribution; connecting candidates with the business community to broaden sphere of influence; preparing for personal finance component through Excel; interview practice and preparation; navigating the web; massaging the level of thinking in the candidates to compete in today's economic environment; and spending more time counseling customers to cope with and compete in today's tough economic environment. Counseling sessions, once individuals were placed in employment, frequently centered around development of and practicing problem solving skills specific to the particular work environment.



Community Services Agency's Center for Families, located in Reno, Nevada, includes a classroom, technology lab, and an employment counseling center.

Community Services Agency reached out to the community through partnerships, presentations, and job fairs with Reno Christian Fellowship, Sparks Christian Fellowship, Summit Church, Grace

Community Church, Second Baptist Church, Bethel AME Church, members of the Catholic Community, Washoe County Library, Community Services Agency Head Start, Committee to Aid Abused Women, Reds Development, City of Reno, CSADC housing developments, and Easter Seals.

TJ Maxx and Wal-Mart provided discounts or gift cards to participants who had a need to enhance their wardrobe for appropriate interview or work attire. Washoe Arc also provided vouchers for interview and employment outfits. A wide range of services were provided to participants, including but not limited to medical referrals, referrals to food pantries, food stamp application assistance, Low Income Energy Assistance

applications, power bill assistance, steel-toed boots, nursing scrubs, tool belts, flagging equipment, rental assistance, and bill consolidation assistance.



Participants were provided training in a wide variety of short-term training areas, including, but not limited to, flagging certification, forklift certification, paralegal certification, personal care attendant certification, dental assistant certification, training as a law clerk, advanced excel software training, and access training.

Without the support from the following companies the program wouldn't be nearly as successful:

Quebecor, Wal-Mart Distribution Center, Tahoe Pacific Hospital, Safeway Grocery Stores, Target, OHL, Wells Fargo, Applied Staffing, Accountants Inc., Hire Dynamics, STS Staffing, A-Spear Workforce, Labor Ready, Elwood Staffing, Flexible Staffing, MCSS, Hartford, Sierra Army Depot, NVEnergy, Big Brothers/Big Sisters, Marinello Schools, Reno Housing Authority, Sierra Eye Associates, Right at Home, United Blood Services, Comfort Plus Care, PJ Simmons, Western Nevada Supply, Somerset, Smith's Food, Office Team, Club CalNeva, OCR Call Center, Gentiva, CTS Auto, Miracle Ear, Reno News and Review, Burns, UPS, Children's Cabinet, TJ Maxx, Ralston Foods, Gold and Silver Casino, Michael's, Asplundh Tree Service, Lowes, OCR, Lazyboy Furniture Galleries, Check Advance, Organic T-Shirt, Aqua Drilling and Well, Harrah's , Sports West Athletic Club, Falcon Jet, Cascades of the Sierras, Renown, Reds Development, Wells Fargo Call Center, Herbst Gaming Corporation, Americom Broadcasting, Gamestop, Alamo Truck Stop and Casino, Super 8 Motel, Russell Stover, Barnes and Noble Distribution, Rail City, Atlantis Resort Casino, Marshalls, Midwest Airtech, Silver Legacy, City of Reno Northwest Community Pool, Grand Sierra Resort, TMCC, McDonald's, Burger King, Washoe Parks and Recreation, Red's Development at Legend's, Macys, West Corporation, Reno Big Horns, Reno Aces and Frito-Lay. These businesses partnered with the program in a wide variety of ways ranging from providing ideas to enhanced skill development workshops to giving participants heightened interest when they apply for positions within their organizations and eventually job placement. In addition, after completing the program, Community Services Agency hired participants for job vacancies within its own company.

## Success stories

One of the participants had a keen strength in customer service. When she entered the program in October, she was enrolled in a residential substance abuse treatment program. While enrolled she successfully graduated from the treatment program, and was able, with Community Services Agency's assistance, to put together an initial basic work attire wardrobe, identify an employment opportunity within this profession, prepare for the interview by extensive role playing, brainstorming appropriate questions to ask, and preparing to properly respond to difficult questions during the interview. She successfully earned a position with Microsoft.

Utilizing Community Services Agency's services, one of the participants took advantage of extra assistance in preparing for an interview with the Regency Apartment Building on Lake Street and the Reno Plaza at 1000 East 6<sup>th</sup> Street. She interviewed well and earned a customer service position at the Reno Plaza.

Community Services Agency provided services to a participant and helped position her for an interview with Applied Staffing, who was conducting interviews for Microsoft Licensing. She did so well in her interview she earned a position with Applied Staffing.

Another participant worked at Renown for over 32 years. She took early retirement due to budget issues but found it financially necessary to re-enter the work world. Linda's self esteem was very low when she came to Community Services Agency for assistance. Community Services Agency worked with a client to rebuild her sense of self-worth, and, with Community Services Agency's help, Linda found a job with Saint Mary's in the nutrition department. She did computer classes and used the computer lab. Community Services Agency assisted her with job searches, cover letters and resumes. It only took one month to get the job at St. Mary's. At the interview they specifically said they were impressed with her cover letter and resume, both of which Community Services Agency helped her write. Community Services Agency also provided support services by assisting with her power bill.

A developmentally challenged participant has taken computer classes at Community Services Agency. He needed more intense help, so he was enrolled in the intergenerational program in order to have a one-on-one tutor. Community Services Agency worked with client extensively, as his learning style requires repetitive exposure to new tasks and incremental skill building. Community Services Agency worked one-on-one with him to draft several resumes and cover letters. He was sent on several job interviews and was always willing to let Community Services Agency know how it went. The client did many mock interviews with his job coach and continued with his computer classes. Community Services Agency is pleased Dennis found a job at the Atlantis Casino helping to maintain the outside appearance of the facility. He is very excited about his new job and his uniform. He has continued to come in and work on

the computer on his days off and credits Loray, his job coach, with helping him turn his life around.

A participant came to Community Services Agency looking for a clerical position. As a victim of domestic violence and a single mom, she was out of work and new to the Reno area. She was in need of help acclimating herself with the area and job opportunities. She met with one of Community Services Agency's employment specialists, and together worked extensively on resumes and cover letters. Community Services Agency referred her to various jobs, and she was always very responsive and reliable. She had several interviews which Community Services Agency helped her prepare for by doing mock interviews. After a few weeks, she was offered a job with the Washoe County School District.

One of the participants is a single mother with three children, one of which is enrolled in the Head Start Program. The female client's goal was to obtain a paralegal certification. Community Services Agency helped the client enroll in the program and paid for her classes. She has since received her certificate, graduated at the top of her class, and has landed a job with a leasing agency. She hopes to eventually find a job in a law firm, but, for the time being, is pleased to have moved immediately into fulltime work with Riverstone Residential Group.

### Job Opportunities in Nevada

#### Adult/Dislocated Worker & Youth:

Notable among the year's activities were the following:

- The Reno office worked closely with Reno Justice Court to provide specialized services to defendants in its drug/alcohol and domestic violence programs. For consistency, two Job Opportunities in Nevada staff were assigned to the program for the year. They attended court sessions and managed the employment preparation and placement of individuals assigned to them by the Court. The program will continue into Program Year 2009, and the Court has set aside money in its budget to assist the clients with their needs.
- To combat Ely's limited occupational training resources, help local employers find suitable new hires, and provide Ely residents with entry into occupations for which there was no local training, Ely frequently used On-the-Job Training. The Job Opportunities in Nevada staff was able to match clients with motivation, a solid work ethic, and job interest in a particular occupation with employers who were willing to train in specific occupational areas to fill vacant positions in Ely's labor market.
- Carson City's Learning Lab has become a fixture for both clients and employers in the Carson City area. The Lab provides in-depth assessments in both clerical and basic skills, occupational skills preparation, basic skills remediation, and

General Education Diploma (GED) preparation. Based on the Lab's reputation for assessment and individualized training, the Carson City staff was selected to design and administer an assessment tool for a Douglas County business. The tool will assess an employee's potential for management and/or supervisory positions within their company.

### Locations Served

Job Opportunities in Nevada's offices make a concerted effort to cover the largest geographic areas possible from their centralized locations.

Reno covers all of Washoe County, including Reno, Sparks, Wadsworth, Stead, Lemmon Valley, Panther Valley, Incline Village - essentially the 61 towns and populated areas in Washoe County. This past year, the staff let citizens in the outlying areas of Washoe County know that, despite its Reno location, the office serves all areas of Washoe County. To that end, Job Opportunities in Nevada became a member of the Parasol Tahoe Community Collaboration to expand services to an unrecognized, yet needy, population around Lake Tahoe's north shore.

Carson City has served residents of Storey County, Douglas County (including Stateline and Zephyr Cove), western Lyon County (including Dayton), Moundhouse east to Silver Springs, Wellington, and Yerington. While Washoe Valley is in Washoe County, its residents typically choose to come to the Carson City Job Opportunities in Nevada office for services.

Ely reaches all of White Pine County and occasionally attracts clients from Eureka County.

Elko has provided services throughout Elko County: Elko, Spring Creek, Carlin, Wells, and Owyhee.

Fallon primarily serves Churchill County and northern Lyon County, including Fallon, Fernley, and Silver Springs. Clients also occasionally come to the Fallon and Fernley offices from Yerington, Hawthorne, Wadsworth, and Stagecoach.

Winnemucca's client base is primarily in Winnemucca, but may also come from other Humboldt County communities including McDermitt, Paradise Valley, Golconda, and Valmy. The Winnemucca office occasionally draws clients from Pershing and Lander Counties.

## Success Stories

A 27-year-old single mother had struggled to find steady employment and a meaningful career. Her work history was one of jobs at which she never earned more than \$7.75/hour. She found Job Opportunities in Nevada and decided to see what assistance was available to her. Discussions with a Job Opportunities in Nevada staff member helped her decide that becoming a Certified Nursing Assistant was something that she was interested in, would immediately give her a higher wage to support herself



**Client and son with her CNA License**

and her son, and have the prospect of earning even more. Job Opportunities in Nevada helped her attend Great Basin College to take CNA training. After receiving her CNA license, Kimberly no longer has to commute 60 miles each day to a dead-end job. She is working locally at Humboldt Health Care as a Home Health CNA making \$9.00/hour, and loves her job. She has also referred her brother to Job Opportunities in Nevada.

Another client came to Job Opportunities in Nevada straight out of prison. While incarcerated, he had done some welding, and after he was paroled, he came into the office to see if they could help him return to the labor force. He really wanted to expand his knowledge of welding and receive the credentials needed to become a professional. A plan was designed for him to become more proficient and obtain some welding certifications from Western Nevada College. He was a natural. According to his instructors he was a model student, learned quickly, and was able to retain information extremely well. Before he had completed his first semester, he applied at a local company in Carson City and was hired at \$13.10/hour. As of this report, he is still



taking classes and receiving more certifications. To quote his manager, "We hope to have him with us for many years to come."

The client continues to add to his list of welding certifications and has recently made the Dean's List at Western Nevada College. Below is a testimonial from his manager.

**Client and his manager at American Buildings Company**

### Testimonial:

"The client came to American Buildings Company through the Job Opportunities in Nevada Program. Progress was monitored by Job Opportunities in Nevada and American Buildings. During that time, the client learned: (1) Welding (2) Plasma Cutting (3) Shear (4) Punch Press and (5) Press Brake.

He has become well-rounded in the Endwall Department. He treats people with respect and has the willingness to help others and strives to be the best employee he can. I have worked with him for one year now, and we hope to have him with us for many years to come."

### Youth Out-of-School

Youth were provided a variety of services depending on which Job Opportunities in Nevada office served them. Common activities included:

- Assessments, including CopSystem, Learning Unlimited Academic Assessment, Career Coach, and GED Pre-tests;
- Employment preparation workshops;
- Basic skills upgrade;
- Occupational training opportunities;
- Job search assistance, including resume writing;
- Support services such as GED testing fees and work-appropriate clothing;
- Pell Grant application assistance;
- Job shadowing and work experience.

Activity differences were determined by the program's emphasis and population served. In Ely, the program was designed so eight youth could learn basic work readiness skills and practice those skills on-site in a work experience at the Quadra Robinson Mine. Fallon's focus was to ensure the youth received appropriate job preparation to get and keep a job in the local community. Successful completion of the Workforce Academy at Western Nevada College, Fallon, was a crucial component of the Fallon program. In Carson City, the staff placed a heavy emphasis on education, particularly high school and/or GED completion. Youth who had not finished high school were required to attend GED classes. Other youth were encouraged to enroll in various occupational training programs at Western Nevada College. Intense individualized case management services were an essential component of the Carson City program.

## Success Stories

A 19-year-old client successfully completed the Youth out-of-school program at Quadra Robinson Mine in the summer of 2008. He used the skills he learned to successfully find two jobs - one in maintenance at the William Bee Ririe Hospital at \$8.00/hour, 40 hours/week and the other in the after-school program at the elementary school at \$11.02/hour, 16 hours/week. He is a hard-working young man who is dependable and pleasant to work with. He has returned to the Job Opportunities in Nevada office to express his gratitude for what it has done for him.

**In the Ely Job Opportunities in Nevada office**



A female client entered the Carson City program in April of 2008. She was referred to Carson's youth program by her boyfriend, who had been successful in the program. She was 17 and had a 3½-month-old daughter still in the hospital with severe medical problems. She badly wanted her GED and then to go to college to get the skills to support her daughter. She began classes and only missed a class when she had doctor appointments with her daughter. In the middle of her training, she was put on medical leave because her daughter took a turn for the worse and she needed to be with the baby. During her medical leave, she stayed in contact with her case manager. Her daughter was finally stable enough to go home in October 2008. With her daughter at home and receiving in-home nursing assistance, she returned to Carson's Learning Lab to finish her GED. On her first attempt, she passed everything but Social Studies. However, her determination didn't waiver. She studied hard and took the test again. Finally, in May 2009, her persistence paid off and she got her GED! The client has a new plan now. She wants to work and attend Western Nevada College, to become a nurse. The Job Opportunities in Nevada staff has no doubt she will accomplish her goal, and they will be there to help if she needs it.

When the Job Opportunities in Nevada staff first met another female client she was a 20-year-old single parent with limited work experience. She completed the Western Nevada College Workforce Academy and received additional training on job search and resume writing. She worked for Century 21 Realty to give her practice with her new employment skills. She successfully completed that job and won rave reviews from her supervisors. They wanted to hire her, but only had a part-time position available. As a single parent, she needed full-time work. She applied for a position at Wells Fargo Bank, aced the interview, and was hired at \$10.50/hour. As of the last communication with her, she continues to do well.

## Youth In-School

Job Opportunities in Nevada's outreach was aimed at getting a mix of students. Students selected for the program came from Elko County high-schools, Elko Juvenile Probation Department, and the Bureau of Vocational Rehabilitation's "Students in Transition" counselor.

Youth received the following services:

- Comprehensive Guidance and Counseling activities which included the CopSystem Career Interest Survey workshop which helped youth identify their interests and abilities. Results of the CopSystem survey were used to place the youth in work experiences and to allow them to learn more about what future careers might be appropriate for them to explore.
- Leadership Development Opportunities were provided through the Work Readiness training. A guest speaker from Great Basin College talked to the youth about "What the Future Holds for You." Youth were awarded incentives for successful completion.
- The importance of motivation and reliability on the job were emphasized. 11 of the 15 youth in the 2008 summer program had perfect attendance at their jobs.

Employers who participated did a wonderful job of emphasizing the on-the-job application of the skills the youth learned in Job Opportunities in Nevada's workshops and of allowing the youth to gain a sense of accomplishment.

## Success Stories

A male client had heard about the Elko Job Opportunities in Nevada summer youth program from friends and couldn't wait until he was old enough to apply. In fact, he was among the first, if not the first, to contact Job Opportunities in Nevada about the program in the summer of 2008. Because his mechanical interests were coupled with a love of bicycling, he was placed at T-Rix Bikes. A shy youth, he gained confidence and developed great customer service skills. Collin did such a great job he was hired back by T-Rix Bikes for the summer of 2009!



**Client at work at T-Rix**

Yet another client is a special needs student and a joint client of Job Opportunities in Nevada, Vocational Rehabilitation, and Students in Transition. Because of her love for animals she was placed at Brebeau Animal Boarding for a summer work experience.



**Client at work at Brebeau Animal Boarding**

She absolutely loved her job, where she tended to pets of all shapes and sizes. Her father told Job Opportunities in Nevada staff that she had always been afraid to use the telephone. Amazingly, after her WEX with Job Opportunities in Nevada started, he said she couldn't wait to get home to phone her friends and tell them about her day!

