



## Nevada's Workforce Investment System

# Annual Report

July 2013 – June 2014

### **Coordinated by:**

*Nevada Department of Employment,  
Training and Rehabilitation*

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## Preface

Through Workforce Investment Act (WIA) funding the Department of Employment, Training and Rehabilitation (DETR) and the state's two Workforce Investment Boards (WIB) provided an array of quality programs and services during Program Year 2013 (PY13). Individuals and employers benefited from well-established offerings. Opportunities around the state included unique approaches to engage youth, projects to assist veterans, and promising programs designed to further economic growth.

WIA funding, as well as funds from other sources, play a role in providing a level of services that will meet workforce needs. Successful outcomes were attained and WIA performance levels were met, and often exceeded, through exceptional efforts by the state and the two WIBs. The positive results of these endeavors are reflected in each of the summaries of Nevada's annual report.

## Governance of the Nevada Workforce System

The [Workforce Investment Act \(1998\)](#) provided the framework for states to build workforce investment systems that would vastly improve the delivery of employment services to the community. The goal of the system is to provide workforce investment activities through statewide and local workforce investment systems that increase the employment, retention and earnings of participants, and increase occupational skill attainment.

Under the Act, the Governor's Workforce Investment Board (GWIB) was established in accordance with Section 111 of the [Workforce Investment Act of 1998](#) (PL 105-220), and through the Governor's Executive Order. The mission of the GWIB is to bring Nevada businesses and workers together to shape strategies that best meet workforce needs to foster a healthy and growing economy in the state. To fulfill this mission, the GWIB works with local boards and sector councils to:

- Promote a system of workforce development that responds to the lifelong learning needs of Nevada's citizenry;
- Advise the Governor and Legislature on workforce development policy;
- Promote public-private partnerships, and facilitate innovations in workforce development policy and practices; and,
- Ensure a quality workforce investment system through evaluation and assessments that endorse high standards and continuous improvement.

The GWIB continues its role and responsibilities for the strategic planning and oversight of the Workforce Investment System, which includes that of the Local Workforce Investment Boards (LWIBs) and the Nevada Workforce System, i.e. *one-stop* delivery system.

No less than fifty one percent (51%) of the membership of the GWIB will be representative of business in the State who are owners of businesses, chief executives or operating officers of businesses, labor representatives, and other business executives or employers with optimum policymaking and/or hiring authority.

The GWIB has one standing committee, the *Youth Council*; and two subcommittees, the *Legislative Subcommittee* and the *Strategic Planning Subcommittee*.

The GWIB is charged with assisting the Governor with:

- Development and modification of a State Plan for workforce development;
- Development and continuous improvement of a statewide system of activities carried out through the *one-stop* service delivery system described in the Act;
- Designation of local workforce investment areas;
- Commenting at least once annually on the measures taken pursuant to the [Carl D. Perkins Career and Technical Education Act \(2006\)](#);
- Development of allocation formulas for the distribution of funds for adult employment and training, and youth activities to local areas;
- Development and continuous improvement of comprehensive state performance measures, including state adjusted levels of performance, to assess the effectiveness of workforce investment activities in the state;

- Development of the statewide employment statistics system as prescribed in the [Wagner-Peyser Act of 1933](#) (*amended 1998*);
- Development of an application for incentive grants; and,
- Preparation of an annual report to the Secretary of the U.S. Department of Labor.

In accordance with [NRS 232.935](#), the GWIB shall:

- (a) Identify:
  - (1) Industry sectors which are essential to this State; and
  - (2) The region or regions of this State where the majority of the operations of each of those industry sectors is conducted.
- (b) Establish:
  - (1) Regional goals for economic development for each of the industry sectors identified pursuant to paragraph (a); and
  - (2) A council for each industry sector.
- (c) Consider and develop programs to promote:
  - (1) Strategies to improve labor markets for industries and regions of this State, including, without limitation, improving the availability of relevant information;
  - (2) Coordination of the efforts of relevant public and private agencies and organizations;
  - (3) Strategies for providing funding as needed by various industry sectors;
  - (4) Increased production capacities for various industry sectors;
  - (5) The development of useful measurements of performance and outcomes in various industry sectors;
  - (6) Participation by and assistance from state and local government agencies;
  - (7) Expanded market penetration, including, without limitation, by providing assistance to employers with small numbers of employees;
  - (8) Partnerships between labor and management;
  - (9) Business associations;
  - (10) The development of improved instructional and educational resources for employers and employees; and
  - (11) The development of improved economies of scale, as applicable, in industry sectors.

Each industry sector council established:

- (a) Must be composed of representatives from:
  - (1) Employers within that industry;
  - (2) Organized labor within that industry;
  - (3) Universities and community colleges; and
  - (4) Any other relevant group of persons deemed to be appropriate by the Board.
- (b) Shall, within the parameters set forth in the American Recovery and Reinvestment Act of 2009 or the parameters of any other program for which the federal funding is

available, identify job training and education programs which the industry sector council determines to have the greatest likelihood of meeting the regional goals for economic development established for that industry sector.

Pursuant to [NRS 232.935](#), the GWIB established the following industry sector councils to identify job training and educational programs that best meet regional economic development goals. The mission of these sector councils is to bring together decision-makers from business, government, education, labor, and industry professional groups to identify and address the delivery of industry-specific training and workforce development initiatives in support of the economic development of the state.

- Aerospace and Defense Sector Council
- Agriculture Sector Council
- Clean Energy Sector Council
- Health Care and Medical Services Sector Council
- Information Technology Sector Council
- Logistics and Operations Sector Council
- Manufacturing Sector Council
- Mining and Materials Sector Council
- Tourism, Gaming and Entertainment Sector Council

The GWIB decides which industry sectors are significant to each of the two workforce investment areas of the State; and which industry sectors are funded for training during each program year, at the GWIB's first quarter meeting of the calendar year.

The standing committees, subcommittees and sector councils hold public meetings and prepare written reports, which are included in the board packets for the GWIB meetings. Committee and council chairs provide testimony at the regularly scheduled GWIB meetings. The GWIB Chair accommodates discussion and public comment regarding the reports and testimony. All GWIB and standing committee, subcommittee and council meetings are open to the public and posted according to Nevada's Open Meeting Law – [NRS 241.020](#).

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

	MEMBER NAME:	REPRESENTS:
1.	<b>Mack, Luther (Chair)</b>	Business Representative – Northern Nevada
2.	<b>Banko, Debbie</b>	Information Technology Sector Council
3.	<b>Beers, Councilman Bob</b>	Local Elected Officials – Southern Nevada
4.	<b>Cato, Jo</b>	Business Representative – At Large
5.	<b>Crowley, Tim</b>	Mining, Materials and Manufacturing Sector Council
6.	<b>Dalluhn, Jolene</b>	Business Representative – Northern Nevada/Youth Activities
7.	<b>Delgado, Councilman Oscar</b>	Local Elected Official – Northern Nevada
8.	<b>Egan, Pamela</b>	Labor Representative
9.	<b>Hartleb, Mary Beth</b>	Business Representative – At Large
10.	<b>Hill, Steve</b>	Governor's Office of Economic Development
11.	<b>Hutter, Collie</b>	Business Representative – At Large
12.	<b>Kirkpatrick, Assemblywoman Marilyn</b>	Nevada State Assembly
13.	<b>Kihuen, Senator Ruben</b>	Nevada State Senate
14.	<b>Lopez, Horacio</b>	Business Representative – Southern Nevada
15.	<b>Manendo, Senator Mark</b>	Nevada State Senate
16.	<b>McMahon, Michael, PhD.</b>	Nevada Department of Health and Human Services
17.	<b>Nagy, Aurangzeb, M.D.</b>	Health and Medical Services Sector Council
18.	<b>Palmer, Cass</b>	Community Based Organization
19.	<b>Perea, Dennis</b>	Nevada Department of Employment, Training and Rehabilitation
20.	<b>Raponi, Mike</b>	Nevada Department of Education
21.	<b>Salazar, Maite</b>	Business Representative – At Large
22.	<b>Sheets, Patrick</b>	Aerospace and Defense Sector Council
23.	<b>Sommers, Sarah</b>	Business Representative – At Large
24.	<b>Snyder, Donald</b>	Tourism, Gaming and Entertainment Sector Council
25.	<b>Thompson, Assemblyman Tyrone</b>	Nevada Assembly
26.	<b>Weekly, Commissioner Lawrence</b>	Local Elected Official – Southern Nevada
27.	<b>Wells, Kris</b>	Business Representative – At Large
28.	<b>Woodbeck, Frank</b>	Nevada System of Higher Education
29.	<b>Woodring, Bradley</b>	Business Representative – At Large
30.	<b>Vacant</b>	Governor and/or Governor's designee
31.	<b>Vacant</b>	Clean Energy Sector Council
32.	<b>Vacant</b>	Logistics and Operations Sector Council
33.	<b>Vacant</b>	Business Representative – Southern Nevada
34.	<b>Vacant</b>	Business Representative – Rural Nevada
35.	<b>Vacant</b>	Local Elected Official – Rural Nevada



## Nevada JobConnect: Employment Security Division Overview

The Employment Security Division (ESD) is organizationally under the Nevada Department of Employment, Training, and Rehabilitation (DETR). The Nevada JobConnect System is the employment services delivery system of Governor's Workforce Investment Board (GWIB). The JobConnect System maintains ten (10) area offices throughout Nevada offering a full range of employment services that meet the needs of the residents and businesses in the community in which they are located. ESD also operates two Day Labor offices in Reno and Las Vegas.

The 2008 economic recession has negatively impacted almost all Nevada communities. Nevada's recovery has been very slow in both the urban areas and the rural areas. Each JobConnect office has been tasked with adapting quickly to meet the changing needs of the communities in which they are located.

The state has experienced a slow, if not stagnant, recovery with unemployment rates some of the highest in the nation and a significant number of long term unemployed individuals. While there are slow but incremental signs of improvement with some new and expanding businesses, job openings have not increased sufficiently to return the unemployment rate to prerecession levels.

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 comprehensive range of quality employment services including, job search assistance, short term skill training, job referral, placement, and business recruitment services.

All JobConnect Offices in the system are equipped with state-of-the-art resource centers which provide Nevadans the choice to perform a self-directed job search or to receive one-on-one assistance with experienced and knowledgeable JobConnect workforce representatives.

Over the past five (5) years, the JobConnect offices have experienced an increased demand by job seekers requesting staff-assisted services. Rather than using self-service tools such as the resource centers, trends indicate that job seekers in greater numbers prefer to meet one-on-one with the JobConnect professional employment staff. In the current labor market, many employers are reverting to suppressed job orders rather than posting openings on job

boards. Employers are realizing the benefits of receiving pre-screened qualified applicants versus the deluge of resumes and unqualified applicants inherent to job boards and Internet postings.

## **ESD Business Services**

The Nevada JobConnect system continues to improve and expand its services to the Business Community. The Business Service Representative teams in Northern and Southern Nevada have proved to be a nimble and effective ally to businesses in the State of Nevada. The Business Service Representatives have an extensive knowledge of the local labor markets and use this information to effectively coordinate recruitments for both large and small companies in Nevada.

The Nevada JobConnect system's Business Services have continued their efforts to streamline services to the Nevada Business Community. In 2014, Nevada JobConnect launched a concerted effort to increase its presence in the social media hemisphere. JobConnect now uses Facebook, Twitter, and LinkedIn where job listings are shared with the online community, increasing business exposure and reaching a customer base that may have been reluctant to use the traditional brick and mortar employment services. As more businesses and job seekers use the Internet to conduct recruitments and job search, it is important for the employment services to embrace the technology available.