Client, a student at Carlin High School, was pregnant when she entered the Job Opportunities in Nevada program, but determined to make the most of her opportunity. Because of her interest in clerical work, she was placed at the City Manager's office in Carlin. Showing determination, she completed her work experience at the City Manager's office, working right up until her baby boy was born! She graduated from Carlin High School in June 2009, and is now employed at J.C. Penney as a clerk. She said she loves being a mom, and she also enjoys her job.



**Client at Job Opportunities in Nevada's Elko office**

### Dislocated Worker

Branch offices provided clients with a full menu of WIA services: intake; assessment; job search and job retention workshops; basic education brush-up classes and GED preparation, where needed; basic skills training in areas such as computer skills, including computer use and software, basic accounting and clerical techniques; occupational skills training; on-the-job training; support services; and post-program assistance. Dislocated Worker clients receive the personal support that is essential to ensure that the stress of becoming unemployed doesn't get in the way of returning to

work. Job Opportunities in Nevada offices have the latitude to customize both the service content and the providers to meet the needs of their clients.

Highlights of some Branch activities for Dislocated Workers follow:

Since ProNet members contribute to the operation and governance of the program, a recognition luncheon for current and past members was held. Ninety-nine people attended. Recognition plaques and certificates were given to members of the Executive, Education, Resource, and Marketing Committees.

Elko had a better economic climate than most Job Opportunities in Nevada offices in Program Year 2008. Consequently, the staff focused on training for specific job sectors that were hiring. Among those training areas were Certified Nursing Assistant, Mine Safety and Health Administration, Computer Office Technology, Industrial Technology, and Commercial Driving. Great Basin College was instrumental in providing training to Job Opportunities in Nevada's clients.

As the economy worsened, the Carson City office stepped up its outreach activities to ensure people in their service area who were losing jobs knew Job Opportunities in Nevada was a resource for them. Outreach locations included: the Carson JobConnect, Western Nevada College (Carson and Douglas Campuses), Nevada State Welfare Division, Carson City Library, Douglas County Library, Carson Human Services, Lyon County Human Services, Douglas County Human Services, Children's Cabinet, Partnership of Community Resources in Douglas County, the Storey County Court House, Carson City Court House-Alternative Sentencing, Douglas County Court House, Adult Parole and Probation, Family Support Council of Douglas County, Ron Wood Family Center, Division of Child and Family Services (Carson and Lyon Counties), and Advocates to End Domestic Violence. Materials on Job Opportunities in Nevada services were provided to Spherion, Westaff, Hire Dynamics, Manpower, Sak N Save, Smith's Foods (Carson and Gardnerville), Trader Joe's and Raley's Markets. Public service announcements were sent to all Reno/Carson-area radio stations to promote WIA programs. The Carson office also worked with the Brewery Arts Center Television Stations to develop a public service announcement. Carson Job Opportunities in Nevada participated in nine Rapid Responses and 22 Worker Profiling workshops.

### Success Stories

At age 31, a male client, whose work history was not stellar to begin with, was further sidelined by drug abuse. Not long after completing a court-ordered drug program, he came to Job Opportunities in Nevada's Ely office. He had a strong desire to succeed, but very limited options. He had worked in construction, furniture-moving, and maintenance, none of which suited him. The case manager who interviewed Danule felt On-the-Job Training could be a positive way for him to find permanent employment. He had some experience and interest in food service, so the decision was made to place

him at The Big Apple restaurant. He was happy to start as a prep cook. Now, he is a full-time chef at The Big Apple making \$9.00/hour. He's been there a year and comes to the Job Opportunities in Nevada office often to share his successes with us.

**Client at The Big Apple**

Male and female clients are a hard working, determined, and resourceful couple. Job Opportunities in Nevada provided much needed support services (resume preparation, fuel, and clothing, cooking utensils required for a job – not to mention lots of encouragement) to the family during their time of need.



Male client had worked steadily, but never earned more than \$9.00/hour. After being laid off once again, he came to Job Opportunities in Nevada in December of 2008. As head of household with three young children to support, he was eager to take the first position that was offered to him, which was as a cook at the Red Lion Hotel and Casino. In order to get that job, he had to have certain cooking utensils, which Job Opportunities in Nevada helped him purchase. However, he didn't give up on his dream job,

commercial truck driving, toward which Job Opportunities in Nevada had started him. With support services from Job Opportunities in Nevada and a lot of determination, he reached his ultimate goal! Within three months, he obtained his CDL License and is now employed at KT Services as a bus driver, making \$14.60/hour.

Client's wife came to Job Opportunities in Nevada in February 2009. She had some skills but hadn't worked for a while, so she lacked professional clothes and needed help with her presentation and interview skills. She had a promising lead on a job at a bank, but with rusty interviewing skills and no appropriate clothing, she was reluctant to apply. Job Opportunities in Nevada shored up her self-confidence with



reassurance and interviewing hints, and helped her purchase some outfits that would work well in a bank setting. With renewed confidence, she landed her new job at Wells Fargo Bank. She is currently employed at Wells Fargo as a part-time teller, working 30 hours per week, and making \$10.00/hour.

Benny and Tracey were so motivated, so dedicated to their success, that Job Opportunities in Nevada created a new category for the office's annual recognition celebration. The couple was awarded Elko Job Opportunities in Nevada's "Couple of the Year" Award. It has been a wonderful experience for Job Opportunities in Nevada's Elko staff to work with them both.

A male client came to Job Opportunities in Nevada's Fernley office after losing his job and finding out he had insufficient wage credits to get unemployment insurance. With a family to support, he was desperate. He had been promised a job with GE Specialized Transport if he could obtain his "Class A" CDL. Job Opportunities in Nevada and the Career Enhancement Program collaborated to provide his tuition costs, and Job Opportunities in Nevada gave him assistance with the cost of commuting to Reno for CDL training. He obtained his license, and GE Specialized Transport made good on their promise to hire him. He is now making \$20/hour plus overtime. He is doing well and thankful for the assistance that Job Opportunities in Nevada provided, which allows him to support his family.

A client came to the Carson City Job Opportunities in Nevada office after being laid off as a food and beverage supervisor at the Grand Sierra Resort. William felt if he became more knowledgeable in computers he would be a more valuable asset to an employer. In addition, he would be able to produce his own reports and track food and beverage usage by the hotel for inventory and ordering purposes. He enrolled in computer training classes in the Carson Learning Lab and also attended our Employment Preparation Workshops. Upon successful completion of both, he started applying for positions in Carson City and other areas. After several job offers, he settled on becoming the Food and Beverage Director for Curry Village in Yosemite National Park. He is making \$41,000/year, 21% more than he earned at the Grand Sierra Resort. Client originally applied for a position as a supervisor, but after his interview his new employer felt he was the best candidate for the position of Director for all food services in the Village. He attributes his success in getting this job directly to Job Opportunities in Nevada. He said that without his new computer skills he would not have been considered. He also praised the information and materials given to him in the workshops. These allowed him to create a professional resume and gave him increased confidence during the interview process. The client is now a "happy camper" in Yosemite National Park, making more money and working in a better position than he originally sought.

Pieter had a career in the Army, logistics experience in the private sector, and, after his latest lay-off, decided to change career fields. He earned the Non-Profit Management Certificate program from University of Nevada Reno in April 2009. With a real passion for ProNet, he applied to be its Branch Manager, at the end of June Pieter was selected for the position. He brings a wealth of private sector experience, and, as a former ProNet member and chair of the Executive Committee, an intimate knowledge of ProNet.



**Pieter Droog & Carolyn Wilson, Job Opportunities in Nevada Executive Director**



A female client was referred to Job Opportunities in Nevada through an orientation held at the Reno JobConnect office. She had worked for several years as a staff trainer for retail stores. At her initial appointment, she obtained some resume assistance, labor market information, and a referral to a ProNet case manager for enrollment in ProNet, Job Opportunities in Nevada's program for professionals. Discussions with her case manager led to the

suggestion she apply for position as a Program Specialist with New Employees of Nevada, a program training welfare recipients to begin or return to work. With her newly revised resume and some interview tips she sold herself effectively. Within a month she was working again!

#### Special Event: ProNet Recognition Luncheon

This year ProNet held a new event. The ProNet Recognition Luncheon had 99 current and past members attend. A special presentation was given by Idora Silver and recognition plaques and certificates were given to many of our very special ProNet members for their help with creating a new improve ProNet program for the future.



## City of Reno – Dean’s Future Scholars Program

The City of Reno partnered with the University of Nevada Reno, College of Education’s Dean’s Future Scholars program to provide youth services for program year 2008-2009. The Dean’s Future Scholars Program is an innovative, research-based program that assists low income Washoe County students to increase academic skills, determine career paths, develop work



skills, graduate from high school, and enroll in college. The Dean’s Future Scholars Program was started in 2000 by William Sparkman, Dean of the College of Education at University of Nevada Reno. The majority of the funding for this program comes from private grants, such as AT&T and USA Funds, as well as some support from the University.



DFS is a cooperative program between the University of Nevada Reno, College of Education, and Washoe County School District (WCSD) that recruits students from local Title I (federally defined low income) elementary schools and then provides mentoring, tutoring and support services for these students until high school graduation.



tutoring and support services for these students until high school graduation.

Activities include college classes and university experiences that will act as a bridge between high school and college. The courses offered help reinforce English and math skills, introduce concepts of career choice, and develop skills that will contribute to success in high school and college.



Nevadaworks’ role in this program allows these students to be placed as interns in real-life job situations on the University of Nevada Reno campus where the students learn the ethic of work while performing meaningful work assignments. For many of the students these jobs are their first paid positions. Work experiences



are in many locations around University of Nevada Reno such as the Center for Cultural Diversity, the Bookstore, Student Services, University Advisement Center, the Career Center, College of Medicine, College of Business, Judicial College, College of Engineering, Athletics, and Getchell Library.

The program is well received by parents, the community, and university staff. Even the president of the university volunteers time as a mentor for these students.

## Community Chest

### In-School



The program year began in May with meetings in school including academic support/counseling and work readiness. Field trips throughout the summer included team building/leadership development that kicked off with Project Discovery's ropes course at Mt. Rose. Career exploration opportunities were the remainder of the field trips. The final field trip was a celebration at Sand Harbor at Lake Tahoe for the participant's certificates for completing the summer portion of their commitment. Weekly

follow-up meetings were scheduled for the next school year with assistance and resources made available to keep the student on tract with their academic studies to improve grade levels for graduation or advancement to the next grade level. Self esteem building continued with supportive resources, when needed, such as professional and/or parent counseling, teachers and school counselors. Last, but not least, they had a graduation ceremony to honor participants for their commitment to the program and for all they have achieved. The celebration included opening speeches with speakers from Community Chest, Inc., Nevadaworks, and various support people from the Lyon and Storey County School districts and partnering organizations such as Healthy Communities Coalition and Lyon County Youth Connection. Additional attendance and support for the participants were their families, friends, and participating employers.

Facilities and locations included Community Chest, Inc., Dayton and Virginia City High Schools' classrooms and libraries and various field trip locations, and places of employment and employers.

The program had four participants graduate high school with the remaining committed participants advancing to the next grade



level. One participant had violated probation and was incarcerated for six months or more and achieved her GED while incarcerated. Self esteem improved along with leadership skills. Another participant was asked back to work by an employer that she worked with last summer, and she has been employed this summer. One student continues to work with a program for alternative energy resources and community gardening. Friendships, bonds, and trust were built between participants and Community Chest staff.

### Out-of-School

Recruiting for this program was more difficult than originally realized with three participants enrolled by October of 2008 and the remaining participants gradually being enrolled through January 2009. Participants registered at Western Nevada College, and placement tests were given to determine grade level. GED prep classes were scheduled two days a week and Work Readiness Curriculum was implemented the remaining week days. This was an intense study covering everything the course had to offer. Participants learned how to maneuver company websites, online job searches, and applications. College and grant opportunities were researched showing many available possibilities. With staff assistance, each participant was responsible for researching and following through with their job search in areas of career interest. Workshops were given on budgeting money, saving for rainy days, and living on their own. Bank accounts were opened so participants could learn how to deposit their pay checks and manage a checking account

Facilities and locations included Community Chest, Inc., Western Nevada College, and various employment/employers. Transportation was provided for the rural participants living in Silver Springs and Stagecoach which was 90% of enrollment.



The program had three participants acquire their GEDs with the remaining three very close to passing. They will continue with their studies to retest later in June and early July. Personal transportation became available to some participants after saving money to purchase a vehicle. One participant was able to move out of his parent's house after Community Chest was able to find him a trailer and have it moved to Silver Springs.

## Stimulus Summer Youth

### Kids Klub



This out-of-school program teaches youth valuable skills in dealing not only with young children, but people in general. These are lessons that will benefit the participants for years to come. Participants received classroom training comprised of three components: workforce readiness, orientation, and policies and procedures. During the workforce readiness training staff participated in hands-on learning activities. They received education on what employers look for in an employee, building

values and work ethic, as well as characteristics that demonstrate responsible work behaviors. The orientation portion of the training was dedicated to preparing the participants for this specific work experience. During the orientation they participated in hands-on art projects, songs, skits, and instruction on how to prepare themselves as well as the children for field trips, group games/team building and organized activities. The last component of the orientation was geared toward policies and procedures. Participants reviewed all of the Kids' Klub handbooks as well as a review of proper procedures for reporting accidents, incidents, abuse and neglect, in addition to their confidentiality procedures.

Staff (participant) members all received CPR and First Aid certifications in addition to a background check.

### Success Stories

Participant #1 reports that she kept this job longer than any other job she ever held and since being employed has qualified for housing for her and her young child. She is currently living in motels and on the couch of friends and family members. She has currently set goals to test for her GED and has opened her first checking account.

Participant number #2 has learned the skills to seek additional employment. She has now obtained a second job and is saving money so she can find a residence of her own. She is currently living with a friend.

Participant #3 is currently living in a house with her mother and the house is being foreclosed. She is helping her family out by assisting with the purchase of groceries



while they move to an apartment. She says that she plans on covering the families moving costs.

Participant #4 did not receive her financial aid to go to college, however, has decided to save all of her earnings from the program and apply them to her tuition.

Participant #5 received his first ever paycheck. He took his first check to the bank and opened a checking and savings account.

### Job Opportunities in Nevada

Job Opportunities in Nevada has enrolled 41 in-school youth and 15 out-of-school youth. They are distributed as follows: Elko-IS, 15; Ely-IS, 16; Fallon-IS, 10 and Winnemucca-OS, 15.

All youth have participated in the following program activities:

- Assessments, either CopSystem or SAGE
- Work readiness workshops on assorted topics such as time management, employment issues, employer expectations, dependability, appropriate dress, communication, and inter-personal behavior on the job
- Work experience

Youth in Ely and Elko have begun their work experience placements. Fallon and Winnemucca youth started their work experiences in July.

In Elko, an Employee of the Week is selected and receives a Wal-Mart gift card.

Ely youth completed College Week, where Work Readiness was addressed. Eight guest speakers were part of the program.

Ely youth also completed their Community Service week. They did community service at White Pine Care Center, a local park, and the White Pine County courthouse. Two youth decided to work beyond the required 15 hours and contribute additional time on their own.

Even though they aren't ready to declare "success stories" yet, pictures of the participating youth from Elko follow, as well as a picture and the personal story of one of Ely's youth participants.

Elko



**Summer Youth Stimulus – Work Readiness Day at GBC Campus  
“Crew A”**



**Summer Youth Stimulus –  
Work Readiness Day at Great Basin College Campus “Crew B”**



**Work Readiness / Teamwork Exercise**

**Job Opportunities in Nevada staff member Janail and Cody – at a classroom session during Work Readiness.**



**"Crew B" – First day on the job at Elko High School.**



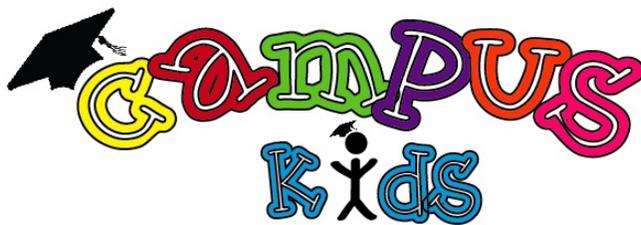
**"Crew A" – Teamwork at the Elko High School Campus, and the end result, below:**



### Ely:

Ely's Education, Development, and Inspiration for Youth program had places for 16 youth and the next applicant was the 17<sup>th</sup> applicant on their list. He was aware that he could not enroll in the program unless another youth dropped out, but knowing he was first on the waiting list, Austin asked if he could attend "just in case." Keith, the program supervisor, and Annette, Job Opportunities in Nevada's Ely Manager, both spoke with the applicant about the fact that he might be

disappointed if he couldn't be enrolled in Education, Development, and Inspiration for Youth program because of funds. Applicant told Job Opportunities in Nevada staff that if he couldn't be part of the work experience, that it would be fine. The staff could tell he really wanted to be in the program. The Job Opportunities in Nevada staff allowed him to attend College Week and Community Service Week. Even knowing there might not be a work experience in his future, he fully participated. Then, something unexpected happened. Keith, who had just relocated to Ely with his family, was offered and accepted permanent employment with the Ely Department of Corrections. Instead of replacing Keith, the Job Opportunities in Nevada staff made the decision to take over his program supervision responsibilities themselves. By diverting the remainder of Keith's salary to participant enrollment, more youth could be enrolled in Education, Development, and Inspiration for Youth program. In July, the determined applicant became the 17<sup>th</sup> youth enrolled in Education, Development, and Inspiration for Youth program, and three more youth from their waiting list were also able to participate.



While programs that facilitate active high school recruitment are in place and imperative at the University of Nevada Reno one of the most effective recruitment of college bound youth must begin with elementary aged children and continue through middle and high school. Of significant importance is the need to focus on the underserved population of

children raised in low income families. Campus Kids is part of the Nevada Small Business Development Center, College of Business at University of Nevada Reno. The program employs 28 in-school and out-of-school youths.



The Team Leaders, as well as the attendees, have positive experiences at University of Nevada Reno and leave with a powerful impression that higher education is feasible and obtainable. While providing fun, diverse and memorable activities that engage, stimulate, educate and entertain kids, the Team Leaders become comfortable with a campus of higher education and have a better chance of setting goals of going to college.

### Community Council on Youth

#### Summer Related Employment Opportunity/Work Readiness Goal

Each youth was mandated to participate in a Youth Employment Preparation Workshop Series resulting in a certificate of completion. During the workshop pre and post tests and evaluations were administered, and copies of all workshop materials are maintained.

#### Summer Related Employment Opportunity/Work Readiness

Each employer will complete a Work Readiness Evaluation form on each youth placed through the program. Successful youth in the program are expected to show improvement during their work experience.

By June 30<sup>th</sup>, 29 were enrolled in the Program. One potential participant did not attend the workshop, one "Dropped on Request," and one is scheduled to complete a final Workshop session by mid-July. This



results in 27 participants ready to work through the program. The program goal was 30. Therefore, work-in-progress continued with wait-listed applications in order to complete the target enrollment for the vacant slots.

The Carson City Job Opportunities in Nevada, Inc. office is the primary location for communications, intake interviews, and workshop sessions with the enrolled and potential participants.

### Churchill County Juvenile Probation

The objective was to provide 25 youth offenders with short-term pre-vocational and job readiness skills that include goal-setting, personal management, interviewing, creating a good first impression, work place etiquette, resume preparation, and customer service skills.



- 23 youth offenders were enrolled in the program. All 23 successfully complete the pre-vocational portion of the program.
- 23 youth were placed in work experiences. Placing this group of youth into community job placement settings has not been totally successful, although some

of the youth did excel in their job placements.

- 20 youth completed summer school for an 86% success rate.
- 15 youth graduated from the Leadership and Resiliency Program through their enrollment in the Churchill County Juvenile Probation Department's program where youth receive over 50 hours of leadership skill building.
- All youth needing drug and alcohol counseling were identified and provided with services.
- 100% of the parents of participants received parenting classes.



### Children's Cabinet

#### Activities included in program

During the course of the last few months the Children's Cabinet hosted many activities for the Summer Stimulus Program. All youth were encouraged to attend these

activities, but the level of participation varied by youth due to many different factors, such as transportation or conflicts with work schedules. The following programs took place from May 1, 2009 to June 30, 2009.

### Work Readiness Classes

The work readiness classes involved a series of intense 2-week classes focused on leadership, work ethic, and duties that are expected from each individual as a team member of the Children's Cabinet and off-site locations.

### My Skills Tutor

My Skills Tutor is an online learning program where Stimulus youth can improve proficiency on high school subjects, as well as learning the necessary skills for either passing the GED or other proficiency exams. Subjects taught through My Skills include English, math, science, and writing, as well as work readiness skills.



### Teens Doing Stuff

All Stimulus youth were encouraged to participate in Teens Doing Stuff, which is a community focused, youth directed community youth development program. Youths voluntarily meet weekly to plan and implement community service projects at various locations such as senior citizen retirement communities or local domestic violence shelters.

Worksite locations included in the program:

- Rosewood Rehabilitation Center
- Reno Green Landscaping
- The Children's Cabinet
- Life Care
- Reno Police Department
- Flowers by Patti
- Washoe Arc
- Atlantis
- Nevada Hopes
- KNPB news station
- Reno Medical Plaza
- Rock Sport
- Truckee Meadow Water Authority
- Record Street Café

## Success stories

Client is currently employed at Truckee Meadows Water Authority. Originally the site location had agreed to take two workers, but he is so efficient in his job that they no longer have a need for a second worker. Although he has had some personal struggles, Mike continues to show up to work and perform his job well while supporting a family.



One of the youngest youths placed in the program has shown tenacity for hard work. He is employed at Washoe ARC, which is an organization dedicated to helping people with disabilities. He has done exceptionally well in his position and his supervisor has stated that he would be eligible for a permanent position because of his hard work and dedication to the job.

## Community Chest Summer Youth Stimulus

The Comstock YouthWorks has 115 students enrolled. Ages range from 14 to 18 years. They are hosted at 26 local businesses in the Dayton area.

Some of the great businesses involved in their program are:

Community Roots	Healthy Communities/River Wranglers
Community Treasures	Highway 50 Cleaners
Comstock Mortgage	Latchkey Program
Dayton Chevron	Law Office of Kenneth V. Ward
Dayton Grooming	Lyon County Library
Dayton Senior Center	Lyon County Utilities
Dayton Valley Historical Society	Makin Coffee
Dayton Valley Nursery	Northern Nevada Development Authority
Department of Recreation	Palmer Magic
Desert Rose Chiropractic	Pizza Factory
Dollar Tree	River Fitness
F.I.S.H	Sierra Surgery
Great Clips	State Farm



Weekly 1½ hour workshops were conducted on the following curriculum: Workplace Appearance, Attitude, Work Habits, and Completing Employment Applications. Guest speakers were invited to do three workshops: Conflict Resolution, Savings/Finance, and Introduction to the Ropes Course. A workshop was also held on Diversity in the Workplace. The weekly workshops were well attended, and they provided a time for reflection on the

students' work week.



Their very active students have been involved in improving the beauty of the community by removing weeds from Community Treasure and the Dayton senior parking lots. The first big project was building the community garden. They are looking forward to hosting an Employer &



Parent Appreciation Workshop in July when the garden starts to bloom. Employers have been impressed with the students' interview process and preparedness for work.

### Finishing Touch Landscape

Targeting low-income high school students from Galena High School in south Reno, Finishing Touch is teaching them fundamental skills needed to work in the landscape and lawn maintenance industry. Work experience activities include:

- Measuring and calculating square footage then converting to cubic feet and cubic yards



- Safety training and operation of power equipment (sod cutter and bobcat)
- Proper use of hand tools used in landscape and lawn care
- Irrigations system operations and installation
- Proper planting techniques



A work readiness program is also part of the program and is a compilation of resources and information. It is a customized design that is relevant to the students in the program. The program is designed to address the persistent skills gap identified by employers. Areas of emphasis are:

- Complete work accurately, on time, and to a high standard of quality
- Follow work-related rules and regulations
- Display responsible behaviors at work, including avoiding absenteeism and being prompt
- Demonstrating a willingness to work and show initiative



Every day on the project, the on-site supervisor puts students to the practical test of using the skills that need development by creating teams, assigning job responsibilities, giving direction, and looking for communication feedback and accountability in the completion of tasks assigned.

### Walker River Paiute Tribe

This is Nevadaworks first contract with the Walker River Paiute Tribe. Their summer youth employment and training program consists of meaningful community service projects. Youth are supervised by a full-time coordinator who is responsible for scheduling all trainings and workshops. The workshops and trainings are on various topics preparing students for job readiness. The focus was on, but not limited to:

- Work ethic
- Interpersonal skills
- Dependability
- Diversity in the workplace
- Teamwork
- Communications

The work experience component of the program is a key element. It helps develop healthy behaviors by providing opportunities and skills. Each week team leaders are responsible for making a work plan along with an action plan that list goals and objectives for the students that week. These goals and objectives give each youth the opportunity to practice their leadership skills and put into action the job readiness skills they are acquiring.

## Governors' Reserve Funds

Truckee Meadows Community College

This multiple program project provided training in three distinct areas.

First is training for "Sustainable Energy and Efficiency Auditing". This program is designed primarily for individuals responsible for an organization's physical facilities, such as facilities directors and maintenance engineers. Organizations that successfully implement the techniques covered in the training realize proportional financial savings from reduced energy consumption which can be reinvested in the operation.

Second is "Employability Assessment and Skill Building Program". Computer training is an essential skill for workers in today's workplace and this program provided instruction in keyboarding, spreadsheets, access to the internet, and word processing. Each participant received 40 hours of instructor-led classroom training and 40 hours of supervised hands-on lab time.

Third is "WorkKeys". This system is a national system for documenting and improving generalized workplace skills that are founded on the premise that potential or current employees with a desire to improve skills can do so. WorkKeys provides a job skills assessment measuring real-world skill that employers have identified as critical for success on the job. WorkKeys provides a common language to express and measure skills required in communication, problem solving, and teamwork.

These assessment help employers make informed hiring decisions based on measurable skills evaluations.

One hundred and four participants took advantage of the training opportunities.

Wadley – Donovan

Nevadaworks in partnership with NV Energy and DETR hired Wadley-Donovan GrowthTech LLC to perform a workforce survey in Washoe County and Carson City for use in recruiting employers to the area.

The report included information on the following:

- Workers that are not underemployed
- The underemployed
- Individuals that are not employed, but want to work
- Emergent or potential workforce

The full Nevadaworks 2009 Workforce Report is available at [http://www.nevadaworks.com/news\\_media.html](http://www.nevadaworks.com/news_media.html)

## JOIN

The project "Specialty Nursing Training" is a combination of lecture and on-line study which prepares nurses to take specialty certification exams. In addition to preparing for certification, nurses will be eligible to receive eight accredited nursing continuing education hours for each class they attend.

JOIN's primary local partners are the hospitals/employers for which the nurses work and, as needed, their fellow JobConnect agencies: Employment Security Division including the Career Enhancement Program, Bureau of Vocational Rehabilitation and Veterans' Services. After studying the topics, the nursing trainees are able to: Explain the clinical presentation of the diseases or problems discussed; formulate the clinical work-up and evaluation of the diseases or problems discussed; state the current therapy for the diseases or problems discussed; list the potential complications of the diseases or problems discussed; differentiate between patients who may need inpatient versus outpatient care; and discuss the ethical, legal, and practical implications of a disease, problem, or topic.

A total of 183 nurses took advantage of the training opportunities and received specialty certifications.

**The current Nevadaworks Council membership includes:**

Geoffrey Wilson - Chair- Chaucer Consulting  
Bradley Woodring Chair-elect- NVEnergy  
Dick Bell - Reno Gallery of Furniture  
Nathan Clark - Career College of Northern Nevada  
Gail Conkey - Economic Development Authority of Western Nevada  
Alan Darney - Northern Nevada Electrical Apprenticeship  
Kenneth Dugan - Sierra Nevada Job Corps Center  
Mendy Elliott - Department of Employment, Training and Rehabilitation  
Deborah Enos - Nevada Division of Aging Services  
Jeff Griffin - Jeff Griffin Consulting  
Aki Korhonen - PC-Doctor Inc.  
Al Kramer - Carson City Treasurer  
John Larsen - Port of Subs  
Brian Moore - Microsoft Licensing  
Jim Nelson - Nevada Association of Employers  
Vicki Newell - Northern Nevada Literacy Council  
Tony Ramirez - U.S. Department of Housing and Urban Development  
Russ Romine - Griffin Transport Services, Inc.  
Nancy Rutherford - SOC Hawthorne  
Michelle Sanchez-Bickley - Renown Health  
Marcel Schaerer - International Professional Development Services  
Maria Sheehan - Truckee Meadows Community College  
Greg Smith - Northern Nevada Operating Engineers  
Len Stevens - Sparks Chamber of Commerce  
Kris Wells - AT&T  
Tom White - Haws Corporation

**The current Nevadaworks Local Elected Officials membership includes:**

Al Kramer, Chair - Carson City Treasurer  
Dan Cassinelli, Vice Chair - Humboldt County Commissioner  
Darin Bloyed - Pershing County Commissioner  
Richard Carney - White Pine County Commissioner  
Phyllis Hunewill - Lyon County Commissioner  
Bob Kershaw - Storey County Commissioner  
Charlie Myers - Elko County Commissioner  
Michael Olson - Douglas County Commissioner  
Mike Page - Eureka County Commissioner  
Chris Schmidt - Lander County Commissioner  
Jerrie Tipton - Mineral County Commissioner  
Gwen Washburn - Churchill County Commissioner  
Bonnie Weber - Washoe County Commissioner



## The Southern Nevada Workforce Investment Board

The Southern Nevada Workforce Investment Board (SNWIB) oversees all WIA services and activities in Southern Nevada. The board is responsible for developing a local workforce plan; managing WIA funding; selecting service providers to deliver employment and training to youth, adults and dislocated workers; issuing contracts for those services; establishing subrecipient performance standards; making policy; providing technical assistance and guidance; and conducting independent oversight.

### Strategic Plan

In Program Year 2008, the board turned its focus on ways to become more effective and better serve the workforce in Clark, Esmeralda, Lincoln, and Nye counties. The board and board committees worked closely with an outside consultant to develop a clear strategic plan to guide future activities and efforts. This effort re-energized the board and helped members develop a vision statement and establish clear goals for the future.

#### The new vision is:

"All Southern Nevadans have the tools to succeed in the workplace."

#### The new mission statement is:

"The Southern Nevada Workforce Investment Board develops a world class workforce through innovative, market-driven strategies that are relevant to Southern Nevada's employers and job seekers."

### Goals and Strategies

The Board also established the following goals and objectives to coincide the new vision and mission statements:

Goal: Develop and market SNWIB brand and value

#### Strategies:

- Develop a marketing plan
- Develop a public relations plan

- Reactive marketing and public relations committee
- Revisit name of SNWIB
- Develop collateral

As a result of this goal, the board has re-branded the organization, created a new name, new logo, and a new website to accompany the changes in service strategy. These changes should be fully implemented PY 2009.

Goal: Establish partnerships to create job opportunities

Strategies:

- Understand and develop emerging markets and meet needs
- Reach out to industries in need
- Collaborate with other agencies
- Form coalitions, alliances
- Align RFPs and funded agencies with SNWIB vision and mission
- Ensure exceptional service

Goal: Ensure adequate resources to meet SNWIB mission

Strategies:

- Pool/leverage funding
- Discover job opportunities among board members
- Seek grant opportunities
- Develop program design and outcome measurements

Goal: Maximize Board and Staff Effectiveness

Strategies:

- Align board and staff with the mission
- Ensure staff job satisfaction
- Make goals simple, implementable
- Clarify board, staff roles, responsibilities, policies & procedures
- Revisit/develop new committees to meet the mission
- Keep board informed of activities and opportunities
- Maintain level of enthusiasm at board and committee meetings

### SNWIB Standing Committees

Part of the new strategic plan involved creating new committees or renaming existing committees within the board and giving them the responsibility to implement the new strategies and complete many of the tasks formerly undertaken by the entire board.