The Business Service Offices strive to provide world class service to the business community. Below are some highlights:

- In February 2014, Barclaycard US took over the 156,000 square feet left vacant by Zappos's move to the old city hall in downtown Las Vegas. Barclaycard opened a 700 seat call center and partnered with Nevada JobConnect to hold a hiring event at the company's location in January. To date, 159 Nevada JobConnect customers have gone to work for Barclaycard. The grand opening was attended by Nevada Governor Brian Sandoval.
- Siegel Group Nevada, a commercial real estate and business development company in Las Vegas partnered with Nevada JobConnect on a regular basis in 2014 to staff their growing properties. The Siegel Group specializes in developing underperforming and undervalued businesses and in 2014 continued their expansion in Southern Nevada. 76 Nevada JobConnect customer's went to work for the company in 2014, many of them through the Governor's Silver State Works program.
- Service Management Systems is a national maintenance and facilities management company based in Nashville, TN. In the spring of 2014, they acquired the management contracts for the Miracle Mile Shops located in the Planet Hollywood Hotel & Casino on the Las Vegas Strip. They also have contracts with Tivoli Village, an outdoor complex with upscale retail stores and restaurants located in the Summerlin area west of Downtown Las Vegas. So far,

40 Nevada JobConnect customers are working for Service Management Systems.

- The Northern Business Services Office continued to assist Intellisource with its expansion. In 2014, they went from 300 staff to over 1200 full-time staff becoming one of Northern Nevada's largest employers. Intellisource, and its partners, continue to grow. Zulily.com, in particular, will grow to over 2000 employees when they move into their new and larger building. All recruitment has been done through JobConnect.
- The Northern Business Services Office continued to collaborate with the regional economic development agencies in 2014. The office was involved in over 300 site selections for new and expanding businesses many of which have successfully relocated or expanded to the region including Ole' Foods, GreatCall, Fusion, and NOW Foods to name a few. Each has hired over 200 Nevada JobConnect customers.
- The Northern Business Services Office conducted a second JobQuest campaign in Carson City in an effort to put more Nevadans back to work. JobQuest is a marketing saturation campaign where staff contact local employers to generate job listings. The campaign was an overwhelming success as it received 1047 job openings well above the goal of 500 job openings for the Carson City area.
- The Business Services Offices have broadened service delivery by increasing the number of onsite hiring events in the local offices. Over this last fiscal year 400 onsite hiring events were held in Nevada JobConnect Offices.

### **Business Expectation Services Transformation (BEST)**

Business Services continue to be the foundation for all services within the JobConnect offices. JobConnect policies and procedures are continually improved to better enable JobConnect to meet the needs of the business and job seeker customers.

With the unemployment rate recovering, the Business Services Offices continue to see an increase in demand for employer services. Business Expectations Service Transformation (BEST) implemented last year, proved to be an effective process in adapting to the needs of the business community. The result of this effort was an improved level of service to businesses and an increase in job placements.

### **Silver State Works**

The Employment Security Division and the JobConnect offices continue to achieve success with the Silver State Works (SSW) Program, which is a statewide initiative to provide Nevada employers financial incentives to hire or train individuals from the following target groups:

- UI Recipients and Exhaustees
- TANF Recipients
- Veterans

- Person with disabilities
- Ex-Felons
- Older Youth (18-21 years of age)

The Silver State Works Program has three components that can be utilized by the business community. These components are:

- Employer-Based Training: This component allows laid-off workers, who qualify for UI benefits, to simultaneously receive on-site workplace training and regular UI benefits. This component is also available to other targeted populations. It provides a special training allowance of \$599 payable in bi-weekly increments. Job seekers would be required to train 24 hours per week for six weeks while continuing regular work search.
- Employer Incentive Job Program: Under this component, employers enter into a contract that establishes the agreed upon wage, number of hours to master the tasks, and the maximum amount of reimbursement based on the wage paid. Employers will be reimbursed up to a maximum of 50 percent (50%) of the participant's initial agreed upon gross wage for the contract period and a maximum of 40 hours per week. Contract length will be based on a negotiated training period. Employers will submit a timesheet/invoice/ progress report on a monthly basis to receive reimbursement.
- Incentive-Based Employment: This component encourages businesses to hire and retain eligible individuals in full-time employment (30 hours or more per week). Businesses who hire new employees through Silver State Works and retain them can receive a \$500 per month retention payment for up to four months.

### **ESD Career Enhancement Program**

The Nevada Career Enhancement Program (CEP) is a vital component in the menu of services Job Connect makes available to Nevada businesses and job seekers. . The flexibility of CEP allows the JobConnect 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 as well as assist individuals with items needed to return to work.

The components of CEP include:

- Vocational Classroom Training (VCT)
- Academic Enhancement Training (AET),
- Re-Employment Related Expense (RRE),
- Training Related Expense (TRE).

The CEP Representatives, whenever possible, collaborate with Title I Workforce Investment Act Service Providers to share the cost of training expenses and dual enroll clients to leverage the cost of training. The practice of “dual enrollment” fosters cooperation and communication with WIA service providers, leverages training dollars which enables a larger number of clients to be served through the program and with existing resources.

The CEP Program is steadily increasing the utilization of ACT WorkKeys as its primary assessment tool when making decision regarding training.

The second largest expenditure of the CEP Program, behind the Classroom Training expenditure, is what the program spends on Reemployment Related Expenses (RRE). The RRE component provides job seekers the funding to pay for items which are required to start a job, but which the job seeker does not have the resources to pay for. RRE expenses include such things as required work boots or clothing, health card, gaming work cards, and basic tools, etc.

Job seekers are eligible for this assistance when they are unemployed and have a verified job offer from a business that is contingent on them having the item paid for as a Reemployment Related Expense. This component of the CEP program is very cost effective and results in a great number of obtained employments for individuals that receive this service. The demand for this assistance is reflective of the long recession that has depleted individual's resources and their access to resources to assist them in purchasing these items. It is also indicative of a community where a high percentage of the residents do not have family linkages in the community that they can turn to for this assistance.

This component is very cost effective and for a relatively small investment of public funds provides individuals the ability to accept a job which, without this assistance, they could not be considered.

CEP program staff continue to ensure that program funds are focused on improving the skills of the Nevada workforce during this period of high unemployment. CEP continues to seek opportunities to provide training for individuals seeking employment in the following sectors:

- Tourism Gaming and Entertainment
- Health and Medical Services
- Clean Energy
- Mining & Materials
- Logistics and Operations
- Aerospace and Defense
- Information Technology
- Manufacturing
- Agriculture

### **Customized Training**

During FY13, the JobConnect offices collaborated with Truckee Meadows Community College to provide a class for Computer Numerical Controlled (CNC) operators. This is the third class of CNC Machine Operators that JobConnect has collaborated with Northern Nevada community colleges to provide in response to the business community communicating a shortage of workers with these skills in the Northern Nevada service delivery area. The first class was facilitated by Western Nevada College.

The JobConnect offices performed the initial recruitment and screening for candidates for this training and subsequently funded the training for fifty five percent (10) attendees. The balance of the attendees had their training paid by DETR's Bureau of Vocational Rehabilitation, a WIA Service provider or paid for the training themselves. The class size was seventeen (17) students. The JobConnect Career Enhancement Program paid the tuition,

books, lab fee, tools, and safety equipment for eleven (11) of the students. The course includes sixteen (16) weeks of classroom and internship with a local manufacturing company. Students will receive 25 college credits, an OSHA 10 certification, the WorkKeys National Career Readiness Certificate, and up to four National Institute for Metalworking Skills Certificates. Of the eleven (11) students whose training was paid by JobConnect, ten (10) were hired as CNC operators following the training, which is a 90% placement rate.

The JobConnect offices also partnered with the College of Southern Nevada to train students as Facility Maintenance and Operations Technicians. This course was a 340-hour course which provided training in all aspects of facility maintenance and operations including, plumbing, carpentry, drywall, HVAC and electrical. The training began February 3, 2014, and ended on June 26, 2014. In total, fourteen (14) students were enrolled by JobConnect and completed this training. Ten of the fourteen have been offered employment and started jobs in their field of training. The wages ranged from \$13.00 per hour to over \$22.00 per hour.

### **ESD Veteran Services**

The statewide JobConnect system continues to assume an active role in serving Nevada veterans by ensuring that veterans receive Priority of Service. The veteran employment representatives throughout the state not only provide intensive services to veterans, but also regularly participate in a variety of veterans events.

All statewide veteran representatives have received congressionally mandated specialized training at the National Veterans Training Institute (NVTI). This ensures they are skilled in all aspects of the Job Search procedures and are well versed on the numerous programs designed to serve the Nevada veteran population.

Veteran representatives specialize in working with the hard to place veterans, who may be homeless. They conduct outreach to find these homeless veterans, participate in prison re-entry initiatives, and support a variety of veteran programs.

Statewide:

- Nevada JobConnect is working closely with the National Guard and Reserve Readiness units. These units are contacting the veterans' program coordinator with a list of personnel in need of employment assistance. The contact information is forwarded to the appropriate Veterans' Staff in the JobConnect office closest to the Veterans' home. The veteran is then contacted and receives intensive employment services.
- All Nevada Veterans' representatives are involved with the new Veterans' Retraining and Assistance Program called VRAP. This VRAP program is jointly funded by the Department of Labor and the Veterans Administration. The VRAP program provides up to twelve (12) months of training to qualified veterans, in one of the high demand occupations. A list of names with contact information is sent to the state for distribution to the appropriate JobConnect office and Veterans' representative. The VRAP veteran is contacted and employment services are provided.
- All Veterans' staff receives a daily report listing the veterans who opened an

unemployment insurance account the previous day. These veterans are contacted and encouraged to come to the local JobConnect office and make use of the employment services.

The veterans' staff participated in the following programs:

- The Reemployment and Eligibility Assessment (REA) Program has been successfully integrated into the list of services being provided to Southern Nevada Veterans. DVOP representatives began providing veterans with REA services. This service provides significant benefits to Nevada's veteran population, as well as our veterans' program by virtue of the following:
  - A significant number of the veterans called in for the REA program will be veterans who were unaware of Nevada JobConnect services including its services to veterans. This is a very positive way of introducing the veterans to JobConnect services, as well as other services available to veterans in the community.
  - Because REA selections are made from Unemployment Insurance (UI) claimants who have received their second unemployment insurance check, veterans selected for REA will be newly dislocated, and therefore, will likely be highly motivated to return to work and job ready. Serving clients from this group will have a high probability of assisting the veterans staff meet their goals for placement and obtained employment.

In Southern Nevada:

- The Yellow Ribbon Reintegration Program: This program was created 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 Southern Nevada Inter-Service Family Assistance Committee (ISFAC): This event is a community resource forum for networking on behalf of the men and women of the Armed Services.
- Veterans Stand Down: The 11th Annual Veteran Stand-Down hosted by U.S. VETS took place on March 19 & 20, 2014. It was held at Cashman Center and was a great success. The event was hosted by 130 agencies and over 600 volunteers provided Stand Down assistance to 938 veterans. Veterans received housing, employment, medical assistance, legal assistance, counseling, and treatment, as well as clothing, meals, haircuts, showers, dental care, and many other services. During this event 29 Homeless Veterans were housed directly from the Stand-Down, 36 Veterans were hired on-the-spot.

During this event the Salvation Army was named the Housing Provider of the Year for housing the most veterans during the Stand Down. Also Yellow Check Star was named Employer of the Year for hiring the most veterans during the Stand Down. The veteran staff from the Southern Nevada JobConnect offices provided service to veterans during the event.

On October 3rd, the 4th Annual Veterans Stand-Down (Service Fair) was hosted

by the Cambridge Community Neighborhood Family Services. Two North Las Vegas Veteran representatives provided services at the event and over 108 volunteers supported this event with a total of over 400 veterans attending. The staff spoke to 83 veterans and informed them of the services available through JobConnect. Staff also handed out registration packets for the veterans to complete prior to coming into a JobConnect office.

- Job Fairs: Southern Nevada Veteran staff participated in Senator Reid's Job Fair at UNLV on January 11, 2014. The staff promoted the hiring of Veterans to over 20 vendors. They stressed the importance of hiring Veterans, the JobConnect Services and the Silver State Works program to these employers. The staff provided information to approximately 100 veterans. They provided employment resource guides, employer Website listings, résumé information, and cover letter writing guides to the veterans. Business cards were handed out for follow-up contact. The State Veterans Program Coordinator facilitated two training sessions on the subject of completing federal applications. The total attendees, in both classes, were over 100 veterans.

Nevada JobConnect continues to conduct the following outreach on a regular basis:

- Assisting veterans at the US Vets Center, Day Labor Office, the VA Vet Center, and VA Vocational Rehabilitation.