The intent was to speed up the decision making process and help individual board members become more invested in workforce activities in Southern Nevada. The Board has also asked other qualified individuals who do not sit on regular board to serve on these committees. This has brought in new blood and extended the influence of the SNWIB throughout the community. The approved committees now include:

- Adult & Dislocated Workers
- Brand & Value
- Budget & Finance
- Emerging Markets, Partnerships & Resource Development
- Executive Committee
- Youth Council



## Workforce Investment Board Membership

The following chart shows the currently constituted board members, their area(s) of representation and which committees they serve on:

Representing	Member	Committee Assignment(s)
Local Elected Officials	Councilwoman Gerri Schroder	LEO, Executive Committee, Budget Committee
	Councilman Travis Chandler	LEO
	Commissioner Lawrence Weekly	LEO
	Councilman William Robinson	LEO
	Commissioner George T Rowe	LEO
	Commissioner "Butch" Borasky	LEO
	Commissioner Nancy Boland	LEO, Emerging Markets Committee
One-Stop Partners	Kenneth J. LoBene	Executive Committee, Youth Council
	Joe Garcia	
	James E. Campos	
Community Based Organizations	Margarita V. Rebollal	Budget Committee
Older Worker	Maggie Mendez	Brand Committee
Job Corps	Sonja Holloway	Youth Council
Labor	Daniel Rose	Youth Council, Emerging Markets Committee, Adult & Dislocated Worker Committee
	Mark Edgel	Emerging Markets Committee
Economic Development Redevelopment	Margarita V. Rebollal	Executive Committee, Budget Committee
	Harriet Ealey	Education
Education	Deana Zelenik	Budget Committee, Adult & Dislocated Worker Committee
Native American	Debra Reed	Adult & Dislocated Worker Committee
Private Business	Mujahid Ramadan	Executive Committee
	Hannah Brown	Emerging Markets Committee, Adult & Dislocated Worker Committee
	Charles Darling	Executive Committee, Adult & Dislocated Worker Committee
	Andrew Katz	Emerging Markets Committee
	David C. Lee	Brand Committee
	Laurie Luongo	Executive Committee, Brand Committee
	Eloiza B. Martinez	Youth Council
	Pat Maxwell	Executive Committee, Emerging Markets Committee
	Charles Perry	Adult & Dislocated Worker Committee
	Valerie Murzl	Adult & Dislocated Worker

		Committee
	Ronna Timpa	Brand Committee, Adult & Dislocated Worker Committee
	LeRoy Walker	
	Dana Wiggins	Adult & Dislocated Worker Committee
	F. Travis Buchanan	

Committee Members from the Public

The following individuals serve on SNWIB committees as concerned citizens:

Youth Council

Chanda Cook  
 LaShae Thomas  
 Matthew Weinman  
 Sgt Mark Sharp

Emerging Markets Committee

Patricia Amunategui  
 Debra Campbell  
 Debra Collins  
 Jaime Cruz  
 Heather DeSart  
 Cornelius Eason  
 Darren Enns  
 Mike Fennel  
 Douglas Geinzer  
 Lisa Morris Hibbler  
 Les Lazareck  
 Otto Merida  
 John Mierzwa  
 Charles Perry  
 David Rounds  
 Sylvia Spencer  
 David Williams  
 Frank Woodbeck

Adults and Dislocated Workers Program

In PY'08, SNWIB Adult and Dislocated Worker service providers served 1,375 adults in Southern Nevada. This number includes 1,026 adults and 329 dislocated workers who were provided Core, Training, Intensive and Supportive Services. The characteristics and activities of Southern Nevada adult participants are shown in the following charts.

## Youth Program

In PY'08, SNWIB youth service providers served 829 youth in Southern Nevada. Youth were provided community service/peer centered/work readiness skills training, work experience, mentoring, internships, basic education skills/GED training, on-the-job training, occupational training, and support services.

The SNWIB earmarked funds to provide additional summer employment opportunities. The Youth Council of the SNWIB also adopted the Department of Labor's (DOL) shared vision by targeting neighborhoods most in need. In addition, they sought to leverage funding by seeking partners already serving youth with whom they could coordinate services. The Youth Council focused its attention and resources on the neediest youth with the following characteristics:

- Youth being adjudicated through the court system
- High school dropouts
- Youth in foster care-including those between 18 and 21 who have aged out of the foster care system
- Children of incarcerated parents
- Youth with disabilities
- Skill deficient youth-low educational reading and math levels, including those who have a high school certificate, but have not passed the State of Nevada High School Graduate Proficiency Examination.

## Contracted Service Providers

The following matrix shows information concerning PY 2008 Youth and Adult service providers:

<b>Agency Name</b>	<b>Address</b>	<b>Phone</b>	<b>Service Focus</b>
Bridge Counseling Associates	1701 W. Charleston Suite 400, Las Vegas, NV 89102	Phone: (702) 474-6750 Fax: (702) 474-6463	CDL & HVAC Training
CHR Inc.	2980 S. Jones, Suite H, Las Vegas, NV 89146	Phone: (702) 216-1662 Fax: (702) 889-1538	Hospitality, Retail, Customer Service & Construction Training
Foundation for an Independent Tomorrow	1931 Stella Lake Drive, Las Vegas, NV 89106	Phone: (702) 367-4348 Fax: (702) 362-8513	Training in all Demand Sectors
Native American Community	3909 Maryland Pkwy, Suite 205,	Phone: (702) 369-8642 Fax: (702)	Nursing Certification &

Services	Las Vegas, NV 89119	369-3909	CNA Training
Nevada Partners	710 W. Lake Mead Blvd., North Las Vegas, NV 89030	Phone: (702) 399- 5627 Fax: (702) 399-0800	Culinary Training & Construction Trades
<b>YOUTH SERVICE PROVIDERS</b>			
Nevada Partners	710 W. Lake Mead Blvd. North Las Vegas, NV 89030	Phone: (702) 399- 5627 Fax: (702) 399-0800	
HELP of Southern Nevada/Center of Independent Living	1640 E Flamingo Road #100, Las Vegas, NV 89119	Phone: (702) 369- 4357 Fax: (702) 369-4089	
GNJ Family Life Center	3450 W Cheyenne Ave. Suite 300 North Las Vegas, NV 89032	Phone: (702) 648- 1407 Fax:(702) 648-3517	

## Bridge Counseling Associates (BCA)

For nearly nine years Bridge Counseling Associates has been a service provider for the Southern Nevada Workforce Investment Board (SNWIB). BCA is very proud of the fact that Bridge has met or exceeded all performance measures set forth by the Workforce Investment Act (WIA) and the Department of Labor since being awarded the first grant in July 2001 for Adult and Dislocated Workers. The primary concern that was identified is the serious disconnect between individuals completing a training activity, obtaining a transferable credential, and still not meeting the requirement of experience required by the employers in high growth sectors.



Bridge Counseling Associates will continue to deliver the same effective and successful employment and training services to the Southern Nevada region. In the transportation and material moving sector of the construction industry, BCA has worked in tandem with the training providers and the local and over-the-road trucking companies to ensure that those individuals coming out of training have the necessary skills to begin working immediately. Over the past year, BCA has an average wage of \$15.89 per hour for individuals who entered employment. Also in the construction sector, heating, ventilation and air conditioning technician (HVAC), BCA has achieved successful placement into employment with an average wage of \$16.27 per hour. Additionally, in the Health and Human Services sector, BCA has successfully facilitated the training of substance abuse counselors by working closely with the substance abuse agencies as well as the certified supervisors of these individuals. To date, BCA has had a 98% success rate, with individuals obtaining unsubsidized employment at an average wage of \$20.51 per hour. This is especially significant given the tremendous need for more qualified substance abuse counselors in Southern Nevada.

Bridge Counseling has partnered with numerous agencies to increase positive outcomes for individuals in need of services. Additionally BCA continues to provide comprehensive individual and family counseling services for individuals in crisis as part of our wrap around services. Bridge Counseling Associates believes that this is a major contributing factor in client success. Bridge Counseling Associates looks forward to collaborating with SNWIB in the future.

## CHR Inc.

To date CHR Inc. has achieved the following:

Participated in four Rapid Responses with DETR team: Solo Cup Company, Bechtel at Yucca Mountain, US Airways, and 3M Corporation.

# of people who entered CHR inquiring about program services	2,164
# of senior citizens who received assistance via Project Reach at CHR	227
# of people who utilized CHR'S Resource Room	1,297
# of people who attended orientations from 8/08 to 11/08	206
# of Adult Workers who registered at CHR	127
# of Adult Workers CHR placed in Employment	91
# of Dislocated Workers registered at CHR	47
# of Dislocated Workers CHR placed in Employment	34
The average salary of clients CHR placed in employment	\$14. 51
CHR Hosted Public Job Fair in August 2008	204 attended

Hosted four customized individual Job Fairs at CHR Inc. with Planet Hollywood, Macy's Department Store, Station Casino & Grand Hilton; total attendance: 64

### Client Narratives

#### Alicia: (Adult)

Mrs. Alicia Fox became a client of CHR, Inc. July 1, 2008. She is a married woman whose husband is recovering from a tragic car accident. They have three children ages 2, 4 and 10. When Mrs. Fox came to us, she was unemployed as a result of a recent lay-off from a bail bondsman company. Mrs. Fox's husband was unemployed due to the car accident and she was in emotional shambles with regard to her family and their future. The case manager discussed possible employment barriers and immediately suggested that her current resume need to be revised; CHR, Inc assisted her with purchasing professional business attire and conduct mock job interview in preparation for her job interviews. After some intense job development, the job developer provided Mrs. Fox a strong job lead with Sunrise Children's HIPPIY Foundation. On August 15, 2008, Mrs. Fox contacted the job developer and informed her that she had been hired as the Parent Educator at Sunrise Children's Foundation. Mrs. Fox went on to indicate

that the professional hands-on approach by CHR, Inc. gave her the confidence and the tools to ace the interview. Recently, the job developer received a commendation letter (attached) from the Sunrise Children Foundation's supervisor on how pleased they are with Mrs. Fox's work ethics and expressed what a valuable employee she is to their organization.

### Klaus: (Dislocated Worker)

Klaus became a client April 4, 2008. He was laid-off from the State of Nevada Department of Health & Human Services Division for the Aging as a call center supervisor. Although a "mature worker" at the tender age of 73 years, he never viewed his age as a barrier to employment opportunities. He has been working closely with the job developer and case manager following up on most job leads and leads from his own initiative and still he remained unemployed. Klaus followed the advice of the job developer and case manager and began a habit of leaving home dressed for success, even if he wasn't attending a job interview or a job fair. In addition, our job developer advised him to think and act "outside of the box." Klaus was advised to visit local Terrible Herbst stores and document what he observed from a customer perspective and create a report and present to the owners of Terribles. As a result of his findings the executives of Terribles Herbst created a quality control position for him. Klaus heeded the advice of our job developer, found a void that the company lacked and commitment to think "outside the box" along with his research opened up a new door of opportunity for him. Our client has been employed with Terribles Herbst since February 16, 2009.

### Sharon's Story

After receiving my Master's degree in Chicago, I relocated back to Las Vegas, and found myself well educated but unemployed. I had been looking for employment for months and turned to CHR, Inc. for help. With a new marriage and a baby on the way, I patiently applied for job after job. CHR was great at giving me the hope to continue on in my job search. Job



hunting can be discouraging, and they were able to help me find the determination to continue applying. CHR helped place me in a wonderful, high-paying accounting

position with a construction management firm. I have been successfully employed in my new position for months and expect to be enjoying my new career for a long time to come. Thank you CHR for all your help and for believing in me.

Best, Sharon.

### Bre's Story

June 17, 2008

Dear CHR, Inc.,

I would like to take this opportunity to express my heartfelt thanks and appreciation to your organization for the vital support that you provided for me during a very difficult time in my life. I lost my job December of 2007 and having always worked and supported myself, I thought that it would not be long before I started working again. I thought that I could really handle my unemployment situation on my own. After several months of looking for work and having depleted all of my savings, I found myself in a very bad situation. I felt like I was sinking. All of my bills had accumulated, I couldn't seem to find work anywhere, and I no longer had money to even pay for gas to go out and look for work. I became discouraged and was on the verge of becoming homeless. In a conversation with a member at Mountaintop Faith Ministries, it was suggested that I contact CHR, Inc. It was very difficult for me to ask for help but having no where else to turn, I decided to contact your organization. CHR, Inc. was like life support for me. I am so grateful for the financial support, the gas and the food cards (which I really needed but was reluctant to ask for), the moral support, the career counseling, the use of your resource room with computer access to look for work, and the list goes on. You even guided me in writing my resume and after my first interview since working with your organization; I received a job offer with Ralph Lauren, a luxury

retailer at the Palazzo Hotel. Today at Ralph Lauren, I am the top sales associate for the entire store. In the past two months since I started with the company, I have done in excess of \$100,000.00 in company sales. It is only through your assistance and support at a critical time in my life, I was able to stay afloat and make it through a very difficult time. For all of your assistance, career guidance, and moral support, I will be forever grateful.



Thank you CHR, Inc. and May God Bless Your Organization.

Sincerely,

Bre



To Whom It May Concern:

On behalf of [CHR], Caring Helping and Restoring lives. I would like to take this opportunity to express my sincere appreciation to you for your faithful participation in our job recruitment in hiring new staff. Your contribution was valuable to our needs, and resulted in sending us the best candidate ever.

CHR referred Alisha Fox to Sunrise Children's Foundation with all the right credentials she needed for her interview. Her appearance alone spoke for its-self along with the glowing personality she had; and her confidence was without question. After being considered for the position Theresa a CHR Representative did a follow up regarding Alisha's progress. In speaking with Theresa I find that she take pride in making a difference in the clients lives she service as well as provide and equip them with all the necessary tools to be successful.

Sunrise Children's Foundation who benefited directly from your collaboration also wishes to express their thanks to you, and encourage your continued support and service.

At this time, I encourage you to continue your collaboration with Sunrise Children's Foundation being that we also take pride in making a difference in the lives of the families we serve. Thank you for your partnership and please continuc to share with us your thoughts and expertise.

Sincerely,

A handwritten signature in cursive script that reads "Keytasha Jackson".

Keytasha Jackson  
Sunrise Children's Foundation  
Supervisor / HAPPY Home Base Services  
(702) 631-7130  
(702)638-2258 FAX



February 9, 2009

I've had the unique opportunity to observe CHR from both the employee prospective and the employer prospective.

As a potential employee looking for work and struggling with the day to day bills that unemployment doesn't come close to covering, CHR was a very positive aspect of my situation. Not only was there encouragement and hope any time I spoke with the personnel, but I felt renewed every time I visited. They took the time to update my resume and interviewing skills, and I feel confident that because of that time, I was able to acquire the position I now hold.

Within the first year, my duties had grown to the point where more help was needed and after my bosses became disappointed with the employment agencies, I was asked for my input. I immediately remembered CHR, and upon calling, received many resumes for the position. My boss and I discussed what we were looking for based upon my need and then she interviewed a number of CHR candidates. Not only did we hire one of them, it was the person I had felt truly wanted the job. She's been here three months and is doing an excellent job. She is knowledgeable and willing to learn and do more.

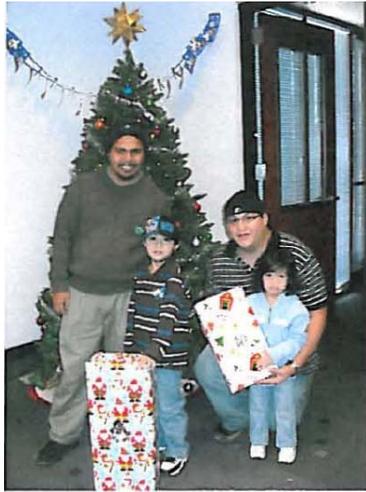
I would recommend CHR both as an employee looking for work, and as an employer trying to garner dedicated employees.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Ryan Perry".

Elizabeth Ryan Perry  
Client Services Representative  
Viant  
Onsite @ Zenith Administrators  
2250 S Rancho Dr Ste 295  
Las Vegas, NV 89102

## Foundation for an Independent Tomorrow (FIT)



### Client Holiday Celebration

In the 2008 holiday season, FIT held its 7<sup>th</sup> annual holiday celebration. For the first time ever, FIT was able to hold this event in FIT's own facility. Decorations glittered and holiday music played as clients and their families celebrated at each of our holiday stations representing Christmas, Hanukkah, and Kwanza. Children were encouraged by staff to make holiday crafts as parents were escorted to Santa's workshop to choose and wrap presents for their children to take home for the holiday.



### Client Holiday Adoption

Clients were also given the opportunity to be "adopted for the holidays" by members of FIT's Board of Directors.

Clients responded by essay as to the need to be adopted this holiday season. The Board, truly touched by their responses, was able to adopt every family who applied.



This year, children did not just get the toy of their dreams but new shoes and socks, winter coats, groceries and toiletries. Most of the time, such items are taken for granted.

### Career, Health & Wellness Fair: February 18, 2009

As unemployment rates continued to rise, FIT planned its first ever community fair. The fair was open to the general public and booth space was free to presenters. Foundation for an Independent Tomorrow invited not only business, but also social service agencies and healthcare providers. Attendees were able to apply for employment positions and received information on how to stay healthy and keep their families well. The fair boasted over thirty (30) booths and over three hundred (300) attendees.



Free Tax preparation: March 27, 2009

In collaboration with the United Way of Southern Nevada, FIT was able to offer free tax preparation to our clients and the surrounding community. Flyers were distributed and anyone who earned less than \$42,000 was encouraged to participate. Eleven FIT clients were served by this one-day opportunity.

Standards of Excellence classes: Spring 2009 - Present

Foundation for an Independent Tomorrow has started an in-house program to teach clients the life skills that are necessary for people to face the challenges and demands of the modern workplace. The Standards of Excellence program consists of classes in the areas of:

- Financial Literacy I & II and Introduction to Insurance;
- Computers I & II and Keyboarding;
- Professionalism and dressing for success;
- Resumes, Interviewing Techniques and Job Search Skills.

Most classes are offered twice a week, once in the morning and once in the afternoon to accommodate schedules. Clients are assigned to classes at their first meeting with the Intake & Eligibility Specialist. Which classes clients are assigned to is based on their intake assessment. Transportation assistance in the form of daily bus passes can be provided for clients with a transportation barrier.

Classes are taught by community volunteers and FIT staff. For instance, FIT is collaborating with three banks (Bank of America, Citibank and Wells Fargo) to teach the Financial Literacy portion of the curriculum. A local insurance agent teaches the Introduction to Insurance class.

Pre and post class proficiency tests are showing positive results and the feedback from the clients has been positive. At the conclusion of these "Standards of Excellence" classes clients are now armed with not only increased knowledge but a working budget and resume.

FIT plans to continue the Standards of Excellence classes indefinitely and to expand the curriculum as needed.

## FIT Client Success Story

Juan is a 40 year old Dislocated Worker. Juan has been married for over twenty years and has three beautiful children. Like so many others, disaster hit Juan's family when he was unexpectedly laid off as a sales account representative for computer support and consulting firm in September of 2008.

Juan struggled to find employment on his own and finally sought the assistance of Nevada JobConnect. Shortly thereafter Nevada JobConnect referred Juan to FIT where he immediately began to work with a job developer to find employment. Even after follow-up on numerous job leads every week and several interviews, Juan still could not find work.

The conclusion was that no matter how knowledgeable Juan was with computers, he still needed certification in the field to be considered for employment. Juan did not let his frustration get in the way of his determination. He decided to switch his priorities from getting a job immediately to getting training. Luckily, his wife was employed, and if they were very careful, they would be able to make it through the five-month training period.

Juan was approved for funding by FIT's Allocation Committee in January. He immediately started his A+ certification training program at TechSkills. Throughout his training, Juan has averaged a 90% on his monthly progress reports. Juan completed training on May 20, 2009, and immediately resumed his job search, working with FIT's job developer.

Juan stated that having his certification gave him more confidence when applying for employment in this field. On July 8, 2009, Juan landed a job at TILLET TC as an IT person. "Patience is a virtue," he said. Juan started at a salary of \$40,000.00 a year, plus benefits after three months. Juan is very thankful to the SNWIB and the FIT Program for helping him realize his goals. Juan said that he did not only do this for himself, but for his three children. He said that perhaps his biggest accomplishment was becoming a good role model for his kids.



FIT WIA Demographic Statistics: PY 2008/2009

<b>Race/Ethic Heritage</b>	
African American:	47%
Caucasian:	30%
Hispanic/Latino:	12%
Asian/Pacific Islander:	5%
Native American:	1%
Multi-Racial/Other:	5%
Total:	100%

<b>Gender</b>	
Male:	61%
Female:	39%
Total:	100%

<b>Marital Status</b>	
Divorced	21%
Separated	8%
Married	20%
Single	49%
Widowed	2%
Total	100%

<b>Disability Status</b>	
Disabled	6%
Not Disabled	94%
Total	100%

<b>Employment Status at Intake</b>	
Employed	18%
Unemployed	82%
Total	100%

<b>Public Assistance at Intake*</b>	
Receiving Assistance	47%
No Assistance	53%
Total	100%
*TANF, S81, unemployment, food stamps or public housing	

<b>Age Range</b>	
18*25 years old	11%
26-35 years old	15%
36-40 years old	18%
41-49 years old	33%
50 year and older	32%
Total	100%

<b>Number of Dependents</b>	
0 dependents	48%
1 dependent	20%
2 dependents	14%
3 dependents	12%
4 or more dependents	6%
Total	100%

<b>Legal and Drug History</b>	
No Legal Issues	51%
Misdemeanor	26%
Felony	23%
Drug Alcohol Issues	32%

<b>Family Configuration</b>	
Head of Household	74%

## Native American Community Services (NACS)



### Gateway to Nursing

NACS provides Certified Nursing Assistant and Personal Care Assistant training, as well as providing clients with out-of-state license transfers, career advancement, and job search. NACS also offers resource referrals for GED and English as a Second Language.

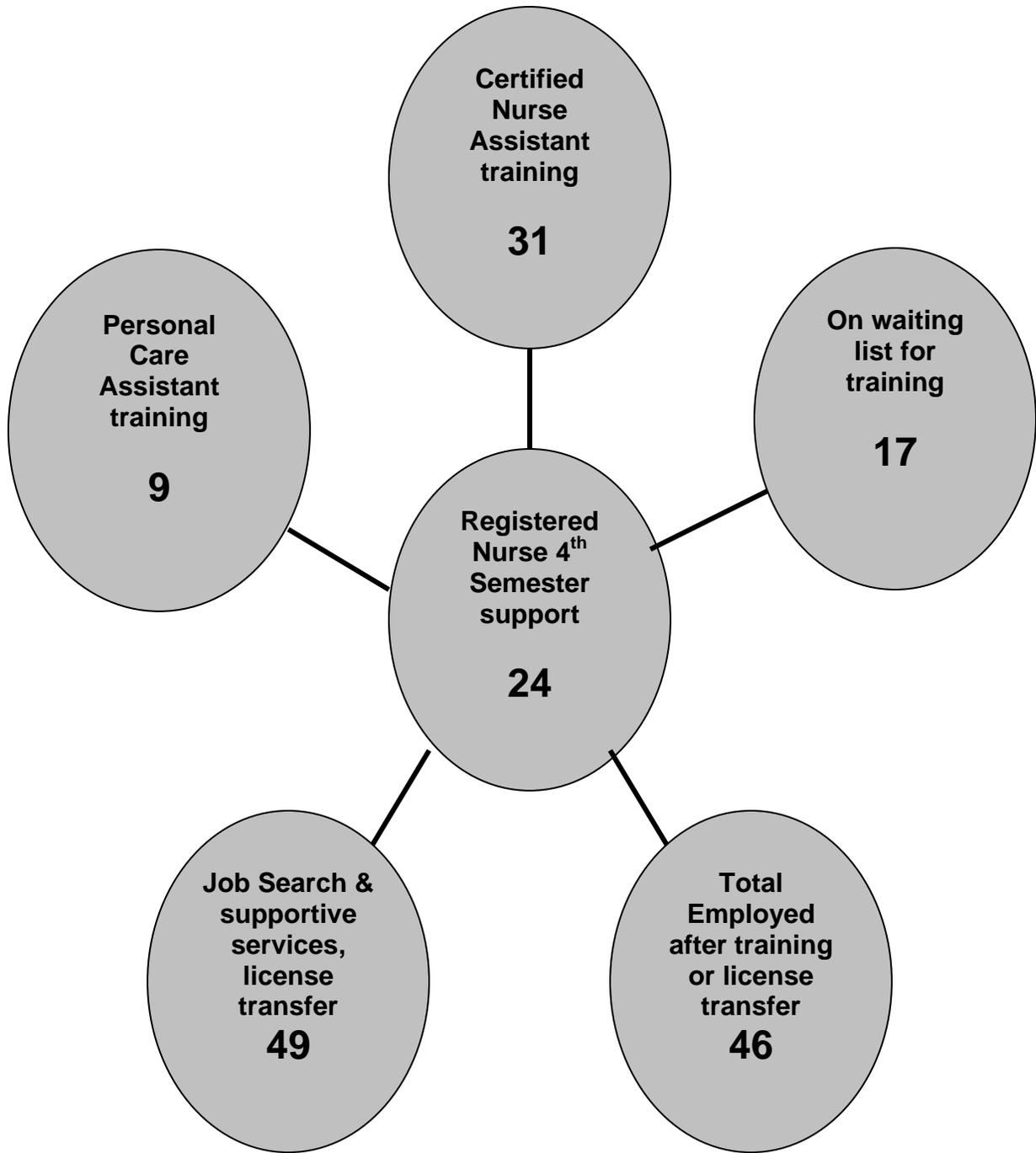
Gateway to Nursing provides clients the opportunity to enter the nursing field.

Gateway also offers help to eligible College of Southern Nevada nursing students including those in their final semester, re-entry students, and those interested in the Certified Nursing program.

In addition to our expertise in assisting Native Americans and working with the indigenous population here in southern Nevada, we are proud to be in partnership with SNWIB to serve clients from all ethnic, cultural, and social economic backgrounds.

Nevada is one of the fastest growing states in the nation. The nurse-to-population ratio has been affected by this rapid growth, and Nevada's need for nurses keeps increasing.  
NACS STATISTICS

NACS has eight pending license transfer from the State Board of Nursing, and over twenty-three on active job search.



### Judy: Recent RN Graduate

Judy was a 4th semester student working on her Registered Nursing classes at CSN when she came in need of more support with her goals to become a RN. Judy was given NACS phone number as a referral to help her with supportive services. Judy worked very hard at receiving her temporary RN license in January 2009.



Once graduates receive this temporary license, they can begin working toward the National Council Licensure Examination (NCLEX) permanent RN license. This is an extremely hard test to pass and Judy worked diligently on her studies, studying into the early hours of the morning because she is a single mom who did not want to take time away from her children and their homework and play time.

Judy took the NCLEX on July 27, 2009 with great anxiety and fear of failure. To her surprise, she passed the test with above average grades and was issued her RN license.

Judy wants to find a job working in a hospital ward with women who are experiencing Post Partum Depression, or in a psychiatric ward.

NACS has been working with her towards her employment goals.

Judy, we are proud of you.

Letters of support and appreciation

March 2, 2009

Rosie Boulware

Dear Rosie Boulware ,

*My name is Brenda Rice. I am writing to you because I want to express my deep gratitude for the wonderful service that I have received from the Native American Community Services. The ladies there are inspiring and give the can of hope that someone like myself need, I have been out of work for 5yrs and things have really changed. Out of all the organizations that I have went to in the last 6-8 wks I have not received the kind of welcoming and supportive and kindness that I have received from the staff at Native American Community Services. They have helped me to insure a brighter future for myself. I have an opportunity to work PCA until my CNA course becomes available. I would like to thank Mrs. Regina Brady who is so informative, kind and Mrs. Jennifer Grate who help me get the started and lead me in the right direction for the PCA work until my CNA class, who no matter how many times I may call her with a problem she never once made it seem that I was a bother too her with my questions. Mrs. Rita Prince is so warm and welcoming I could have stay and talk with her for ever she is so easy to talk to and at ease. She told me with such confidence now is your time going for it and I am. And last but not least Mrs. Angel Bernard what a wonderful lady, very kind and very hopeful. I just wanted to thank you for supporting them so that they could be here for me and others like me. Thank You, Thank You Thank You*

Regina,  
Thank you so much  
for everything you have assisted  
me regarding my Nursing Program.  
It is people like you that  
help make a difference in our  
Community.  
Best Regards  
Ernie Sutton

THANK YOU!

1455 E Kather  
Las Vegas  
NV 89119

Dear Sir/Madam.

This is a letter of thanks to Native America group. You have changed my life with the course of CNA. I was well taught at CSN, so looking for a job as a CNA was never a problem.

Keep changing people's lives, and God will bless the work of your hands. I enjoy what I do.

Thanks to you all. I work as a CNA at Children's Hospital, a nice place to work. Thanks  
yours

Bonte Pelaez

## Nevada Partners, Inc.

### Accomplishments in Program Year 2008

Nevada Partners, Inc. (NPI), a community-based nonprofit in North Las Vegas, is one of the state's largest job training and career preparation organizations. Nevada Partners, Inc.'s mission is to create an educated workforce by providing education, employment, and training services to youth, adults, and dislocated workers. Nevada Partners, Inc. strives to help individuals develop career skills that will allow them to become more competitive in the job market and to gain self-sufficiency. Nevada Partners, Inc. works to support youth as they learn the skills and develop the qualities they need to succeed in school and work and to realize their full potential. Since its establishment in 1992, NPI has helped more than 20,000 people prepare for the work force and attain a better quality of life.



### Youth Department Programming

Nevada Partners, Inc. aims to reduce the high school dropout rate and reconnect youth to the education system by providing tutoring, GED classes, leadership training, and case management. Nevada Partners, Inc. has developed a network of educational, developmental, and economic services to ensure that Nevada's youth graduate from high school and succeed in work and community life. Nevada Partners, Inc.'s programming equips the youth of our community with the educational, leadership, and character development skills they need to succeed in life. Youth are exposed to service learning opportunities, summer internships, and career exploration. In summer 2008, 102 youth successfully completed summer school and/or a summer work experience, with NPI's support.



### Batteries Included

This year-round program, in partnership with the City of Las Vegas and the Clark County School District, focuses on leadership and character development, health and wellness, career exploration, and work readiness. About 125 youth successfully completed workshops at four City of Las Vegas city center sites. Throughout the 12-week program, participants developed social, civic engagement, and work readiness



skills. Along with pursuing extracurricular activities, youth maintained an overall grade point average of 2.75 and maintained consistent participation in school, satisfying one of the key elements of the initiative, drop-out prevention. Many parents of the youth attended workshops that addressed their concerns, offering information from the Clark County School District, Planned Parenthood, and the Las Vegas Safe Streets Gang Task Force. In June 2009,

more than 200 community volunteers, employers, participant, and staff participated in the "Employability Olympics," which showcases the skills of program graduates and connects them with local employers who have summer job opportunities. Since its inception, Batteries Included has received recognition from the Las Vegas Mayor and City Council and received a National Innovation Award.

### Boys II Men

This program helps young men develop a deeper self-awareness, build character, and enhance leadership skills through mentorship and community service opportunities. Of the 20 young men who participated in this gender-specific support group in 2008, 75 percent received employment through work experience and leveraged funds through the Summer Business Institute, and five completed summer school with a grade point average of 2.5 or higher.



The young men have shown a strong overall performance academically and in peer interactions and family supports, due to the mentoring they receive through the program. In November 2008, the group organized a canned food drive/car wash benefit to help families experiencing economic hardship during the holiday season. The youth participated in the Young Men's Youth Conference, in collaboration with Clark County, in January 2009. They also represented the Youth Department at orientations, program events, and outside functions.

## Build Nevada Construction Pre-Apprenticeship Program

This program is designed to prepare local unemployed and underemployed youth to succeed in apprenticeships and construction employment. Operated by NPI, the program is a partnership with construction contractors and unions, apprenticeship programs, and educators. The program includes training in leadership and resiliency, work readiness, learning strategies, tools and materials identification, and life skills. Students take college-level construction math/algebra, meeting the minimum standard for entry into the electrical, plumbing, and sheet metal programs. Because most apprentices are required to have a high school diploma or GED, or to obtain one within the first one to two years of the apprenticeship, Build Nevada provides GED preparation for those students who do not have a high school diploma. In addition, students receive certifications in OSHA 10, fork lift, scissor lift, boom lift, and first aid. Students leave the classroom to attend a week-long "Construction Boot Camp," where they work outdoors at a mock construction site performing many of the tasks required of construction workers. Students also visit apprenticeship programs of interest, complete practice applications, and participate in practice interviews. Graduates from Build Nevada compete for placement in apprenticeship programs and receive follow-up and retention services to ensure success.

## Desert Rose One Stop at Desert Rose Adult High School

Nevada Partners, Inc. provides case management and wrap-around services to out-of-school youth with multiple barriers to help the youth gain self-sufficiency. Nevada Partners, Inc. offers instruction on attaining a high school diploma or GED, vocational classes, positive parenting workshops, proficiency exam tutoring, and community service opportunities. About 75 youth attended leadership and resiliency workshops, where the youth gained communication, interpersonal, decision-making, and lifelong learning skills to help with future employment opportunities. To help address the challenges of pregnant and parenting youth, NPI added presentations and classes from Planned Parenthood, the Rape Crisis Center, and Huntridge Teen Clinic.