In Northern Nevada, the veterans' staff participated in the following programs:

- Veterans Homeless Stand Down: This is the yearly stand down in Reno held for homeless veterans. JobConnect veterans' staff was on hand to assist homeless veterans' access services in the One-Stop System.
- The Yellow Ribbon Reintegration Program: This program was created 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.
- On March 13, Fallon Veteran staff participated in a Hero 2 Hire event sponsored by the Winnemucca National Guard Armory. This event brought employers, service providers, military and their dependents together in one location to highlight services, organizations, employment opportunities, and available resources. Provided extended resume assistance to four clients and provided information services to undetermined number of others.
- The Reno Industrial Labor Office regularly sends homeless veterans to OSHA Ten classes thus allowing the veteran the ability to obtain work in the construction field. The State of Nevada now requires OSHA Ten certification to work at construction sites. All veterans attending these classes passed the written test and have been issued OSHA Ten certificates of completion. These veterans have subsequently been hired to work at construction sites.
- The Reno Industrial office Veteran staff visits the bus station looking for homeless veterans, abandoned buildings and any other area used by homeless veterans for shelter. The Reno Industrial Labor office, in conjunction with the Reno/Sparks Job Connect offices, looks for homeless veterans and conducts an initial intake interview and provides services to these veterans. Typical services consisted of referrals to shelters, clothing, food, medical services, and other local

assistance. Some of these homeless veterans may be eligible to enroll in the OSHA Ten certification process. This certification is required for any construction employment.

- The Reno and Sparks JobConnect Veterans Representative meets regularly with participants of the Washoe County System's Veterans' Court. This is a collaboration to provide re-employment services once veterans have addressed their legal issues.

### **Job Connect Ex-Offenders/Re-Entry Services**

The JobConnect system is very cognizant that with two million individuals incarcerated, nationwide, the public workforce system must be proactive in conducting outreach to those prisoners pending release, as well as those who have recently been released due to expired sentences or parole.

Job Connect staff performs outreach to both veterans and non-veterans incarcerated in the state prison system. The focus of this outreach to incarcerated individuals is to those that are anticipating release within six months.

The outreach services include group orientations to prepare the inmates for reentering the labor market and help them understand how to effectively overcome the barriers they will face. The goals of this outreach include the following:

- Labor Market Information: Provide ex-offenders with current labor market information so they have a realistic expectation of the labor market upon their release and can begin their occupational planning.
- Resume Preparation: The JobConnect staff member will, at the first visit, begin developing a resume for the ex-offender in order to have the best possible resume ready to use upon their release. Inmates are not provided access to personal computers while incarcerated and, as a result, they cannot create their own resumes.
- Skill Assessment: During the outreach, the JobConnect staff member initiates an assessment of the inmate's occupational qualifications and begins to create a plan for service delivery upon their release.
- Point of Contact: Prior to release from prison, the ex-offender is referred to a specific JobConnect staff member for individualized employment services. The staff member will have been apprised of the expected release date and will be familiar with the ex-offender's occupational needs.

Nevada JobConnect makes a focused effort on providing employment assistance to newly released inmates. JobConnect staff in addition to providing traditional employment services to the former offender will also qualify the former offender for the Silver State Works program which provides the individual an advantage in securing employment by providing the employer hiring incentives. JobConnect also uses the WOTC program and the federal bonding program as an incentive to businesses to hire the former offender.

Staff conducts outreach to former offenders at transitional living facilities and at non-profits whose service are directed to former offenders. They also collaborate with Title I WIA service providers to assist this group.

In FY-13, the JobConnect offices in Southern Nevada began collaborating with a unique and highly successful faith-based organization named Hope for Prisoners of Nevada. Hope for Prisoners of Nevada is unique in that it has widespread support from state and local governments, as well as law enforcement and the federal and state judiciary. Its program for inmates is eighteen (18) months in duration and includes intensive workshops, leadership courses and mentoring. JobConnect provides onsite reemployment services at this facility four (4) hours a week and also enrolls a significant number of its former offender clients with this program.

### **ESD Collaborative Partnerships**

- Sierra Nevada Job Corp Center: Nevada JobConnect hosts orientations for parents and prospective students. JobConnect staff also provides weekly orientations for new and departing Job Corp students to share with them the services available in the JobConnect one stop offices. Staff is on the Community Relations Board for this organization.
- Zonta Club: Northern Nevada JobConnects collaborate with this organization to provide senior citizen women bus passes, if needed, to get to job interviews.
- Western Area Council of Apprenticeships (WACA): Northern Nevada JobConnect offices participated in the Building Women Career Fair where women receive hands-on experience in different aspects of the construction trades. JobConnect metro offices also host monthly orientations for WACA where prospective students learn about the various construction trades and apprenticeship programs.
- Statewide Re-Entry Coalition: The JobConnect offices participate in their Career Offender Resource and Job Fair. JobConnect also participates in the Release Preparation Program Seminars at the Herlong Federal Correction Institute in Herlong, CA. Staff is on the Community Relations Board for this organization.
- The JobConnect offices collaborate with and participate in public school career fairs and community resource fairs at local schools.
- JobConnect staff provided several resume, application and job search workshops for the V.I.P. Project of the Reno Rodeo Foundation, which mentors young adults aging out of foster care.

### **Comprehensive One Stop Center (Workforce Connections)**

Nevada JobConnect management and staff have actively participated in the development of the Consortia operated One-Stop Career Center. The Employment Security Division (ESD) has committed three positions to that facility to provide similar services that ESD JobConnect staff provide in JobConnect offices. The Deputy Administrator of ESD serves on the Workforce Connections Consortia.

### **Salvation Army Culinary Training Program**

Nevada JobConnect, The Salvation Army (TSA), and the College of Southern Nevada (CSN) have collaborated on an outstanding training program that has helped over 460 individuals move 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 of cooks graduating in October 1997. The Department of Employment, Training and Rehabilitation (DETR) and its local Nevada JobConnect Offices collaborated with the TSA and CSN in 1998 to assist individuals placed in this program.

The TSA is responsible for selecting the individuals to participate in culinary program. Individuals selected are all from The Salvation Army Rehabilitation Program. The JobConnect Career Enhancement Program pays for the student's tuition, the required uniform and the cooking utensils that are needed during training and to work as a cook following graduation. Those selected to attend the training are 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 TSA. TSA's kitchen is a high volume dining facility that feeds hundreds of people per day. TSA also provides ten (10) weeks of Essential Employment Skills classes to the students, as well as practical work experience. TSA 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 (2) classes per year. Upon completion of the required training, a dinner/graduation ceremony takes place. The students provide the dinner for guests at their graduation. The preparation of that dinner is their final grade for the training. Over 500 homeless people have been given the opportunity to participate in the program. Approximately eighty percent (80%) of those who attend, graduate and over eighty-seven percent (87%) of the graduates found immediate field-based employment. At ninety (90) days, eighty-six percent (86%) 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. 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.

### **Whitney Elementary School Outreach**

Nevada Job Connect's partnership with Whitney Elementary School is likely a one of a kind effort to place State and Federal employment and training services in a Title I elementary school for the purpose of targeting services to the adults of significantly disadvantaged families. The goal is to assist them in achieving gainful employment and, thereby, providing financial stability to their families. This economic stability for the families benefits the children and enhances their ability to achieve success in school.

Whitney Elementary School is a Title I school with a significantly disadvantaged student population of which approximately fifty percent (50%) meet the definition of homeless. This school has received significant national attention on CNN, CBS, Turning Point, and the Ellen Degeneres Show.

In February 2009, the Nevada JobConnect, in partnership with the Whitney Elementary School, launched a special outreach project to provide employment and training services to the parents of the children of this school. The goal of the outreach was to assist the parents to become employed by either providing them training or direct employment services. The over arching goal of the project was to assist the parents in securing employment.

To date, 239 parents or relatives of the students have been registered to look for work. Of this, 76 have obtained employment and 13 successfully received their GED certificate. JobConnect also assisted parents with the following training and supportive services:

- GED Prep classes
- GED pre-testing
- GED testing; basic computer classes
- EMT training
- EPA certification
- Kitchen Steward, House Person Utility Porter and Guest Room Attendant training
- Resume assistance
- Purchase of work related items
- Work search
- Job referrals

In December 2011, Nevada JobConnect embarked on a new venture with the Whitney Elementary School. Nevada's First Lady, Kathleen Sandoval opened a facility at Whitney Elementary School named Village of Hope. Village of Hope is an extension of Mrs. Sandoval's Reno organization, Children's Cabinet. The Mission of the Village of Hope is to provide a range of after school services to older siblings of the Whitney Elementary School students, including tutoring, mentoring and career exploration. JobConnect works actively in support of the Village of Hope.

### **Colocations/Extended Services**

Nevada JobConnect benefits from a number of community organizations that collocate in their offices either part-time or full-time to provide services to job seekers. These collocated organizations include:

- Nevada Partners Incorporated: Nevada Partners Inc. is a Workforce Investment Act (WIA) Title I service provider which recently was named by the White House as a model program. Their presence in the office insures that JobConnect customers have ready access to WIA Title I services. It also creates significant opportunities for the ESD CEP Program and WIA Title I services to co-enroll clients to share training expenses.
- Three Square Community Food Bank/Supplemental Nutrition Assistance Program: Each of these organizations is collocated part time in each of the Nevada JobConnect offices. These programs provide food and nutritional services and energy assistance

enrollments for JobConnect customers.

- HELP of Southern Nevada: This organization, which has multiple funding sources, provides a wide variety of supportive services for both individuals and families.
- US VETS: This organization is a nationally recognized veterans program that provides transitional housing, substance abuse counseling and other services to homeless veterans. They are a part-time colocation in the Henderson JobConnect office
- Job Opportunities of Nevada (JOIN): This WIA service provider has 1.4 positions collocated in the Fallon JobConnect offices to provide Title I services and provide opportunities for the ESD to co-enroll clients to leverage training costs.
- Nevada Human Development Corporation/NHDC: This organization is collocated in the Fallon JobConnect office. NHDC conducts outreach to migrant and seasonal farm workers for the purpose of assisting them with employment related services

### **Vocational Rehabilitation**

The Bureau of Vocational Rehabilitation (BVR), the Bureau of Services to the Blind and Visually Impaired (BSBVI) are full partners in the Nevada JobConnect system. Vocational Rehabilitation counselors and support staff are housed in each of the statewide 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 for mutual clients. The placement of BVR counselors in the JobConnect Offices enriches the opportunity to leverage resources to provide comprehensive services to this often hard-to-serve customer base.

JobConnect, BVR and Nevada Easter Seals worked in collaboration to place rehabilitation clients into on-the-job training opportunities through the Career Enhancement Program.

# *workforce* CONNECTIONS

## PEOPLE, PARTNERSHIPS, POSSIBILITIES

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### Executive Summary

Perhaps more than any other year in the agency's history, this year exceeded all expectations. For example, from settling into the One-Stop Career Center to hosting the nation's first Affordable Care Act webinar presented by the Secretary of Labor, Workforce Connections consistently demonstrated solid staff expertise and professionalism on the national level. While overseeing critical employment and training programs, Workforce Connections' staff focused their attention on ensuring quality service delivery to targeted, underserved populations such as people with disabilities, youth foster care, and ex-offenders. Even with services provided to those hardest to serve, the agency had a banner year in service delivery. Not only did Workforce Connections (Southern Nevada's Local Workforce Investment Board) meet or exceed all performance measures established by the State of Nevada and the U.S. Department of Labor, the agency did exceedingly well on its own measures, using key indicators leading to better overall performance. While illustrating top quality performance, the agency excelled in clearing minor audit findings or deficiencies that were noted in this year's audit reports. With the onset of the One-Stop Career Center (OSCC), the total number of clients served continued to increase (over 81,000 individuals visited the OSCC). Much of the activities generated by the OSCC were due to strong media coverage which piqued local interest throughout the Las Vegas metropolitan area.