## Fellows Academy

This partnership between the Clark County School District, Communities in Schools, and NPI was designed to help middle school retainees with course completion and matriculation into high school. The Fellows Academy is a community-based dropout prevention program that utilizes youth-centric inter-agency case management



teams, in conjunction with intensive supplementary instruction, career exploration, life skills training, and support services, to help youth successfully matriculate into and/or complete high school. The collaboration with several middle schools was expanded to include Canyon Springs, Eldorado, and Desert Rose high schools. Last year, 105 students participated in the Fellows Academy; several of the credit-deficient seniors participated in credit remediation that either helped them to graduate on time or put them on track for graduating in Fall 2009. The program improved students' educational performance and attendance and provided mental health support, counseling, and mentoring. As part of the character development and leadership training, in February 2009 students from the Fellows Academy joined more than 500 other volunteers in building a 6,000-square-foot community playground, which will be a key component of a child care cooperative planned for the campus of NPI.

### Future Culinary Leaders

This program helps prepare middle and high school youth for a career in the hospitality industry, exposing them to various phases of the hospitality sector, including hotel operations, food and beverage, and cooking. Working at the Culinary Training Academy, the youth get experience both in the front of the house--busing tables, serving food, and hosting--and in the back of the house, getting an introduction to restaurant cooking. Last summer, nine high school students helped prepare food for the Department of Education summer food service program. Assembling more than 3,000 meals a day for people in need, these Future Culinary Leaders learned much more than how to make a sandwich or a chef's salad. They gained important life skills: getting along with others, following directions, working as part of a team. They also discovered the satisfaction that comes from helping others less fortunate. In remarks she gave at a ceremony honoring U.S. Senate Majority Leader Harry Reid, Future Culinary Leader Areania Hewing spoke of all she was learning: "The training I'm receiving here has given me a lot of confidence in my abilities." Another participant in the program performed so exceptionally that she was hired afterwards by one of the four-star hotels on the Las Vegas Strip.

### Girls Circle

This weekly gender-specific support group gives young women ages 13 to 21 an opportunity to discuss relevant issues in their lives and to gain social support. Using best practices as a framework, this research-based intervention program offers a small group setting to comfortably address personal issues, as well as providing exposure to outside activities such as camping trips and college tours. Last



year, eight participants in the group, some with multiple barriers to success, benefited greatly from the peer interaction, emotional support, and mentorship provided by staff and other participants. The girls attended cultural events, health and fitness workshops, and image and self-esteem building sessions. In April 2008, the girls planned and implemented a jeans drive community service project, collecting over 150 pairs of jeans to donate to the Child First Foundation and the Shade Tree. In November 2008, they began an ongoing community service project with the Harry Levy Gardens Senior Living Facility, decorating common areas each month to beautify the building and celebrate residents' birthdays.

### Sigma Delta Tutoring Program

Because NPI believes that a mastery of basic academic skills is essential for work readiness and job success, NPI has expanded the tutoring program, adding a reading tutor and developing a process for literacy/numeracy requirements for out-of-school youth to post-test within a specified timeframe. Nevada Partners, Inc. has also implemented proficiency math tutoring to help participants pass the state exam required for obtaining a high school diploma. The purpose of the math tutoring is to help youth gain a solid understanding of how to use critical thinking to solve math problems and to instill a belief in youth that they can succeed in math classes.

### Adult Workforce Development Programming

As a sector-focused employment and training program, NPI concentrated on two sectors from July 1, 2008, to June 30, 2009: hospitality, in partnership with the Culinary Training Academy, and construction, in partnership with the Build Construction Pre-Apprenticeship Program. In both the adult and dislocated worker categories, NPI greatly exceeded planned enrollment. Contracted to serve 125 adult clients, 237 enrolled; contracted to serve 75 dislocated workers, 124 enrolled. Working at the rural office in Pahrump, Nye County, NPI exceeded the planned enrollment by 70%, enrolling 192 clients, who received services such as employability, job readiness, and GED classes, as well as being matched with jobs starting at \$10 an hour.

During the same period, NPI provided services to an additional 1,052 clients through the General Assistance for Temporary Employment (G.A.T.E.) program, a Clark County program that provides intake and case management services to individuals who are, or are at-risk of becoming, homeless but are capable of working with the appropriate training and support. These services included assessment; case management; training opportunities; job placement assistance; employer-centered job development; employee-centered placement, retention, and advancement service strategy; and supportive services.

Other Adult Workforce Development achievements in PY 2008 include:

- In partnership with the Culinary Training Academy, NPI began a special recruitment project for CityCenter in June 2009 for people interested in receiving training as guest room attendants. Six orientations were attended by 886 people, and NPI gave a pre-employment workshop to 482 people. After pre-screening 467 candidates, 295 were placed into guest room attendant training; 59 into vocational English class; and 183 into customer service class.
- Nevada Partners Inc. participated in Culinary Central, a large-scale rapid response assistance center for Culinary Union members who were affected by the economic downturn in the fall 2008. Along with other nonprofits and governmental agencies offering support, NPI provided job search and re-employment assistance and housing and foreclosure information and referrals. In four days, more than 1,500 culinary members sought help.
- Through the employment resource center, which provides free computer, fax, and reproduction services, NPI helped clients engaged in job searches. Resource staff helped 936 clients use the computers; 16 clients submit unemployment claims; 43 clients create resumes; and 20 clients apply for jobs online at CityCenter.
- Nevada Partners, Inc. began offering a financial literacy class to clients to help them gain self-sufficiency. Topics include banking services, balancing a bank account, and budgeting (keeping track of income and expenses).

## **2008 Annual Report – Youth Update**

### Year Round WIA

In spring of 2008, an RFP was issued calling for new program designs that better met the need of the region and Department of Labor Common Measures. A Youth Mapping and Resource Report was developed that focused on services in 12 high schools and 10 zip codes with the highest risk factors in Clark County. The Mapping Report and its findings are being utilized to redesign the local youth workforce system in an effort to target services and available funding.

This RFP requested that program designs address the needs of youth who have left school without achieving a secondary school degree (dropouts), as well as those youth who are at-risk of dropping out of school.

New contracts began in October 2008 with the option to renew for up to two additional years. Contracts were executed with the following providers: Nevada Partners, Inc., HELP of Southern Nevada, and Nye Communities Coalition.

In addition, two contracts were awarded on a short term basis to address transition needs for youth being served under previous programs designs with GNJ Family Life Center and Nevada Partners, Inc.

### **WIA Year Round Youth Contractors**

#### Help of Southern Nevada

WIA Funding Amount: \$250,000 - Match Amount: \$103,627

Number of youth served: 70 youth who are either current or former homeless youth at the Center for Independent Living.

#### Nevada Partners, Inc.

WIA Funding Amount: \$600,000 - Match Amount: \$156,531

Number of Youth: A minimum of 282 youth. This includes 182 carry-in youth and a minimum of 100 new youth enrollments. Scope of Work: Nevada Partners, Inc., in partnership with Clark County School District, shall provide services for youth who are at-risk of dropping out of school. Services will be concentrated on the following comprehensive high schools: 1) Canyon Springs High School, 2) El Dorado High School, 3) Cheyenne High School, and 4) Desert Rose High School.

## Greater New Jerusalem (GNJ) Family Life Center (Transition Contract through June 30, 2009)

WIA Funding: A maximum contract award of \$285,000. Focus Population: Approximately 111 youth shall be served of the approximately 350 youth that were active as of September 30, 2008. No new youth shall be enrolled under this agreement for WIA services.

Scope of Work: Because GNJ did not apply for WIA funds as part of the competitive RFP process, the goal of the transition contract is to provide selected youth with services in order to assist them to meet the applicable performance outcomes within the stated period of the contract. Contactor shall offer only those services and activities that support these performance goals and will provide services to those youth that are currently enrolled in the Contractor's WIA Urban and Nye County programs.

### Rural Services

Nye and Esmeralda County Youth Services: Nye and Esmeralda Counties were two regions approached to discuss opportunities for youth workforce partnerships. The current population of the two counties is 42,693 and 7,901, respectively. Nye and Esmeralda counties make up a very large, sparsely populated area, with the city of Pahrump making up over 75% of the two counties' population and located in the southernmost tip of the county. Tonopah, the county seat, is in the northern part of the county.

### Overview of Program Design

Nye Communities Coalition (NyECC) will provide programming to assist at-risk, eligible youth ages 14-21. In addition, NyECC will sub-contract with the University of Nevada Reno (UNR) Cooperative Extension to serve youth in northern Nye County and Esmeralda County.

The project is designed to serve 40 youth beginning in the spring of 2009 (PY 2008) and continuing through PY 2009 to allow for long-term outcomes and determine Common Measures to be achieved for youth.

During the initial months of the project, NyECC, in partnership with UNR Cooperative Extension, will conduct an assessment of workforce needs, resources, and gaps while simultaneously implementing comprehensive, intensive programming, and case management with a select group of participants. The needs assessment will include data and information from all of Nye and Esmeralda counties. One result of the assessment will be an action plan or "case for change" that will determine the future activities and sustainability of youth workforce development. Additionally, NyECC will

work with local organizations and agencies to try to build their capacities so that direct service organizations will be able to successfully implement WIA programming.

### NyECC Design

The programming in southern Nye County, including Pahrump, will work with youth identified through the Nye County School District Innovative Education Pathways Alternative Education and Adult Education Program (Pathways). Participants in Pathways include a broad range of students including those of high academic achievement, students that have been at risk of dropping out, students that have traditionally been home schooled, students with health or behavior problems that have put them at risk of dropping out, and students that have a difficult time succeeding in traditional classrooms.

Nye Communities Coalition will coordinate, offer, and promote basic programming and educational opportunities trainings to members of the Pathways, Pahrump Valley High School students, and other identified youth ages 14-21 that are not in the public school system. Nye Communities Coalition will also work with local organizations and agencies to identify youth ages 14-21 that are currently not in the school system.

### Northern Nye and Esmeralda

The direct services offered in northern Nye and Esmeralda Counties, including Tonopah, will be primarily through the Bootstraps Program. Bootstraps is a UNR Cooperative Extension life skills program for 18-21 year olds who are not working and not in school. Youth with risk factors such as single parent homes, family history of drug or alcohol abuse, low socioeconomic status, and high school dropouts are the target population for the Bootstraps program.

The Bootstraps consists of an 80-hour technical and safety training in which youth acquire certifications. Bootstraps combines four hours of classroom time where participants are taught the Bootstraps life skills curriculum, with 36 hours of fieldwork on Nevada Bureau of Land Management (BLM) land. Participants camp out 3 nights each week and the fieldwork (invasive weed control) is supervised by a Job Coach who reinforces the curriculum and ensures that the work is done safely. After the 12-week intense program, participants continue to interact with the UNR Cooperative Extension office and receive career counseling and support to achieve the goals set while participating in the program, including those that are aligned with the WIA Common Measures performance requirements. The WIA funding would support enhanced training, subsidized wages and incentives, certifications, career and education exploration, incentives, and alumni re-connect events.

The Tonopah Bootstraps program has a history of demonstrating effectiveness in helping young adults develop job skills, good work ethic, and plans to find meaningful

work after the 12-week program. There is a multi-method long-term evaluation plan already in practice. Fifty-five percent of the 2007 Bootstraps participants are now working or in school. Eighty-nine percent from the 2008 program are now employed full-time. The Bootstraps funding would leverage funds from a federal grant from Children, Youth, and Families At-Risk (CYFAR) and BLM.

Services to Juvenile Justice involved and/or incarcerated youth:

An agreement through Caliente Youth Camp (operated by the Nevada Department of Children and Family Services) will provide services to youth currently or previously incarcerated. The agreement also serves youth who are involved in Clark County or State of Nevada Juvenile Justice services and live in the location designated in the agreement.

**ARRA Summer Youth Program**

The Southern Nevada Workforce Investment Board issued a Request for Concept papers in early March 2009 requesting a short turnaround for responses. The SNWIB expedited the evaluation and selection process and chose service providers that adequately responded to Federal ARRA and local priorities for summer youth programs.

These included:

Local Priorities:

Provide opportunities to earn wages and other types of financial incentives and stipends.

Utilize a local Youth Data Analysis and Mapping to direct resources towards high need geographic areas, high risk schools and/or priority populations (see [www.snwib.org](http://www.snwib.org) for a copy).

Provide measurable impacts in neighborhoods and schools to improve the economic and educational standing of at-risk youth and link academic learning to summer employment as appropriate.

Develop appropriate supports tailored to the needs of 14-16 year olds who are in secondary school as well as 17-24 year olds who may need support to transition from secondary school to post-secondary training or employment.

Resources:

The Southern Nevada Local Area was allocated \$4,517,790 in ARRA funds for youth for PY 2008.

Of the allocation, \$3,555,740 was made available for 22 contracted service providers in the Las Vegas/Clark County area and the surrounding three rural counties of Esmeralda, Lincoln, and Nye. The Clark County School District was also contracted to provide summer school services for youth who are behind in school to earn both academic and elective work experience credit.

**Program Highlights**

Over 1600 youth planned through September 30<sup>th</sup>

ARRA Youth: 1039 Planned

Governors Reserve (summer): 613 Planned

Number of Contractors: 26

**Regions Served:**

Clark County: Boulder City, Henderson, Las Vegas, North Las Vegas

Un-incorporated Clark County: Searchlight, Sandy Valley, Good Springs, Laughlin

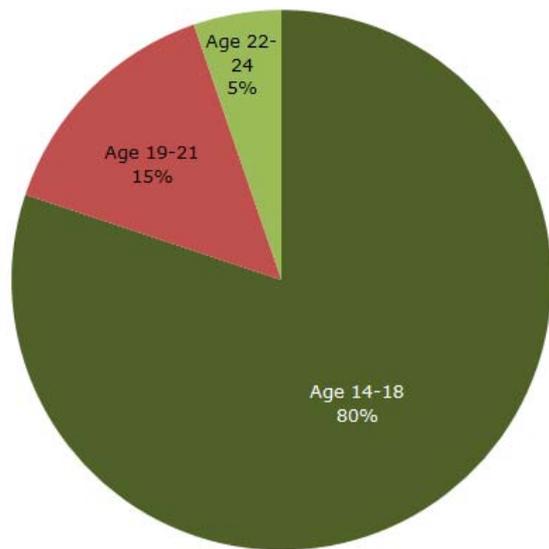
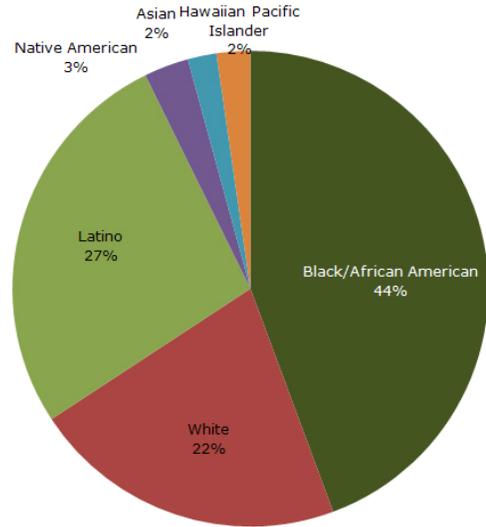
Nye & Esmeralda Counties

Caliente Youth Camp

Spring Mountain Youth Camp

**Participation:**

The 21 contracted youth service providers are estimated to serve over 1,000 participants during the summer of 2009, utilizing a variety of work sites and work experience throughout southern Nevada. The SNWIB plans to expend 100% of Summer Youth stimulus funds by September 30th, 2009.



## **ARRA Summer Youth Contractors**

The SNWIB contracted with the following 22 youth service providers:

AHEC

Big Brothers Big Sisters of S NV, Inc

Boys & Girls Clubs of Las Vegas

Boys Town

“Caliente Youth Camp (State DCFS)”

Clark County School District -Desert Rose

Clark County School District

Communities in Schools

College of Southern Nevada

Expertise, Inc.

HELP of S NV

Las Vegas Latin Chamber of Commerce

Lied Discovery Children’s Museum

NPI Nevada Partners, Inc for a Skilled Workforce

Nye Communities Coalition

Police Athletic League of S NV

Shade Tree

Southern Nevada Children First

Spring Mountain

St. Jude’s Ranch for Children

Clark County - Summer Business Institute

### Summer Business Institute (Governor's Reserve Funding)

The Summer Business Institute (SBI) features an eight week, paid internship, which includes business mentoring, life skills training, financial management, and a civic engagement project. The program is designed for incoming high school juniors and seniors. Students are required to complete an application listing career choices, submit letters of recommendation, write an essay, and provide transcripts. Qualifying students are then interviewed. The program generates hundreds of applications and interest annually. The students benefit from both on-the-job experience and workshops. The work week is divided into two components. The first four days of each work week, the students will perform on-the-job training at their job sites, where a supervisor provides them with meaningful projects. On Fridays, the students participate in workshops designed to complement what they have learned on the job.

The SBI is now the pipeline program through which inner city youth and others gain exposure to real world business experience, money management skills, and an opportunity to compete for college scholarships. The program supports the continuation of their academic and professional careers beyond high school.



## **“You are the Wind Beneath My Wings”**

### A Foster Child's Comments to the Executive Director of the Local Workforce Board on the SBI Program

I would like to say thank you for supporting the Summer Business Institute (SBI) program. Your support has allowed students and young people like me to have a chance at success, opening windows of opportunity for many. A great beacon of light has shone and my future has been revealed through this program. I now understand what my purpose is in life. It has given me the upper hand on daily functions, and I have had the privilege and the honor of working with some of the best people. My eyes are open and my heart has received the wonderful gift that you have helped supply. Through your gracious and dedicated time, I have gotten the experience of a life time. The SBI program is amazing; it gives young people with dimming hope the chance to humbly introduce themselves to the business community. It opens their eyes to a new life that many would have never experienced and never would have without your help. I am so thankful for your support. Life for me has not always been great, and as foster child I have experienced many challenges that have both broken me and built me up. This saying has guided and comforted me along the way, “I was broken and now I am fixed, I was down and now I am up, I was dead and now I am alive.” Caring people like you, have made it possible for me to be able to live a wonderful life, by providing such amazing opportunities such as the SBI program. I am eager to give back to those who have helped mold me and I give credit for my success to you and to every person in the SBI program that has helped me.

You are a blessed man, with blessed talents; continue to let God use you to do great things.

Dashun Jackson

## HELP of Southern Nevada

HELP of Southern Nevada continues to serve youth in the WIA and ARRA programs. To date, HELP has had 20 year round participants involved in work experiences. As the hours of participation near an end, the HELP staff are excited that some employers have inquired about keeping some individuals on permanently.

The Summer ARRA program is still enrolling as HELP works through some of the barriers our participants have. HELP has a large percentage of urban clients who have felonies which have resulted in a lot of extra work to secure worksites. Most of these participants are older youth and, even with the late start, will be working through September and will have a significant experience.

The ARRA program in the unincorporated areas of Sandy Valley, Searchlight, and Laughlin has had good participation and also provided a very positive impact on these smaller communities.



## WIA Work Experience

Dealing with the homeless youth population of Las Vegas offers a variety of interesting challenges. HELP sees youth come from every possible background and arena of life experience.



Most of the clients are older youth; many never having any example or expectation of success or responsibility.

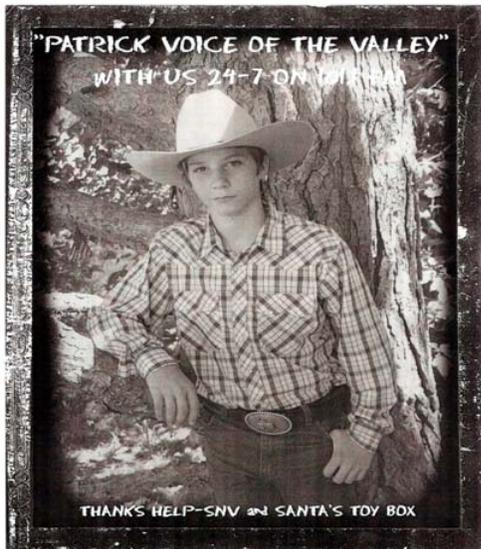
The abbreviated story of one such young man is below:

Just a year ago I was doing well, working construction with my own house and car. The problem was I had a major drug problem. My drug addiction led me to lose focus on all the really important things in my life, especially my family and employment. Eventually I lost my job and could no longer afford my house and car payments and had burned my bridges with

family and had no one to turn too.

So in early January of this year, I packed one backpack full of my belongings and left all of prized possessions behind. I began walking the streets of Las Vegas with nowhere to stay. I flagged down a Metro Police Officer and he pointed me towards the Salvation Army, so I walked about ten miles to get there. When I arrived at the Salvation Army I didn't like it so I ended up sleeping on the street for about two months until a man told me about the HELP of Southern Nevada Youth Center. I went there and they took me in with open arms.

A month after staying there I got involved in the WIA youth program and was able to get a work-experience job working at the WORC Center and the Displaced Homemaker program doing office support. It has completely changed my life. I now have the confidence to get back out and find a job again on my own. I am eager to further my education and find a successful career. I am now four months clean of all drugs and am looking forward to a bright future.



### Sandy Valley ARRA Youth Program

Very different from the urban areas of the homeless shelters of Las Vegas, the HELP summer program reached into the economically depressed areas of unincorporated Clark County.

Having been adopted by a family member when his own mother became unable to care him and his siblings, Patrick found himself far from the large California area he was raised in and enjoyed success as a state champion wrestler. Now in a mixed family of 18, in a small rural area, he was lost.

Through the ARRA summer program he was placed at the local radio station with an opportunity to earn some money to help his new struggling family. Very soon however, his natural abilities and desire impressed the owner so much that he began having Patrick line out the entire day's play-list on the computer. Having organized and programmed tens of thousands of



songs, he began to record radio advertisements.

His pleasant radio voice and demeanor quickly led to him being a recognized celebrity in the valley with companies requesting him to do their "spots." He is now the "Voice of Sandy Valley" and recently over 300 copies of a flyer he produced was disseminated with the local paper.

#### Clark County School District & Nevada Public Education Foundation Summer Academic Program

Because many of the youth targeted for service during the summer are disconnected from education and the workforce, including in-school youth who are credit deficient and out-of-school youth who may need remediation or dropout retrieval, the SNWIB determined to connect these youth to educational opportunities such as credit recovery, proficiency test support, and educational enhancement activities and elective credits for work experiences. For these activities to be recognized and grant academic credit, they must be coordinated with the Clark County School District (CCSD).

The Nevada Public Education Foundation (NPEF) serves as the intermediary/convening role including negotiating, developing, coordinating, and supporting a system to link academic programming between the ARRA funded summer youth programs in Clark County and the CCSD including the coordination of logistics and processes for the delivery of accredited academic services to youth.

The CCSD established an additional six-week summer school session, exclusively designed for WIA and ARRA youth. To help the youth who work during the day, the CCSD High School Summer Youth Program allows students to take 2.5 hours of class time daily over six weeks, rather than participate in the current half-day timeframe over a three week schedule utilized in the traditional summer school setting. Students and providers also have the option to choose the shorter three-week regular session, depending on their academic needs, qualification date, and work experience time frame. In addition, youth can obtain work experience credit for summer employment through the WIA and ARRA programs. This is a special opportunity available to WIA and ARRA youth only.

The six-week SNWIB summer school session allows students to earn one-half credit towards high school graduation for each course successfully passed. Students have the opportunity to earn credit in language arts, mathematics, and certain electives, including work experience, based on the student's need as determined by an academic needs assessment.

Each youth participating in the SNWIB summer school session is also assigned an adult advisor in addition to his or her academic classroom teacher and the work experience instructor to provide an additional support system to help students succeed. The

advisors work with the students to help them understand how academic success and success in the work place align. Advisors collaborate with classroom instructors and work experience coordinators to keep an open line of communication among all adults invested in the students' success.



Desert Rose High School  
Wiring Circuit Boards



Big Brothers Big Sisters  
Scissor Lift Training

## Desert Rose High School - Letters and Photos

Southern Nevada Investment Workforce Board  
7251 West Lake Made blvd., Suite 200  
Las Vegas, Nevada 89106

Fatuma Osman  
809 M Street  
Las Vegas Nevada 89106

July 22, 2009

To Whom It May Concern,

Probably the greatest thing your grant for the Desert Rose summer works program has given me is confidence. It has benefited me in many ways because I was a part of the Desert Rose journalism program. It has helped me to be creative in my writing skills. It has taught me to write a newspaper stories and how to interview students who are also gaining experience in the Desert Rose summer works program. I have also learned specific skills for interviewing students and have had the experience of being a part of publication/video production and working with the other students in the class.

This program is important to me and to other students because it is a good opportunity. Desert Rose summer works students are earning money and going to school at the same time. This is a very good idea, and I was very interested in going to school and earning money at the same time. For me, this program is the luckiest thing I have ever experienced. I have acted as an employee in workplace, and I have gained the ability to learn what journalism can really do. I have been able to interact with the students by interviewing them. I also have been able increase my skills in writing, and hopefully this will benefit me in the future.

Sincerely,



Fatuma Osman

Israel Elder  
3300 Civic Center Dr.  
89030 Las Vegas, N.V.

Southern Nevada Workforce Investment Board  
7251 West Lake Mead Blvd., Suite 200  
89128 Las Vegas, N.V.

July 22, 2009

To whom it may concern,

I want to thank you for the job opportunity as a construction worker. I love the fact that I'm helping school to build a gazebo so that the students will have a place to rest on break. The program is a big help to my living situation as a nineteen year old student on my own. I can now afford food, clothes, shelter, and next school years thirty dollar fee. I thank everyone involved.

*Sincerely,*  


Arthur Gutierrez  
5304 Adorato Drive  
North Las Vegas, NV 89031

Southern Nevada Work Force Investment Board  
7251 West Lake Mead Blvd., Suite 200  
Las Vegas, NV 89128

July 22, 2009

To whom it may concern,

I am writing this letter to thank you for this wonderful opportunity, and the privilege of having a job this summer. I have never before been employed, so having this job will look great on résumé's for future jobs. It is a great feeling knowing that I have earned in my pocket. It's hard being a young adult, and not having a job to buy things I want and need. So once again, thank you for a great opportunity.

Sincerely,

  
Arthur Gutierrez

July 22, 2009

Dear Dr. Rensel

Investment Board

Thank you and the Southern Nevada Workforce <sup>↑</sup>  
for this good opportunity. I learned alot more about life.  
The program helped me by just needing three  
more credits to graduate and to have money for  
some of my needs. My job is a hard work  
experience to me because it's to hot outside  
and I'm stressing alot over the bad behavior  
of other employee's that won't leave me alone.  
But I'm gonna accomplish what I started  
because I want to be more successful in life.

Sincerely,

*Nancy Cortez*

Nancy Cortez

Joshua S. Meeks  
6636 Surfbird Street.  
North Las Vegas, Nevada 89084

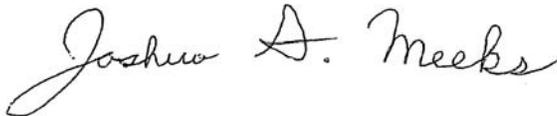
Southern Nevada Workforce Investment Board  
7251 West Lake Mead Blvd., Suite 200  
Las Vegas, Nevada 89128

July 22, 2009

To Whom It May Concern,

I would like to thank you all for making this program possible. I have enjoyed working as a Culinary Specialist at Desert Rose High School. This program has helped me learn to budget my time and money, as well as buy me new clothes. The experience I've obtained has got me a job working in the Food Industry with Station Casinos. I appreciate your funding of this program and hope you will continue to fund this program in the future.

Sincerely,

A handwritten signature in cursive script that reads "Joshua S. Meeks". The signature is written in black ink and is positioned above the printed name.

Joshua S. Meeks



Desert Rose High School – Construction



Desert Rose High School - Automotive



Desert Rose High School – Carpentry



Desert Rose High School - Electronics



Desert Rose High School – Culinary



Desert Rose High School - Graphics



Desert Rose High School – Horticulture



Desert Rose High School – Hospitality Field Trip



Desert Rose High School – Automotive,  
Donated Truck



Desert Rose High School - Horticulture



Desert Rose High School – Horticulture



Desert Rose High School - Horticulture

## Performance

Even though ARRA guidelines allow states to streamline the reporting of summer youth employment and training activities, and waives routine, required performance outcomes, their still lies a challenge. While holding administrative costs to a minimum, workforce development service delivery strategies will emphasize fulfilling today's workforce demands, including laying the framework of developing worker skills for green and renewable energy industries. Priority emphasis will also be placed on delivering services to those most in need of employment and training assistance—the hard-to-serve populations and authorized supportive and needs-related payments as necessary.

To ensure reporting requirements are met, special data collection and reporting tools have been designed to streamline monthly ARRA report. For example, a locally designed data interface has been developed to collect LWIBs performance and reporting data for merging into the statewide One-Stop Operating System. Other data collection and reporting tools are being reviewed and tested to determine their benefit for improved workforce development data collection and reporting.

In regards to training components for service delivery, in addition to WIA-WP current services delivery network, extra efforts will be made to build effective training and service delivery capacities by funding workforce development investments connected to economic growth objectives via regional sector strategies. Sure-footed efforts will be made to align with economic development, education, including Nevada's colleges, business and labor/trade organizations to join forces with established partnerships to meet Nevada's workforce needs.

The most significant planning efforts are in the area of summer youth employment and training activities:

- Not since the Program Year 1999 has separate funding allocations been made specific for summer youth employment and training
- Great emphasis with comprehensive work-plans are in work to ensure youth in significant number throughout Nevada have the opportunity to participant in summer youth employment and training services. Work readiness and work experience with be the primary focus for summer youth services
- Studies have shown that youth who attain employment experience during young adulthood gain multiple benefits that serve them for their entire life
  - Youth with employment experience are also more likely to see and understand the connection between school and career success as well as increase their employability skills
  - Research indicates that the more teenagers work in one year, the more likely they are to work the following year

- Among low-income teenagers, higher employment rates have been associated with higher rates of high school graduation and lower teen pregnancy rates.
  - The primary period for youth summer employment and training is June 1, 2009 through September 30, 2009, with receipt of work certification certificates upon completion
  - Stimulus (ARRA) youth employment and training funds will be utilized beyond September 30th, but different performance measures shall apply through the funding sunset on June 30, 2011.
- Because of Nevada's proactive planning initiatives, the stage and framework have been set for our workforce needs during this economy recovery period (providing workforce development services to prepare jobseekers for 21st century workforce requirements)
  - The state recently implemented FutureWorks—as WIA case management tool that allows management to see and scope out real-time data and information impacting clients success or lack thereof as they are processed through Nevada's workforce development system
- Planning initiatives included executive level business men and women, i.e., major corporate vice presidents, CEOs and heads of education institutions, as well as labor organizations, state and local government senior level directors and/or deputies—Nevada's focus on transparency and accountability is deeply planted in workforce strategies to:
    - Meet the workforce needs during these trying times, and to do that, some of Nevada's goals are as follows:
      - Build and maintain a 21st Century Workforce Development System
      - Educate the business community about the value of Nevada's Public Workforce Development System
      - Establish Local Business Partnerships
      - Target Demand-Driven Industry Sectors—green and renewable energy and high growth industries
      - With receipt of federal (ARRA) stimulus funding Nevada will be in a position to focus on identifying renewable/green energy businesses and establish friendly workforce setting with matching human capital skills—even for ex-offenders who are released from incarceration

- Finally, through these efforts, Nevada feel confident that with the alignment of Nevada's two workforce investment boards with the state or Governor's Workforce Investment Board, the workforce development ARRA (stimulus) implementation plan will meet both the letter and spirit of the law and help fulfill Nevada's workforce needs achieve established performance measures.

Major State Policies Developed to Support Workforce Development: In an effort to improve youth performance measures, a Performance Improvement Plan (PIP) was developed to address the state's youth performance shortfalls. After researching and analyzing youth performance data and program delivery processes, the following PIP was developed for implemented:

#### Nevada's Performance Levels for Program Year 2008

During Program Year 2008, Nevada continued to struggle with the three youth common measures. Actual performance levels for Placement in Employment or Education and the Literacy and Numeracy were within eighty percent of the negotiated level. Nevada failed the Attainment of Degree or Certificate.

In spite of the economic downturn over the past year, the adult and dislocated worker levels of performance were higher than expected. Nevada exceeded the employment retention rate and six months earnings increase for the adult program and was within eighty percent for the entered employment rate. For the dislocated worker program, levels for both the entered employment rate and six months earnings increase were exceeded; within eighty percent for the employment retention rate.