In addition to Workforce Connections' tactical work plans and its use of the Local Employer Advisory Panel (LEAP), a compact with committed employers and businesses to utilize Workforce Connections' OSCC as their first choice employment company was formally established. In continual support of the Governor's Economic Development Plan and Nevada's Key Industry Sectors, Workforce Connections launched STEM career exploration workshops at the OSCC. The hands-on, interactive activities expose participants to skill sets and competencies needed for occupations across all key industry sectors.

An ongoing highlighted key feature for Workforce Connections was the award of non-formula funds. First, a continuing YouthBuild grant in the amount of \$1.1 million along with an AmeriCorps grant in support of youth interns. The awarded YouthBuild grant allowed Workforce Connections to strengthen its partnership with the local Habitat for Humanity agency in support of improved and affordable housing for those most in need of assistance. Additionally, a \$100,000 grant award from The American Association of Retired People (AARP) Foundation to implement "BACK TO WORK 50+" at Workforce Connections' OSCC.

# PEOPLE, PARTNERSHIPS, POSSIBILITIES

## Local Leadership to Fulfill Local Needs

### **Local Elected Officials Consortium**

The Local Elected Officials Consortium oversees primary board activities such as the appointment of board members, fiduciary responsibilities over local area resources, budget approvals and the coordination of inter-local government agreements.

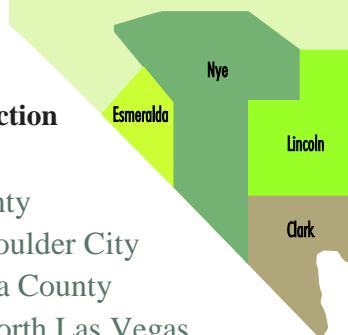
#### **Member**

Commissioner Andrew Borasky  
Councilwoman Peggy Leavitt  
Commissioner Ralph Keyes  
Councilwoman Anita Wood  
Councilman Bob Beers  
Commissioner Adam Katschke  
Councilwoman Gerri Schroder  
Commissioner Lawrence Weekly

#### **Jurisdiction**

Nye County  
City of Boulder City  
Esmeralda County  
City of North Las Vegas  
City of Las Vegas  
Lincoln County  
City of Henderson  
Clark County

*Workforce Connections serves the Clark, Esmeralda, Lincoln and Nye Counties of Southern Nevada. The northern counties are served by our sister board, Nevadaworks.*



### **The Workforce Connections Board**

Created to carry out the duties of regional workforce development outlined by the Workforce Investment Act of 1998, the Workforce Connections Board is a diverse group of people actively engaged in the community who identify needs and opportunities, and align resources towards effective workforce development. Our board members include leaders from various areas of the community including:

- Local elected officials
- Public service organizations
- Private business sector leaders
- Labor organizations
- Educational institutions
- Professional service associations

The Board uses their understanding of the local labor market and the economic forces impacting Southern Nevada to define the scope of work performed by Workforce Connections and its system partners. Working with economic development, K-12, post-secondary educators, chambers of commerce and community service organizations, the

Board keeps their ear to the ground and aligns strategies that build better partnerships for better workforce development investments in the community.

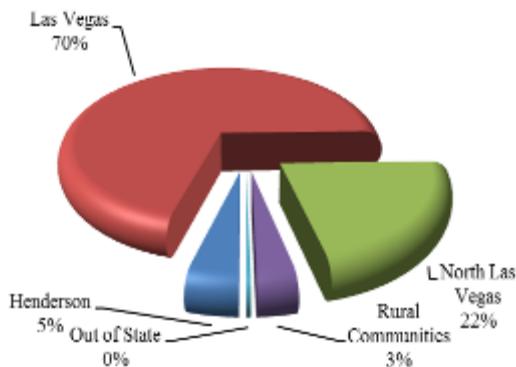
## The Workforce Connections Board

Board Members	Business Affiliation	ADW Committee	Budget & Finance Committee	Executive Committee	Youth Council
Maggie Arias-Petrel	Global Consulting	●			
Rudee Bagsby	Lowe's Companies				●
Hannah Brown	Urban Chamber of Commerce Workforce Connections Chair	●	●	●	
William Bruninga	Advance Energy Applications		●		
Matthew T. Cecil	Fisher & Phillips LLP	●			
Mark Edgel	Southern Nevada Laborers Local # 827 Training Facility	●			
Willie J. Fields	WJF Shoe				●
Dan Gouker	College of Southern Nevada		●	●	
Sonja Holloway	Sierra Nevada Job Corps			●	●
Dr. David Lee	Taiwanese Chamber of Commerce	●			
Vida Chan Lin	Western Risk		●		●
Valerie Murzl	Station Casinos	●		●	
Lynda Parven	Department of Employment, Training and Rehabilitation	●			
Bart Patterson	Nevada State College	●			
Charles Perry	Nevada Healthcare Association	●			
Mujahid Ramadan	MR Consulting				●
William Regenhardt	Regis702Consulting	●			
Daniel Rose	Sheet Metal Local #88 Joint Apprenticeship Training Center	●			●
Tommy Rowe	Rural Nevada				●
Maggie Arias-Petrel	Global Consulting	●			

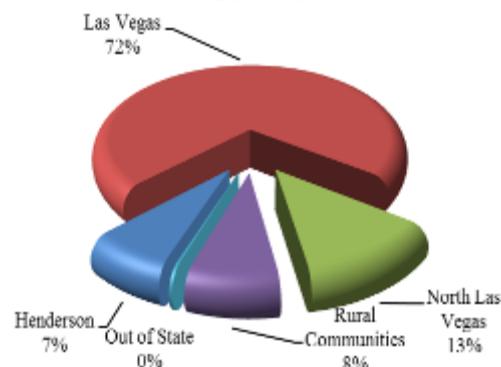
## Participants

**Areas Served:** Our programs serve the counties of Esmeralda, Lincoln, Nye, and Clark County (including the cities of Boulder City, Henderson, Las Vegas, North Las Vegas, and Pahrump).

**Youth Participants by Area Served**

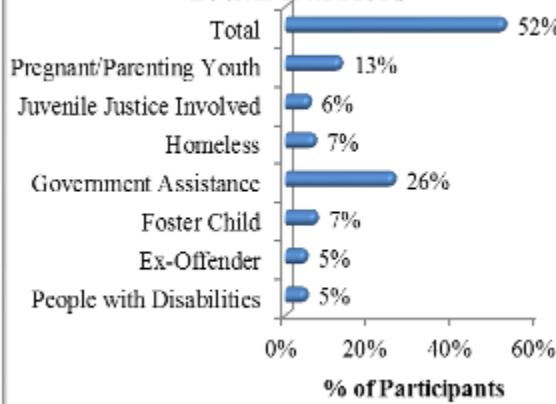


**Adult Participants by Area Served**

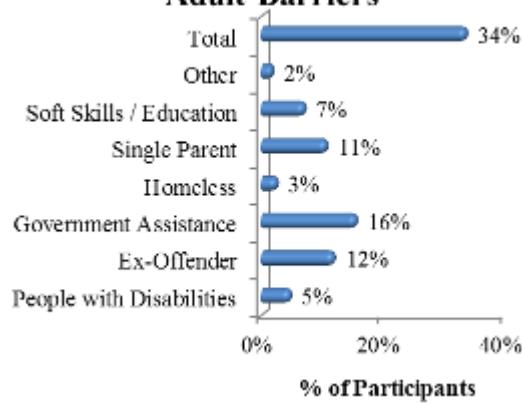


**Targeted populations:** Our programs assist a wide variety of people, offering unique tools and training opportunities to ensure the fastest path to regaining employment and strengthening our workforce. These populations include: Adult & Dislocated Workers, Youth, Veterans, People with Disabilities, Foster Care Youth, At Risk Youth and Ex-offenders.

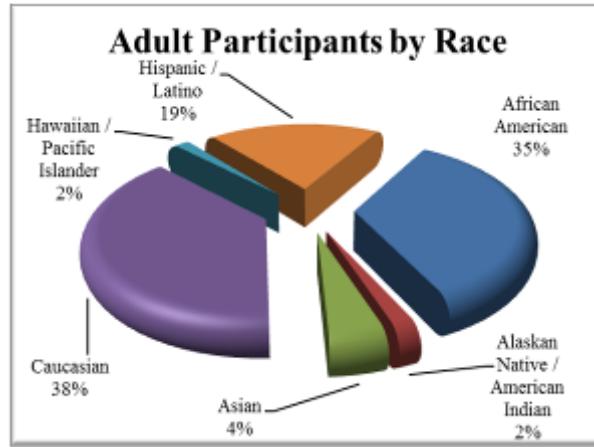
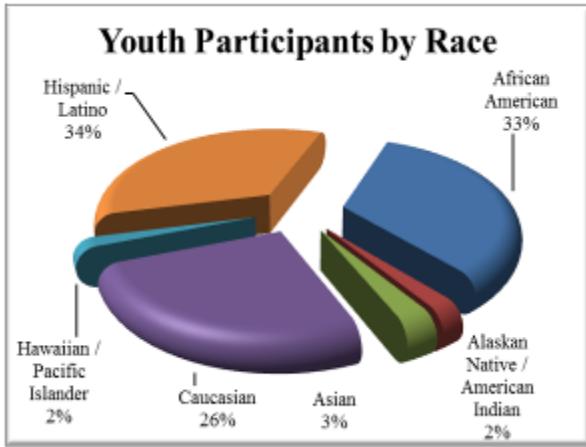
**Youth Barriers**



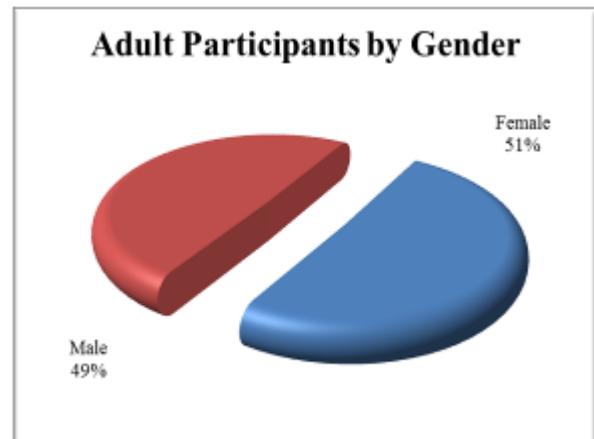
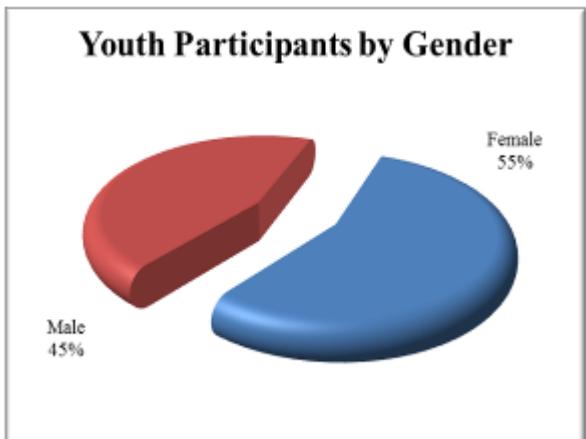
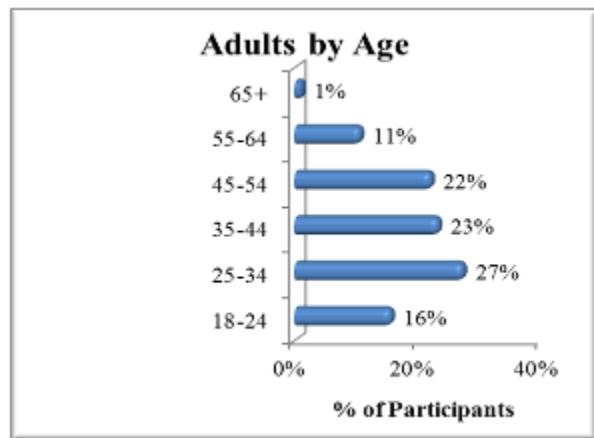
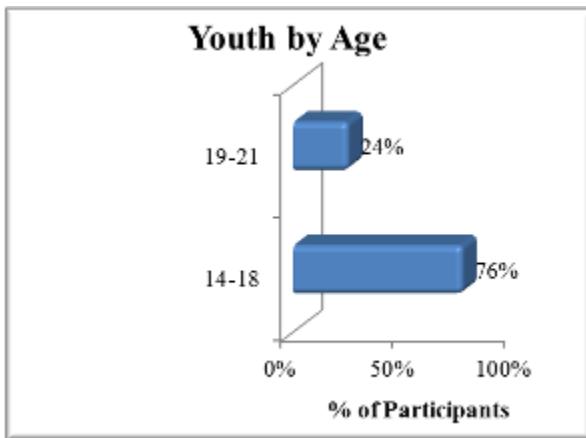
**Adult Barriers**



**Diversity:** Just like the communities we serve, our participants are a diverse group.



**Additional Demographics:** Age and gender demographics are listed below.



**Customer Satisfaction:** The One-Stop Career Center has incorporated several processes to encourage customer satisfaction feedback. An online survey has been created with a number of questions that address customer satisfaction with the One-Stop Career Center in general, the services received, the staff and the overall experience. All One-Stop and seated partner staff have flyers posted in their workstations with information on how to access the survey, either in our Resource Room or from home. We have 21 computers in our Resource Room to which we have added a quick link to the survey on each desktop.

A hard copy of the survey has also been produced and is made available for those who do not have computer skills, computer access, or who simply prefer to complete it with pen and paper. Customers also have the option to take the survey directly from our website at [www.nvcareercenter.org](http://www.nvcareercenter.org). Results of the survey are reviewed monthly by the One-Stop Consortium of Operators, who discuss and evaluate ways in which customer concerns can be addressed and services eliciting positive feedback can be replicated.

## PEOPLE, PARTNERSHIPS, POSSIBILITIES

### Strategic Workforce Development Initiatives

#### Strategy Driven

Over the course of the last year, Workforce Connections has undertaken many strategic initiatives to increase efficiency, effectiveness and timeliness of One-Stop Delivery System activities. The initiatives cover a broad spectrum of activities and are detailed below:

**Industry/Regional Sectors:** We're focusing our efforts and aligning our resources to support the industries identified by the Governor's Economic Development Plan. We're implementing important rural initiatives that provide much needed services in these areas. These initiatives support the Governor's overall vision, fulfill community needs and create new career pathways in Southern Nevada.

**Rural Area Support:** The rural areas of Southern Nevada which include Esmeralda, Lincoln, Nye and rural areas of Clark County, pose unique challenges to support the workforce. Areas separated by distances are not serviced by public transportation, have a limited number of large employers, and lack the social services infrastructure commonly found elsewhere. These communities require a different approach to sustain and develop jobs for residents. To effectively serve adult workers, Nye Communities Coalition – Career Connections and Lincoln County Adult Workforce have coordinated hiring events, supported efforts to sustain local businesses and developed relationships with new employers expanding to rural areas. Nye Communities Coalition – Career Connections leveraged

training resources this past year through a Brownfields Training grant to provide State and Federal certifications in Safety and Hazardous Materials. Lincoln County Adult Workforce works closely with University of Nevada Cooperative Extension to provide training and employment services to adult and youth participants.

**Local Employer Advisory Panel (LEAP):** Throughout 2013, LEAP has grown in size and impact. LEAP is a sector-focused advisory panel comprised of local employers within our local workforce investment area. Representatives have decision-making and hiring authority in local businesses, and the panel has delivered “real time” and locally relevant workforce intelligence for Southern Nevada’s One-Stop Delivery System and One-Stop Career Center. The intelligence received is used to improve service delivery within the One-Stop Delivery System and to align training resources through management of the Eligible Training Provider List (ETPL).

**Business Engagement Specialist Team (BEST):** Business Engagement has been an active department in getting the community back to work with hiring events, career expos, developing employer relationships and partnering with local agencies to develop employment and training opportunities for Southern Nevadans.

**Veterans:** In 2013, Workforce Connections partnered with the Las Vegas Clark County Urban League to provide workforce development services for veterans and their spouses. The Urban League is delivering a holistic program for veterans at the Workforce Connections One-Stop Career Center. The approach provides training and support services that help participants obtain and retain jobs, fostering a positive return to civilian life after military service or serving as a military spouse. The case managers are all retired or active military personnel. Summarized below are two Veterans initiatives:

- Transition from Military to Medic to Nursing: Workforce Connections will be partnering with the nursing program at College of Southern Nevada (CSN), to assist with training and support services to enable veterans to make the transition from military to civilian licensure/certification. The three target occupations are Licensed Practical Nurse (LPN), Emergency Medical Technician (EMT) and Law Enforcement.
- The Green Zone Initiative: The mission of the Green Zone Initiative is to ensure that every veteran at home, or returning to our communities, is thriving. The initiative is to marshal and align all available resources, in order to reduce gaps in service, reduce duplication of service and better serve Nevada’s service members, veterans, their families and survivors.

## Nevada's Currently Approved Waivers

**Job-Driven Training Elements:** Currently, Nevada has seven State-wide approved waivers. The waivers align with the seven job-driven training elements outlined in TEGL 3-14 as follows (See chart on following page):

	Adult - Dislocated Worker Funds Transfer	Customized Training Employer Contribution	Local Funds for Incumbent Worker Training (IWT)	OJT Employer Training (IWT)	OJT Employer Reimbursement	Rapid Response for IWT and State-Wide Activities	Youth Individual Training Accounts (ITA)	Common Measures
<b>Job-Driven Training Elements in TEGL 3-14</b>								
<input type="checkbox"/> <b>Element 1</b> – Work up-front with employers to determine local or regional hiring needs and design training programs that are responsive to those needs.	-Aligned - Provides additional funding flexibility if needed.	-Aligned - Promotes employer participation in program design		-Aligned - Potentially increases OJT participation.		-Aligned - Promotes employer participation in program design	N/A	N/A
<input type="checkbox"/> <b>Element 2</b> – Offer work-based learning opportunities with employers—including on-the job training, internships, and pre-apprenticeships and Registered Apprenticeship as training paths to employment.						-Aligned - Allows older youth access to training		
<input type="checkbox"/> <b>Element 5</b> – Promote a seamless progression from one educational stepping stone to another, and across work-based training and education, so individuals' efforts result in progress.								
<input type="checkbox"/> <b>Element 6</b> – Break down barriers to accessing job-driven training and hiring for any American who is willing to work, including access to supportive services and relevant guidance.								
<input type="checkbox"/> <b>Element 3</b> – Make better use of data to drive accountability, inform what programs are offered and what is taught, and offer user-friendly information for job seekers to choose what programs and pathways work for them and are likely to result in jobs.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	-Not Aligned - Reducing reporting requirements potentially reduces effective use of data.
<input type="checkbox"/> <b>Element 4</b> – Measure and evaluate employment and earnings outcomes.								N/A
<input type="checkbox"/> <b>Element 7</b> – Create regional collaborations among American Job Centers, education institutions, labor, and non-profits.								

## **Customer Flow Management**

**Solution:** Minimizing the wait time for customers is an important business imperative at the One-Stop Career Center (OSCC) and the overall One-Stop Delivery System (OSDS). In June of 2014 Workforce Connections (WC) procured and acquired a state of the art customer flow management system. The implementation stage will be completed by the end of the third quarter.



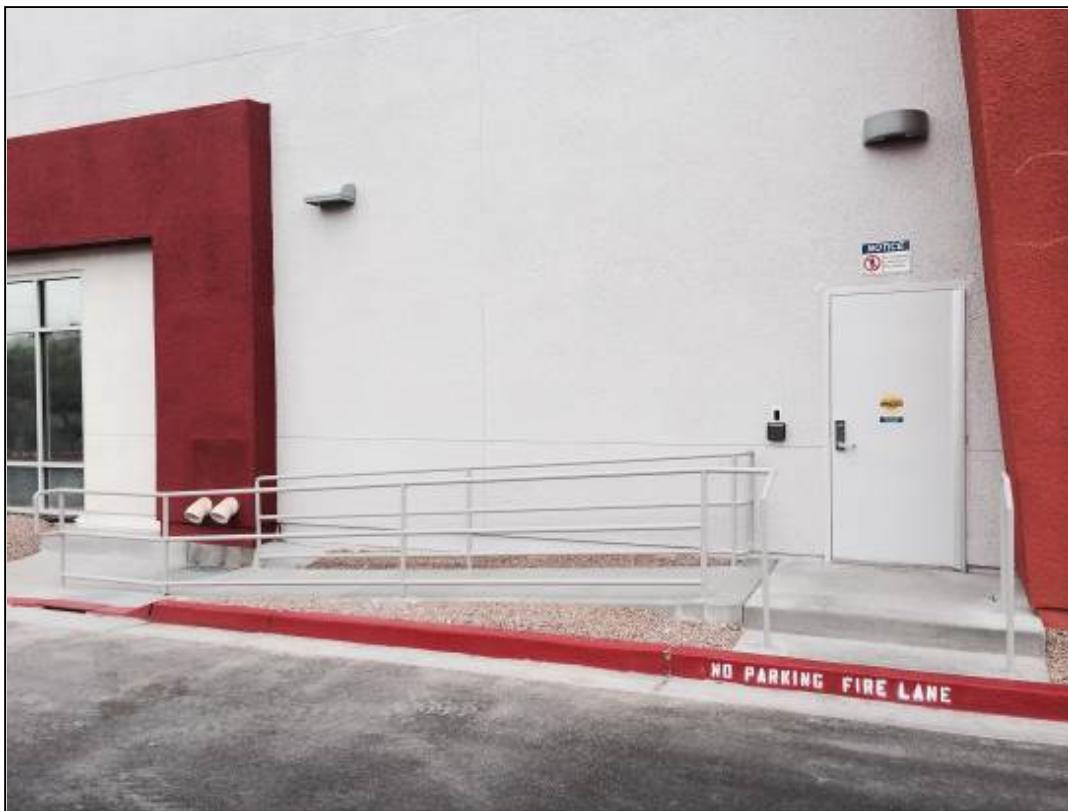
Customers will be able to check in to the queue lines with a mobile browser, self-service kiosk or with a greeter. Once the customer checks in, they can comfortably sit down instead of standing in long lines. They will be timely updated with the use of LCD displays, LCD monitors or audio prompts. The customer flow management system will collect data that can be used to measure peak traffic times, popular services requested and average wait times. By using authoritative real-time data WC will be able to drive on-going business improvements that benefit customers and staff in the OSCC and the OSDS.



*Inspired by our STEM workshops, this interactive mobile kiosk incorporates elements from the robotics workshop.*

### **Americans with Disabilities (ADA) Facility**

**Improvements:** In June 2014, Workforce Connections (WC) completed an ADA Facility Improvements Project in the One-Stop Career Center (OSCC) and WC's Administrative Offices. The additions greatly improved the accessibility to the building for people with disabilities. The project went above and beyond the minimum ADA facility-features required by law. The amount of dedicated accessible parking spaces adjacent to the building was tripled. Additional access ramps and rails were installed at entrance/exit ways. Ten additional electrical door operators were installed at multiple locations throughout the facility. These facility upgrades will help achieve WC's objective of providing the best services available to all populations of our local community, including those with special accessibility needs.



**Comprehensive Update of Policies & Procedures:** In an effort to streamline processes and the quality of services provided to program participants throughout the One-Stop Delivery System (OSDS), Workforce Connections (WC) undertook a comprehensive policy review/update process. The intent of this process is to improve/maintain policies and

procedures and provide policy guidance and interpretation of Federal and State laws and regulations. The overall objectives are:

- Ensure compliance with applicable laws, regulations and administrative requirements
- Improve quality of service, effective management practices
- Facilitate successful monitoring/oversight
- Improve program performance and quality of performance
- Improve effectiveness of monitoring and oversight activities
- Improve administrative processes

**Data and Analysis:** Over the last year, WC has concentrated on utilizing data and analysis throughout the OSDS. The overall goal has been to incorporate data and analysis into all decisions and to drive continuous change through consistent evaluation. By utilizing “real time” reporting, we have targeted the following areas:

- Service times and levels
- Employment and training activity
- Training effectiveness
- Program management
- Data validation

**Paperless Initiative:** WC has gained several efficiencies through implementing a paperless philosophy. We accomplished this by deploying electronic storage of records, and by fully automating some of our more paper-heavy processes. As a result we reduced the time staff needs to locate and retrieve documents. Most importantly these processes run smoother and take less time. To date, we have gone through this process with our time cards, ETPL applications, and records storage and retrieval. Our plan is to continuously look for processes that we can improve through automation and electronic storage.