#### The State's performance relative to other states

During program year 2005, Nevada had the lowest retention rate not only in Region 6 but also nationally according to the PY 2005 WIA Younger Youth Performance Measures by State [Source: Federal Research & Evaluation Database (FRED)]. Hawaii and Mississippi were the only two other states below the 50% retention rate for the same period. Though currently access through FRED and the State Annual Report data as of 5/17/07 provides data on PY2005, PY2006 is not available as of this writing.

#### Current improvement efforts

The Department of Employment, Training & Rehabilitation (DETR) has appointed an Administrative Manager to assist Local Workforce Investment Boards (LWIB) staff statewide in the development and implementation of procedures to standardize processes necessary to ensure accurate data entry and timely follow-up action by their respective contracted providers. The Administrative Manager will also assist LWIBs in the development and implementation of strategies that target performance improvement.

Since the LWIBs' transition from individual legacy systems to the Nevada JobConnect One Stop System (NJCOS) July 1, 2006, the state has continuously facilitated technical assistance through on-site training specific to data entries impacting performance and reporting. A technical assistance log was developed to document LWIBs training needs as well as training conducted by WISS throughout the calendar year.

To assist both LWIBs in improving their performance, particularly the youth common measures, reports have been created to provide real-time data on youth participants who will be part of the calculation of performance measures for future quarters.

A list of participants for the Attainment of a Degree/Certificate and Placement in Education/Employment is provided to the LWIBs for the each quarter. The intent of this process is to provide information and an earlier opportunity for the LWIBs to take a proactive approach to update specific records requiring critical outcome data entries. Records for participants who have not yet achieved a positive outcome will be reviewed by assigned case managers to ensure all outcome information has been entered, in addition to determining if any of the exited youth can be excluded from the measure.

Previously, prior to NJCOS, state staff was unable to perform early analysis of performance data because LWIBs were authorized to utilize their individual legacy data control systems. All LWIBs legacy records were transferred into the state NJCOS system in July 2006. Now that the transfer of records is complete, state staff has the capacity to analyze the data and provide LWIBs early notification of identified anomalies in their clients' data. This early notification provides additional time for LWIBs to review, correct and/or update records to ensure accurate and up-to-date data is used for reporting and calculation of performance. In addition, LWIBs and service provider staff have access to a real-time data reporting tool. The Local WIA Management Report (LWIAMR), which provides a number of case managers' reports can also be used by LWIBs to review NJCOS records and ensure their accuracy.

Examples of reports from LWIAMR are:

- Participants with no termination date: This report identifies records in which a case manager has not entered an actual end date, which will prevent the participant from being exited.
- Exiters with no outcomes reported: This report is a tool for program managers to determine causes related to lack of positive outcomes for participants.
- Query Builder: This report is created by the user. It includes 30 data items to select that includes registration date, educational levels, age, school status and employment status at registration. The users can select one or all of the items for active clients, new registrations, exiters during a specified time frame, the funding source, and by individual service provider.

In support of the LWIBs, WISS staff conducts on-going random reviews of NJCOS records. When issues are identified, LWIBs staff members are notified of the necessary corrections or updates that need to be completed. This process assists in identifying additional technical assistance and/or training needs of their service providers. The LWIBs are strongly encouraged to embrace as a core value, capturing complete and accurate data. Such data will have a positive impact on performance reporting and future funding availability. The state supports the LWIBs in moving towards performance based contracts and having the ability to capture and report accurate data included as a performance outcome expected of providers. The State recognizes and embraces continuous improvement strategies.

## Nevada's Approved Waivers

Nevada had two approved waivers during Program Year 2008:

1. Transfer of Workforce Investment Act (WIA) Title IB Funds between the Adult and Dislocated Worker Funding Streams. This waiver has provided maximum flexibility in the transfer of funds and will help ensure that services to both adults and dislocated workers would be maintained at levels sufficient to meet the distinct needs of each group. This flexibility would also help support local service plans that must integrate the cultural, educational, and employment-related needs unique to each local workforce community, both urban and rural.

The LWIBs have been able to design programs that address the specific service priorities among their business and individual customers, and that lead to customer employment and eventual self-sufficiency. The waiver would also help position Nevada's workforce as a better skilled and more competitive workforce in the diversification of Nevada's economy.

2. Seventeen Statutory WIA Performance Measures:

This waiver simplified and streamlined the statewide performance accountability system, which is crucial to the seamless delivery of services.

It also allowed the state to adopt the common measures developed by USDOL, which has improved case management and coordination across multiple programs, as well as resulting in improved performance and enhanced customer service.

**STATE OF NEVADA  
WAIVER REQUEST**

**TRANSFER OF WORKFORCE INVESTMENT ACT (WIA) TITLE 1B FUNDS  
BETWEEN THE ADULT AND DISLOCATED WORKER FUNDING STREAMS**

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The Governor's Workforce Investment Board, and the State of Nevada Department of Employment, Training and Rehabilitation, Nevada's administrative entity for WIA Title IB programs, request an extension to this waiver, approved by USDOL in June 2005, of the legislative provisions calling for the transfer of no more than 30 percent of the program year's allocation between the Adult and Dislocated Worker funding streams. The waiver would grant individual LWIBs, with the Governor's approval, the ability to transfer up to 50 percent of each program year allocation between the Adult and Dislocated Worker funding streams, to continue thru Program Years 2009 with the exception of ARRA fund, which only allows for a 30 percent transfer .

**Waiver Duration:** July 1, 2009, through June 30, 2010, or upon re-authorization of the Workforce Investment Act, whichever occurs later.

This waiver request follows guidelines identified in WIA Section 189(i)(4)(B) and WIA Final Rules at 20 CFR Section §661.420(c).

**Statutory and Regulatory Sections to be Waived:**

Statute: P.L. 105-220, WIA Section 133(b)(4) and Regulations: 20 CFR, WIA Final Rules Section §667.140(a); and Training and Employment Guidance Letter 23-02 provide that with the approval of the Governor, Local Workforce Investment Boards (LWIBs) may transfer up to 30% of a program year's allocation for adult employment and training activities, and up to 30% of a program year's allocation for dislocated worker employment and training activities between the two programs.

*In Nevada, the two Local Workforce Investment Areas (LWIAs) are comprised of diverse economic and cultural communities that present unique challenges to the provision of WIA services. In addition, a disproportion of Nevadan's reside in the Las Vegas MSA (i.e. Clark County) which accounts for 70% of the state's population, versus those who reside in the balance of the sixteen (16) Nevada counties, necessitates the need for maximum flexibility in the transfer of funds.*

The Governor's Workforce Investment Board has consistently advocated for local alliances through the establishment of the statewide Nevada JobConnect system that strengthen the level and mix of services to job seekers, as well as streamlining service delivery. However, local decisions have been constrained by Federal funding rules that limit funding and, thus, services to adults or dislocated workers seeking assistance to obtain or retain employment through the Nevada JobConnect system. Maximum flexibility in the transfer of funds would help ensure that

services to both adults and dislocated workers would be maintained at levels sufficient to meet the distinct needs of each group. This flexibility would also help support local service plans that must integrate the cultural, educational, and employment-related needs unique to each local workforce community, both urban and rural.

### **State or Local Statutory Regulatory Barriers:**

There are no state or local statutory or regulatory barriers to implementing the waiver. The Governor's Workforce Investment Board state policies are in compliance with current Federal guidelines. Upon notification of approval of this waiver request, WIA State Compliance policy Section 3.8 will be updated to comply with the revised timeframe of the waiver. The state policy outlines specific actions each LWIB must take in requesting the Governor's approval to modify or revise the LWIB's transfer rate (%) between the Adult and Dislocated Worker funding streams. Specific actions include, but are not limited to, a formal request to be submitted by the LWIA to the State for review and action, and formal modification of the LWIB's Local Plan upon approval of an increased transfer rate, if applicable.

### **Goals and Programmatic Outcomes to be Achieved by the Waiver:**

- Enhance the ability of the local boards to respond to workforce and economic dynamics within their local areas.
- Increase local flexibility in the design and delivery of adult and dislocated worker services through the Nevada JobConnect system.
- Improve performance outcomes as a result of increased ability to provide needed services.
- Improve the ability of local boards to provide targeted assistance in response to the demands of the workforce, businesses and local communities.
- Increase business and individual customer satisfaction with the JobConnect system.

The responsibility of LWIBs is to plan, oversee, and evaluate the delivery of WIA employment and training programs in their respective areas through the One-Stop service delivery system, in Nevada, the Nevada JobConnect system. Because of Nevada's size, its population distribution, its cultural diversity, and the remoteness of many of its communities, customer needs vary greatly from one local workforce investment area to the other and within the respective areas. The flexibility to transfer funds between the adult and dislocated worker programs allows LWIBs to respond more effectively to their individual communities.

With the waiver, LWIBs would be able to design programs that address the specific service priorities among their business and individual customers, and that lead to customer employment and eventual self-sufficiency. The waiver would also help position Nevada's workforce as a better skilled and more competitive workforce in the diversification of Nevada's economy.

### **Individuals Impacted by the Waiver:**

The waiver is expected to benefit LWIBs, Nevada JobConnect partner programs, employers, service providers, and WIA customers overall.

- LWIBs will have the flexibility to design and implement programs based on local needs and priorities.
- Nevada JobConnect partner programs will be able to better align their service offerings with those of the local WIA Programs.
- Employers will be better served through job-seekers that acquire skills specific to each employer's needs.
- WIA program participants will receive appropriate services based on client needs.
- Funding will be utilized effectively and efficiently, resulting in an increase in the number of individuals to be served in the aggregate.

**Process Used to Monitor Progress in Implementing the Waiver:**

The Nevada Department of Employment, Training and Rehabilitation, Workforce Investment Support Services Unit is charged with monitoring compliance with WIA requirements. Nevada's statewide performance tracking system, Nevada JobConnect Operating System, has the capability of continually assessing the effectiveness of the WIA programs. Waivers will not be granted to local workforce areas until appropriate policies and guidelines have been reviewed and approved by the Governor's Workforce Investment Board. These policies and guidelines will ensure that appropriate funding levels remain allocated to the needs of both adults and dislocated workers in the State of Nevada.

**Process for Notice to Public and Local Boards and the Opportunity to Comment:**

Nevada's two LWIBs will be notified via electronic submittal of this waiver request to afford them the opportunity to comment prior to formal submittal to USDOL-ETA. Preliminary endorsement of this waiver request has been received from both LWIBs. No comments were received during the public comment period.

## **STATE OF NEVADA WAIVER REQUEST**

### SEVENTEEN STATUTORY WIA PERFORMANCE MEASURES

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The Governor's Workforce Investment Board, and the State of Nevada Department of Employment, Training and Rehabilitation, Nevada's administrative entity for WIA Title IB programs, requests a waiver of the 17 (15 core and 2 customer satisfaction) performance indicators. This waiver request will enable Nevada's Workforce Investment Act programs to implement the six (three adult and three youth) common performance measures as presented by the U.S. Department of Labor in Training and Employment Guidance Letter 17-05 beginning July 1, 2007.

**Waiver Duration:** July 1, 2009 through June 30, 2010 or upon re-authorization of the Workforce Investment Act, whichever occurs later.

This waiver request follows guidelines identified in WIA Section 189(i)(4)(B) and WIA Final Rules at 20 CFR Section 661.420(c).

#### **Statutory and Regulatory Sections to be Waived:**

Section 136 of the Workforce Investment Act.

Nevada is requesting this waiver to implement common measures in order to simplify and streamline the statewide performance accountability system, which we believe is crucial to the seamless delivery of services.

*It is in the best interest of Nevada and its citizens to seek a waiver of the current statutory performance measures for WIA Title IB programs. This will allow the state to adopt the common measures developed by USDOL, which we believe will ultimately yield improved case management and coordination across multiple programs, as well as resulting in improved performance and enhanced customer service.*

#### **State or Local Statutory Regulatory Barriers:**

There are no known state or local statutory or regulatory barriers to implementing the waiver. The only known barriers are federal in nature as described above.

#### **Goals and Programmatic Outcomes to be Achieved by the Waiver:**

With the shift to the six standards under common measures, Nevada would achieve the following goals:

- 1) Eliminate duplicative administrative systems, which will reduce paperwork and labor costs associated with redundant data collection. Examples include:
  - Eliminate the tracking and performance for –

- a. the credential measure for Adults and Dislocated Worker clients
  - b. the skill attainment measure for Younger Youth; and
  - c. the current Customer Satisfaction measurement system required by the USDOL;
- 2) Enhance integration of the Nevada JobConnect System by use of a single measurement system to test performance for all employment and training programs within.
  - 3) Better implementation the USDOL's Strategic Vision for Services to Youth, with emphasis on out-of-school populations with increased accountability for employment and/or increased secondary and post-secondary education outcomes.
  - 4) Cost Savings through streamlining. A simplified and streamlined performance measurement system is more cost effective. With consistent direction, program resources can be directed to a single set of goals, rather than competing goals and costly processes.

*USDOL requires states to report on the current 17 measures in addition to the six common measures. By requesting a waiver to remove Nevada from the original measures, the state avoids a duplication of efforts in reporting and is able to apply its diminishing resources where they are most needed.*

#### **Individuals Impacted by the Waiver:**

The waiver is expected to benefit the LWIBs, their service providers and our WIA customers. Customers from any program that become a part of the common measures process will be impacted. However, approval of this waiver will positively impact all customers by providing accountability while improving program management and performance.

#### **Process Used to Monitor Progress in Implementing the Waiver:**

*The Nevada Department of Employment, Training and Rehabilitation, Workforce Investment Support Services unit will monitor the implementation and impact of the waiver through a combination of performance reporting and local level input. Nevada's statewide performance tracking system, Nevada JobConnect Operating System, has the capability to continually assess the performance levels of both LWIBs and the performance results achieved following the adoption of common measures.*

*Service provider case management staff and others will be looked to for feedback and asked to discuss issues related to the common measures process and to address issues as they arise.*

#### **Process for Notice to Public and Local Boards and the Opportunity to Comment:**

*Nevada's two LWIBs were notified via electronic submittal of this waiver request to afford them the opportunity to comment prior to formal submittal to USDOL-ETA. Preliminary endorsement of this waiver request has been received from both LWIBs.*

**Cost of Program Activities in Relation to the Effect of Participant Outcomes**  
**Program Year 2008 – 4<sup>th</sup> Quarter**

<b>Cost Per Participant = Total Costs by Year / Total Participants in the Same Year</b>									
	<b>*Total Participants</b>			<b>Total Expenditures</b>			<b>Cost Per Participant</b>		
	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>
<b>Statewide</b>	<b>1,927</b>	<b>1,207</b>	<b>1,218</b>	<b>\$4,101,822</b>	<b>\$3,660,282</b>	<b>\$3,940,618</b>	<b>\$2,129</b>	<b>\$3,033</b>	<b>\$3,235</b>
<b>Cost Per Exiter = Total Costs by Year / Total Exitors in the Same Year</b>									
	<b>Total Exitors</b>			<b>Total Expenditures</b>			<b>Cost Per Exiter</b>		
	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>
<b>Statewide</b>	<b>890</b>	<b>641</b>	<b>521</b>	<b>\$4,101,822</b>	<b>\$3,660,282</b>	<b>\$3,940,618</b>	<b>\$4,609</b>	<b>\$5,710</b>	<b>\$7,564</b>
<b>Cost Per Entered Employment = total Costs by Year / Total Exitors Entering Employment in the Same Year</b>									
	<b>Total Exitors Entering Employment</b>		<b>Total Expenditures</b>			<b>Cost Per Exitors Entering Employment</b>			
	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Adults</b>	<b>Dislocated Workers</b>		<b>Adults</b>	<b>Dislocated Workers</b>		
<b>Statewide</b>	<b>621</b>	<b>511</b>	<b>\$4,101,822</b>	<b>\$3,660,282</b>		<b>\$6,605</b>	<b>\$7,163</b>		
<b>Cost Per Retained Employment = Total Costs by Year / Total Number of Participants Retained in the Same Year</b>									
	<b>Total of Participants Retaining Employment</b>		<b>Total Expenditures</b>			<b>Cost Per Participants Retaining Employment</b>			
	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Adults</b>	<b>Dislocated Workers</b>		<b>Adults</b>	<b>Dislocated Workers</b>		
<b>Statewide</b>	<b>658</b>	<b>570</b>	<b>\$4,101,822</b>	<b>\$3,660,282</b>		<b>\$6,234</b>	<b>\$6,422</b>		

\*Total Participants does not include self-service clients, which totaled 28,934 for the cumulative four quarters as there is method to break out adult and dislocated worker self-service counts.