### **Partnership Driven**

**Regional Transportation Commission (RTC):** Workforce Connections (WC) has partnered with the Regional Transportation Commission in support of one of its most promising construction initiatives, the Fuel Revenue Index (FRI). This initiative will make a significant impact on the



economic and workforce recovery of Southern Nevada. The RTC has inserted a training requirement in the bid specs of FRI projects with the primary objective of training and upgrading women and minorities toward apprenticeship. To this end, WC is partnering with RTC and College of Southern Nevada to provide pre-apprenticeship and apprenticeship



the communities that can most benefit from apprenticeship and pre-apprenticeship training opportunities.

**The Workforce Connections Compact:** Twenty-five (25) companies formed the first-ever Workforce Connections Compact, which is a commitment by local business leaders to hire workers from the public workforce system in Southern Nevada. Employers like Mesquite Gaming, Ken's Foods, Keolis Transit America, Helix Electric, Golden Corral, Ameriprise Financial, Flowers Baking and Solar City are all a part of the compact. This process has shown that, regardless of industry or sector, businesses can work in partnership with government agencies to effectively and efficiently fill open jobs with local residents.

**Business Services Network:** The purpose of the Business Services Network is to convene and coordinate business and employer service activities throughout the OSDS to create a seamless approach for employers and job seekers. Member agencies include WC, Nevada JobConnect (DETR), Bridge Counseling & Associates, Department of Welfare Support Services – Employment Services Unit, Foundation for an Independent Tomorrow, Latin Chamber Community Foundation, GNJ Family Life Center, Goodwill, Nevada Partners, Southern Nevada Regional Housing Authority, and the Urban League.

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## Formula Funds

### Program Year 2013 Service Providers for Adult and Dislocated Workers

#### Bridge Counseling Associates (BCA)

Bridge Counseling Associates provides employment and training services to Southern Nevada residents. Employment services include, but are not limited to, resume building, job search assistance, interview skills, assessments, referral information, etc. With regard to training services offered; BCA assists eligible participants with trainings in the following sectors:

- Logistics (Truck Driving)
- Clean Energy (Heating and Air Conditioner Repair & Refrigeration Repair)

- Healthcare (Substance Abuse Counselor Training)

Bridge Counseling Associates also provides follow-up services to ensure employment retention. All services are offered on a one-on-one basis which provides participants with undivided attention from their case manager, as well as privacy for sensitive matters.

### **Easter Seals Nevada**

Easter Seals of Nevada provides services for individuals with disabilities, impairments, and other barriers to employment. Services are provided through a mix of intensive services such as employment and training assessments, an Individual Employment Plan (IEP), Job Development, short-term prevocational skills and in-house training tools. In-house training tools include Dress for Success, Resume Writing, Job Search Tools, Interview Skills, Body Language Skills, Transferable Skills, Customer Service, and Soft Skills. These types of services assist an individual with disabilities to prepare and learn skills to successfully enter the workforce, or re-enter after an illness or injury. Training is individualized and the focus is placed on the individual's abilities versus their disability.

### **Foundation for an Independent Tomorrow (FIT)**

FIT provides job seekers with the tools necessary to find and maintain employment, while at the same time creating a deep and talented workforce that will help businesses succeed and grow the economy. FIT works with any and all individuals lacking the skills required to compete in today's workforce, and who wish to obtain or advance a career in one of Nevada's identified high-growth sectors. FIT achieves its goals through a combination of free, in-house trainings in the areas of digital literacy, work readiness, and job search techniques, as well as training provided through vocational schools and partner employers.

### **Foundation for an Independent Tomorrow – Re-Entry Program**

FIT Re-Entry Initiative provides ex-offenders with the tools necessary to successfully reintegrate back into the workforce. Services provided include the following:

- Financial support for Occupational Skills Trainings, as determined on a case-by-case basis using a holistic assessment that takes into account: employment goals, the nature of previous charges and convictions, current aptitude and skillset, and previous work experience
- On-the-Job Training (OJT)
- “Stages of Employment” is a re-entry job readiness workshop that focuses on time management skills, effective job searching, and interviewing techniques.
- Individualized and intensive case management and career counseling, along with follow up retention services for one year after employment has been obtained
- Tools, uniforms, work cards and other items required for employment once a person has been hired for a job

- Courses in basic computers and digital literacy

### **GNJ Family Life Center (GNJ)**

GNJ provides WIA-registered adults (18 years and older) with labor market information, career assessments, community resources, HiSET pre-test, personal development classes and employability workshops. In addition, registered participants may receive support services related to employment placement and/or retention such as work cards, uniforms, childcare assistance, transportation assistance, training, etc. Participating adults may qualify for assistance with occupational training for positions that are in demand. Adults can demonstrate their newly acquired skills in our career simulation center, improve their basic skills in our I-X-Cel Academy, and attend our employability workshops.

### **Goodwill of Southern Nevada, Inc.**

Established in 1975 as an independent 501(c)3 corporation, Goodwill of Southern Nevada's mission is to provide education, employment and training for people with disabilities and other barriers to employment to maximize the quality of life for each individual served. Goodwill specializes in increasing the employability of individuals who face employment barriers such as a lack of education, insufficient skills, homelessness, single parenthood, disabilities, exposure to domestic violence, extended absence from the job market (as often seen in both veteran and displaced homemaker populations), felony history, and substance abuse. Through a multitude of programs, Goodwill provides year-round access to a comprehensive and holistic menu of job training and work readiness services, job search tools, career advice, one-on-one counseling, and job leads as well as critically needed supportive services. The organization's efforts are supported by an exceptionally qualified, compassionate and motivated staff working at multiple office locations and serving residents of North Las Vegas, Las Vegas, Henderson, Boulder City and Pahrump.

### **The Las Vegas Urban League-Veterans**

The Las Vegas Urban League VETS program provides job placement and training assistance to eligible veterans and spouses. The program also serves as a bridge to link veterans to benefits within the Veterans Administration, community based programs, and to other supportive services.

The program works with Veterans to remove barriers to employment, and may assist the veteran household with supplemental assistance as needed to maintain or acquire employment. Programs are tailored to meet the specific needs of each participant and include various workshops on career skills enhancement, Occupational Skills Training, and on-the-job work experiences where the participant can develop positive and productive work skills to help maximize their quality of life. Services provided include:

- Career readiness
- Job search

- Interview and resume skills
- Computer skills
- Networking
- Eliminating barriers to employment

### **Latin Chamber of Commerce Community Foundation-Adult**

The Latin Chamber of Commerce Community Foundation provides services to unemployed and under-employed Nevada adults with workforce development and training, job placement, occupational training and supportive services. Through the Adult and Dislocated Worker program, individuals who have lost their employment through these harsh economic times and are unable to find employment will find assistance. Sometimes these individuals in our communities need a gentle push towards seeking employment or need training to solidify and enhance their current skills to have a better employment opportunity. The Adult and Dislocated Worker program assists many individuals in progressing to a better tomorrow. In doing this, the recipients of this program are provided assistance in attaining employment that leads them to having self-sufficient lives.

### **Lincoln Adult Workforce**

The Lincoln Adult Workforce provides career services, training opportunities, and OJT/WEX to participants and clients. Career services include resume workshops and job hunting support. The training opportunities align with the ETPL and in-demand occupations. The majority of clients do on-line trainings through PBS Vegas Virtual education. Lincoln Adult Workforce also works closely with local businesses to provide On the Job trainings for new employees, or employees that want to grow in their current job, and work experiences for those that have little to no work history. Lincoln Adult Workforce is growing and becoming well known among the community.

### **Nevada Hospital Association (NHA)**

The Nevada Hospital Association's Health Care Workforce Development Program focuses on the health care industry sector by transitioning unemployed new graduate registered nurses and other allied health care professionals into permanent job placement through Occupational Skills Training (OCC) and On-the-Job Training (OJT). The NHA HCWD Program helps them with training, job placement and supportive services in order to allow them to be economically self-sufficient. The Nevada Hospital Association Health Care Workforce Development Program provides resources and support for both individuals who are pursuing health care careers and their potential employers. The program is designed to aid the transition from academia to a professional career. In doing so, NHA HCWD provides multiple services to not only ensure program participants success, but also to alleviate the shortage issues Nevada healthcare employers are facing.

## **Nevada Partners, Inc. (NPI)**

Nevada Partners, Inc. offers free classes in job readiness, career planning, conflict resolution, communication and interpersonal skills. They also assist with resume building, completion of applications, interview skills, financial literacy, along with job search assistance, assessments, and support services for job training or job placement to eligible participants, and community referrals.

Nevada Partners will continue its support of Governor Sandoval's economic development plan with an intense focus on the following sectors and will assist eligible participants with trainings in the following:

- Tourism, Gaming and Entertainment
- Health and Medical Services
- Clean Energy
- Logistics and Operations
- Information Technology

Nevada Partners also offers follow-up services to ensure employment retention. All services are provided by skilled case managers on a one-on-one basis to eligible participants.

## **Nye Communities Coalition (NyECC)**

NyECC Career Connections is committed to delivering quality, accessible service in a number of sectors, including: manufacturing, logistics, healthcare, mining and clean energy. Through increasing collaboration with business, community, civic and non-profit organizations we strive to connect job seekers with employers through innovative strategies. Our program serves Nye and Esmeralda Counties which cover almost 22,000 square miles. To put this rural service area into perspective there are a little over two people per square mile. In addition to Adult Workforce, the coalition offers Youth Workforce as well as health and wellness programs as we move toward the One-Stop model.

## **Southern Nevada Regional Housing Authority (SNRHA)**

The Southern Nevada Regional Housing Authority WIA program provides employment and training opportunities to under-employed and unemployed residents of the Las Vegas metropolitan community, with specific attention to residents and participants of affordable housing programs. SNRHA focuses primarily on providing assistance in the following fields: Healthcare, Maintenance and HVAC, Logistics, Information Technology and Hospitality. Participants receive custom services to meet their needs, including career assessments, work readiness preparation, pre-employment skill building, Occupational Skills Training, supportive services and job search assistance – to name a few.

## **Program Year 2013 Service Providers for Youth**

## **GNJ Family Life Center-Out of School Youth**

GNJ provides WIA registered out-of-school youth (16-21) with labor market information, career assessments, community resources, HiSET pretest, personal development classes and employability workshops. In addition, registered participants may receive support services related to employment placement and/or retention, such as work cards, uniforms, childcare assistance, transportation assistance, training, etc. Participating youth may qualify for assistance with occupational training for positions that are in demand. Youth can demonstrate their newly acquired skills in our career simulation center, improve their basic skills in our I-X-Cel Academy, develop employability and leadership skills in our Steps-to-Success workshops and participate in our “Youth Industry Sector Bus Tour” that introduces our youth participants to the nine industry sectors of Nevada.

## **Goodwill of Southern Nevada-Youth with Disabilities**

Goodwill of Southern Nevada's ELITE Program serves youth with disabilities between the ages of 17-21, targeting in-school youth with identified barriers such as chronic absenteeism, functioning below grade level, credit deficiency, and difficulty passing the proficiency exams as well as out-of-school youth who are either unemployed or under-employed. Services are tailored to meet the specific needs of each individual and can include tutoring, GED test preparation, career planning, on-the-job work experiences and Occupational Skills Trainings. ELITE delivers individualized and holistic transition services empowering youth with disabilities to be successful on their journey to live independent and fulfilling lives.

## **Help of Southern Nevada**

HELP of Southern Nevada provides educational and work readiness services in a positive support system to help youth obtain career and educational aspirations. Participants take part in educational planning and credentialing assistance, work readiness, leadership development and life skills support programming. In the past year, HELP served homeless and/or at risk youth in the areas of Las Vegas, Searchlight, Sandy Valley, Jean and Good Springs with educational and employment related assistance to be successful in achieving educational and career goals. Credit deficient seniors received support and advocacy services to help ensure increased numbers of high school graduates in Basic, Bonanza, Chaparral, Cimarron, Clark, Del Sol and Sunrise Mountain High Schools.

## **Latin Chamber Community Foundation-Out of School Youth**

The Latin Chamber of Commerce Community Foundation supports Nevada's Out-Of-School Youth by connecting them with education, employment, and training opportunities. The program serves low income out-of-school youth between the ages of 16-21. The Foundation's Out of School Youth program provides participants with assistance in completing a high school diploma or high school equivalency, college and career planning, On-the-Job Training, Occupational Skills Training, work experiences and job placement to help youth move from couch to career. Work readiness is attained through intensive instruction focusing on hard and soft employment skills such as dress, punctuality, resume preparation, interviewing skills, educational readiness and application completion. Placing youth in work experiences with partner employers is a key strategy to combat the unacceptably high school dropout and youth unemployment rates in our communities—especially among minority, poor and non-English proficient populations who comprise a large portion of the people we serve.

## **Lincoln County Youth Career Program**

The Lincoln County program serves both in-school and out-of-school youth in rural Lincoln County. The focus of the program is to address barriers to employment and/or education and ultimately place youth into self-sufficient employment. To help alleviate these barriers we offer services such as tutoring and credit retrieval, resume writing and interview skills classes. We also provide interest surveys and other assessments to help youth determine career interest and pathways. Due to the lack of summer school, Lincoln County has emphasized tutoring and credit retrieval services. Lincoln County's WIA staff takes great pride in the success of Lincoln County's youth!

## **Nevada Partners, Inc. (NPI)**

NPI provides an array of programming designed to ensure that youth secure educational credentials and viable post-secondary opportunities. NPI's youth program targets high school seniors who attend high-risk schools to support the increase of graduation rates. In conjunction with local initiatives such as My Brother's Keeper and the Las Vegas Promise Neighborhood, the youth program provides intensive case management helping to guide youth in reaching their fullest potential through academic advisement, career and college counseling, and service learning projects. NPI's youth program also provides developmental support in the areas of leadership, health and wellbeing, mental health and life skills training in collaboration with the PACT and CARE Coalitions for a safe and substance free community. Additionally, NPI's youth program provides a hands-on approach to small business/entrepreneurship education with our on-property urban garden where youth learn about supply and demand, marketing strategies, and financial literacy.

## **Nye Communities Coalition (NyeCC)**

The Youth WERKS program has been running for six years serving Nye and Esmeralda Counties. We focus on youth age 16 to 21 that are low-income and have a second barrier preventing them from attaining employment or completing their educational goals. Youth WERKS staff work closely with youth by building positive work ethics, strengthening their personal development, and helping them become successful young adults. Staff are able to do this by providing trainings on: job interview skills, resume building, hygiene classes, group development, activities involving communication skills, team building, and more. It is our goal to reach all eligible youth within our communities and provide the structure and support to attain their goals.

## **Olive Crest**

Project Independence is a program serving current and former foster youth, ages 17-21. The program is dedicated to helping our youth complete their high school diploma or GED/HiSET, pursue a trade certificate or post-secondary education and to assist youth with

securing a job or work experience that will match their individual interests and financial needs. Project Independence is focused on helping each youth create a strong set of personal skills that will help them on their journey to become successful, self-supporting adults. We accomplish this goal by maintaining a strong working relationship between our youth and the Project Independence team so they will have a solid support system to turn to when challenges arise as well as to celebrate their achievements. Further, a variety of supportive services is provided which may include resume building, interview preparation, and work readiness workshops, as well as tutoring, transportation, and daycare assistance.

### **Southern Nevada Regional Housing Authority (SNRHA)**

Southern Nevada Regional Housing Authority's Youth Employment & Education Services (YES) Program provides educational and employment services in a comprehensive approach to help youth who have struggled to achieve their goals. The YES Program will create opportunities for youth in affordable housing programs and incarcerated youth to explore career options in the fields of Science, Technology, Engineering and Math. Youth have access to a full range of services to support their goals of obtaining their educational credential and pursuing the career of their choice, including supportive services that address barriers that may have stopped them from succeeding before.

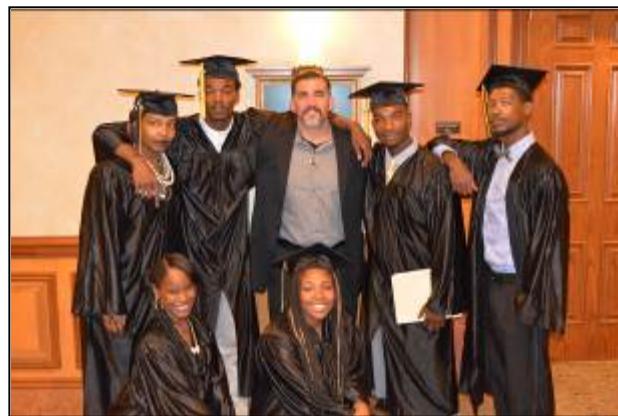
### **Youth Advocate Program (YAP)**

The Re-Entry program focuses on youth that are between the ages 17-21, who are at-risk/high-risk in the Clark County and Lincoln County areas. At-risk/high risk includes, but is not limited to: pregnant or single parenting, recipient of government assistance (low-income), homeless, credit deficient, and a past or current involvement with parole/probation (juvenile or adult). All participants must have a criminal record. We work closely with both Caliente Youth Center and Spring Mountain Youth Center to ensure at risk or high-risk youth are exiting these facilities with a continuous support system that focuses on their journey to self-sufficiency. Youth Advocate Program's Re-Entry Program acts as a "step-up" program in assisting them with continued community support. In addition, YAP not only provides participants with the necessary skills to obtain and retain long term employment (i.e., work readiness training, vocational skills, resume building) but can also act as a professional and educational reference. Youth interested in furthering their education or completing deficient credits can receive academic counseling, scholarships (every semester for life) and financial assistance. Furthermore, YAP assists youth in enrolling in a technical trade school, college or continued educational program.

## Non-Formula Funds

### **YouthBuild Grant**

YouthBuild Las Vegas (YBLV) continues to focus on supporting economically vulnerable youth in achieving academic success and receiving vocational training. Via a partnership with Habitat for Humanity Las Vegas, YBLV continues its emphasis on building and/or rehabilitating low-income housing, while youth commit to civic engagement and leadership development.



In 2014, YBLV received its third consecutive YouthBuild and AmeriCorps awards. Since YBLV is already serving communities, developing leaders and providing educational opportunities for young people, being a YouthBuild AmeriCorps program has given greater recognition to the service orientation of its model and provided opportunities for participants to see themselves as change agents within their communities. In addition, upon successful completion of their service, members receive the Eli Segal AmeriCorps Education Award to put towards post-secondary education and/or advanced vocational training opportunities.

### **American Association of Retired People (AARP) Foundation Grant**

On June 13, 2014, the AARP Foundation awarded Workforce Connections (WC) \$100,000 to implement the “BACK TO WORK 50+” grant at WC’s flagship comprehensive One-Stop Career Center (OSCC). The grant period of performance began July 1, 2014 and is scheduled to end June 30, 2016. One important goal of the grant is sustainability of the 50+ targeted activities after the grant expires. This will be achieved by incorporating allowable activities into the Workforce Investment Act (WIA) service delivery.

The grant creates collaboration between key partners to strengthen the bridge between 50+ job seekers and employers. It allows committed organizations to build their internal capacity to insert a clear and focused pipeline that links 50+ job seekers to in-demand jobs and provides the information resources, coaching support and employer access needed for them to secure good jobs and work as they choose.

Through the grant, sector-focused, employer-driven strategies will be implemented to support the unique needs of the 50+ population who face specific and challenging barriers to overcome unemployment and re-enter the workforce.



# PEOPLE, PARTNERSHIPS, POSSIBILITIES

## Possibilities Put to Work: Highlights from 2013

### One-Stop Career Center



June 25, 2014 completed the first year of operations at Workforce Connections' One-Stop Career Center (OSCC), a year that saw 16,373 Southern Nevadans walk through our doors in need of employment and training services. Such numbers clearly underscore the fact that, while the Great Recession has ended for some, it still very much impacts those who lack the tools necessary to compete in a labor market increasingly demanding of higher and higher skilled workers.

In addition to the usual array of Workforce Investment Act (WIA) services provided by its partners, to help meet that demand, the OSCC has been building a diverse menu of free workshops offered through center and system partners that cover a variety of topics and stretch across Nevada's key industry sectors.

Our year of growth has also been exemplified by the evolution of the OSCC Consortium, who has been tasked with overseeing the day-to-day operations of the center. Where once it existed only in concept, the Consortium has now developed into an elaborate system of key partnerships that allow the job seekers we serve to fully capitalize on the unique strengths that each of the representative organizations bring to the table.

The Consortium has adopted a committee structure, elected leadership, enacted formal policies for voting among its membership and established a monthly meeting schedule whereby all matters pertaining to the operation of the OSCC are deliberated on, and clear directives are given that will ensure the continued efficiency and effectiveness of services as we move into the future.

**One-Stop Career Center One Year Anniversary (June 25, 2014):** One year. One thousand hires. A celebration of how a one-of-a-kind collaboration of government, non-profit and educational partners can give job seekers wings to become skilled employees. Workforce Connections (WC), along with its non-profit and educational



partners, celebrated the one-year anniversary of the only comprehensive One-Stop Career Center (OSCC) in Southern Nevada on Wednesday, June 25 at 10 a.m. The celebration included a brief ceremony to celebrate how job training can transform a job seeker into an employee ascending to new heights.

### **Business Engagement**

Throughout the year, WC facilitated and participated in events which brought the community together and put people back to work.

#### **Nevada Day Super Hiring Event**

**(October 23, 2013):** The first annual Nevada Day Super Hiring Event attracted more than 2,000 job seekers. The event successfully brought together 27 employers who were all offering on-site interviews for 507 open job positions. In addition to introducing employers and job seekers to OSCC services, the event generated more than \$175,000 in publicity. As a result, job seeker traffic, employer traffic and inquiries spiked.



**Golden Coral Hiring Event (December 18, 2013):** Partnering with Golden Coral resulted in 206 hires. Job seekers were able to meet with employers within the three-week hiring event for the new restaurant launch. Job positions that were available included bakers, grill cooks, hostesses, prep persons, display cooks and cashiers, just to name a few. Community leaders, partners, and local dignitaries were present during the ribbon cutting ceremony which took place on December 18th.



## **Construction Trade Expo (March 26, 2014):**



The Construction Trade Expo exposed more than 250 job seekers to careers in the construction industry and provided participants access to apprenticeship and pre-apprenticeship training programs. With the Fuel Revenue Index, there will be 183 construction projects that will provide more than 8,000 new jobs over the next three years. With this type of market demand, this presents a great opportunity for job seekers to gain entry into the construction industry.

## **STEM Initiatives**

Youth WIA funded partners continue to successfully deliver the “What’s It Mean To Be Green?” STEM program at their OSDS affiliate sites/home offices. During the last program year, WC expanded its STEM initiatives by launching the STEM career exploration workshops at the OSCC. These interactive/hands-on workshops expose participants to skill sets and competencies needed for occupations across all key industry sectors identified in the Governor’s Economic Development Plan:

- Aerospace and Defense
- Agriculture
- Clean Energy
- Healthcare and Medical Services
- Information Technology
- Logistics and Operations
- Manufacturing
- Mining and Materials
- Tourism, Gaming and Entertainment



After participants complete the workshops and have identified a career pathway that matches their unique set of circumstances, they can choose the appropriate trainings from the Eligible Training Provider List (ETPL) in order to acquire an industry recognized certificate or credential. They can also participate in related On-the-Job Training that will lead to unsubsidized permanent employment.

The STEM workshops currently available and in development are:



- Electricity, It's A Snap
- Electronics Demystified
- Green Is Clean
- Robots In The Workplace
- Programming And Coding
- The 3D Printing Revolution

### **National Job Shadow Day**

For the fourth consecutive year Workforce Connections has partnered with the Clark County School District Community Partnership Program to host National Job Shadow Day. This collaboration aims to increase high school graduation rates, encourage students to enroll in post-secondary education, and connect the business and education communities in order to develop the future workforce.



This year's National Job Shadow Day included every level of high school student. On February 6, 2014, 473 9th-12th graders visited 11 local businesses and engaged workforce professionals about the necessary skills needed to work in a variety of career fields. Consistent with Governor Sandoval's State Plan for Economic Development, National Job Shadow Day 2014 focused its "job shadows" within

Nevada's key industry sectors. These include Aerospace & Defense, Information Technology, Clean Energy, Health & Medical Services, Logistics & Operations, Mining & Materials, Manufacturing, and Tourism, Gaming & Entertainment.

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## Success Stories



### Bridge Counseling Associates (BCA)

BCA has served many participants this year with a variety of barriers. One specifically that stands out is a male veteran in his 70's. He was unable to secure employment, which he believed was due to his age. This participant was the sole provider and care taker to his ailing wife. He was denied services elsewhere and felt he had nowhere else to go. During a visit to BCA, this participant met one-on-one with a case manager. He completed an initial assessment and had requested a grant for truck driver training. This participant was found eligible and BCA enrolled him and paid for his training. He is now working as a truck driver and loving it. He is able to financially support himself and his wife and as a bonus perk received health insurance. He is profoundly grateful for the opportunities he was awarded through BCA. All of his goals were met and he has officially reached self-sufficiency.



### Easter Seals Nevada

Michelle has cerebral palsy and is confined to a wheelchair. She had been enrolled with Easter Seals as a child and remembered that they helped people with disabilities. When she couldn't find a job, she gave them a call. "People see the chair and they panic," says Michelle. "I need an employer who won't see the chair as a barrier." She had worked at The Mirage for 12 years until she moved out of state. She found employment with Safeway but wasn't able to transfer with them back to Las Vegas. When she moved back home, she kept hitting closed doors to employment. "I received guidance from the Easter Seals team, as to what employers to apply to. They helped me improve my marketable skills." Through a partnership with the Las Vegas Urban League, she attended their Job Readiness Program where they helped her update her resume and sharpen her interview skills. That's what Michelle calls her "bonus in her pocket." Easter Seals Nevada paid for her training in Microsoft Office Suite and referred her to Dress For Success who gave her new clothes for her interview and a new haircut. That gave Michelle the confidence she needed. She was interviewed and hired at Hilton Grand Vacations in June 2014 and loves her new job.



### **Foundation for an Independent Tomorrow (FIT)**

John came to FIT as a 21-year-old, single male, working as a part-time retail associate with a local shoe store. John, earning minimum wage and struggling to get enough hours to survive, was urged by his mother to develop his cooking skills further. John applied for tuition assistance to attend the Culinary Academy of Las Vegas, and was awarded the funding for vocational training, ultimately completing the course with a score of 96%. After graduating, John was given a one-on-one appointment with our in-house resume writer and attended FIT's weekly Job Club to conduct his job search. Three weeks after graduating, he received a call from a local hotel and casino who offered him a full-time position as a Kitchen Assistant at a wage of \$13.75 an hour. John has now been working for seven months with the company and has been able to obtain his own apartment, car, and has even been able to begin investing for his future.



### **Foundation for an Independent Tomorrow (FIT-Re Entry)**

Steven came to FIT after having spent a number of years in and out of prison as a result of his struggle with drug addiction. In the winter of 2013, Steven was dependent on his son and daughter-in-law, fully reliant upon them for his every need and expense. Desperate to stand on his own two feet and give back to his family, Steven worked with his case manager to obtain a letter of intent from one of his old employers. Steven was given training to re-obtain his CDL license, as well as the clothing and tools essential for his work. Shortly thereafter Steven became employed, and today has achieved his goal of not only supporting himself but paying back his family for all their assistance.



### **Goodwill of Southern Nevada-Adult**

Lenny came to Goodwill in a situation he never thought he would be in. Having found steady work in the construction industry most of his life, he was shocked to find himself unemployed. Lenny did not have a HS Diploma or GED as it wasn't required in the construction industry. But now, the lack of a GED was becoming a huge barrier to employment.

Lenny wanted to receive HVAC training because he felt that it would always be in demand. However, it was determined he had many barriers to obtaining a HVAC job. We felt that with determination all these barriers could be overcome.

Lenny was approved for HVAC training with WIA funds. He also enrolled in a GED program so that he could not only apply for better jobs, but also so he could show his kids what he had accomplished and set a good example for them to finish school.

After his HVCA training was complete, there was a noticeable difference in Lenny's tone and demeanor, and he was eager to apply for jobs. Within a month, Lenny was hired as a HVAC Technician.



### **Goodwill of Southern Nevada-Youth**

In the summer of 2013, Dreshawn 18, and his 17-year old sister were homeless. Their mother had kicked them out of the house. They ended up at their grandmother's home, but they could not stay there long term. Although bright and motivated, Dreshawn never thought about attending college after high school. At Goodwill, he enrolled in our WIA youth program, ELITE (Education, Leadership, Independence, Training and Employment) Program which serves youth with disabilities. With Goodwill's help, Dreshawn is pursuing education at the Las Vegas Professional Institute of Technology and Accounting, where he is learning to repair and work on computers. When asked how his life has changed as a result of working with Goodwill, Dreshawn said:

*"This last month is the best month I've ever had in my life. I'm taking steps to better myself instead of having people dictate my life in a bad way. I'm ready to do whatever it takes to take my life to the next level."*

Dreshawn is just one of one hundred youth assisted by Goodwill of Southern Nevada this year. His story reminds us how important it is to hold students with disabilities to high expectations while acknowledging their aspirations, interests, talents and desires.



### **GNJ Family Life Center-Youth**

GNJ Family Life Center continues to positively impact their participants. One, in particular, is Ms. Woods. In February 2014, Ms. Woods enrolled in our youth program. She's 19 years old, very shy, unemployed, and had no clear direction or next step. Fortunately, Ms. Woods had a dream, a dream to work in the medical field. GNJ's staff and Ms. Woods developed a strategic plan to assist her in achieving her career goals. She attended GNJ's academic classes, employability workshops, and leadership seminars.

Through determination she elevated her basic skills, computer skills and workplace basics knowledge. In addition, she attained a certificate for green technology training by

demonstrating her knowledge of the importance of “Clean Air & Environment” associated with today’s technology. Ms. Woods’ desire to succeed has afforded her an opportunity to develop some work experience with a prominent law firm in Las Vegas as a Front Desk Attendant. After completing her work related training, she expressed the desire to further her education. She is currently in her 6th week of a 13 week certification program for Phlebotomy. When Ms. Woods entered our program, all she needed was clear direction and now she is well on her way.



### **GNJ Family Life Center-Adult**

On April 29, 2014, Mr. Teichman visited the One-Stop Career Center requesting to meet with someone that could assist him with the cost of CDL training. He was referred to Bonita Fahy, a Career Specialist at GNJ Family Life Center (GNJ).

During his initial assessment, he shared with Ms. Fahy that his career objective was to drive trucks. He also explained that he needed a commercial driver’s license (CDL) but didn’t have any income to pay for the training. In addition, he shared that he was an ex offender.

After completing a comprehensive assessment and hearing his training and employment goals, Ms. Fahy enrolled Mr. Teichman and together they developed an action plan to assist him in achieving goals.

Mr. Teichman, determined, enrolled in Occupational Skills Training for CDL at AIT. During his training period, he was provided assistance with supportive services and work readiness services to aid him in successful completion of his training. He completed his training on May 30, 2014. After obtaining his CDL certification, Mr. Teichman started fulltime employment on June 26, 2014.

As a result of his participation in GNJ's program, Mr. Teichman is self-sufficient and capable of providing for his family.



### **Help of Southern Nevada**

Our client is in the In School Program, and is the mother of an adorable baby boy. She struggled as a 12th grade student attending Cimarron Memorial High School after becoming a mother at a young age. Regardless of the embarrassment of being pregnant, she was determined to show her friends and family she was not going to give up on her education. She overcame several barriers and also found time to participate in school activities, such as girls’ volleyball, and attended weekly mentor sessions.

She maintained a GPA above a 3.0. She visited the case manager daily for positive motivation and advice, as well as help with homework. When she attended the MGM Reclaim Your Future Breakfast, she sat by her case manager and she shared that she is looking forward to working at an organization such as the MGM. She completed a resume for the WEX program and will be placed this summer.



Veteran Marshall began working with the VETS team on career counseling to broaden her employment outlook. The VETS team helped coach Veteran Marshall to become an effective candidate for interviewing, while assisting her with supportive services. Shortly thereafter, Veteran Marshall received a call to interview with the State of Nevada. Veteran Marshall was selected for the position. After having the elation of being offered the position, Veteran Marshall received news from the State that the position was no longer available and that she would be considered for future opportunities.

Veteran Marshall was devastated, and it began to show in her outward appearance. The VETS team used peer motivation strategies to keep Veteran Marshall's focus on getting hired. Veteran Marshall came into the One-Stop Career center each day and made looking for employment her job. We are proud to say that Veteran Marshall is now employed in a field to which she aspires with Barclay Cards. She is very grateful for the services provided by the VETS grant initiative.

#### **Latin Chamber of Commerce Community Foundation-Adult (LCCCF)**



Anthony's unemployment benefits were almost exhausted when he came to the LCCCF looking for assistance in obtaining employment. His previous work history had been in Information Technology (IT). At 55 years of age he found himself unemployed and his skills were not up-to-date. Anthony was very discouraged and was unsure how he was going to continue to provide for his family. At this time, he had no income and was surviving on his savings. The participant was close to losing his home. All that changed for Anthony through the support of our program.

Anthony attended IT training at The Learning Center to upgrade his skills and obtain IT certifications which are requirements of employers in the IT field. Anthony obtained employment as a Senior Network Analyst at a rate of \$28.85 per hour. He is thankful for the assistance the LCCCF provided and grateful to be back in the workforce.



Mr. Hopkins was 20 when he entered the Latin Chamber of Commerce Community Foundation (LCCCF) youth program. At 16, he was in trouble with the law, on probation with no hope for his future. It was through his probation officer that he learned about our program. After enrolling, and through the guidance of his case manager, he discovered that he had a passion for the culinary arts. Recently, he completed a six-week Line Cook Training course and was commended for perfect attendance. Without the assistance of the Latin Chamber of Commerce Community Foundation, Mr. Hopkins may not have had the opportunity to pursue his dream of becoming a chef. In addition to culinary training, LCCCF assisted the participant with leadership development and work readiness skills to prepare him to enter the workforce. He is actively seeking employment and is confident that he will secure a position in a hotel. Today he completed his probation and is in good standing with the law.

**Lincoln County Youth Career Program**

Mark is a bright young man who had just received his high school diploma but still needed to pass his mathematics proficiency. Mark was determined to succeed, and through tutoring and hard work was able to pass his proficiency and be accepted into the Lincoln College of Technology in Denver, Colorado to pursue his certificate in Automotive Technology.

We were able to assist Mark with travel to the college to interview for scholarships. He placed second out of 500 applicants and was given scholarships to cover all but \$3,000 of the \$32,000 costs. Mark will be moving to Denver to live with family friends for the year that it will take for him to complete his coursework. After completion he will have his choice of companies to work for.

Mark has already spoken with and is intending to work for an international automotive company and will be based in Europe. This is a huge success for anybody, let alone someone from a very small rural town that does not have the available opportunities for training that the larger cities have. Mark is very excited about his bright future.



## **Lincoln Adult Workforce**

Ginny came to our program in September, 2013. An industrious woman, Ginny had been cutting wood for a living but not making enough money to help support her family of five. She wanted to get her Class “A” CDL license so she could increase her income by truck driving.

We enrolled Ginny in training where she excelled in her courses. She had an opportunity to work with a trucking company based out of California but due to family obligations she could not be away from home for an extended length of time.

Ginny was disappointed, but as it turned out, a local company “Tri County Weed Control” was hiring. We were able to place her in a position with the company. Ginny also decided to contact the local emergency fire team, because she has her CDL, she can also drive their water truck. The emergency fire team was delighted with Ginny and has already contacted her to assist in this year’s fire season.



## **Nevada Hospital Association**

“I absolutely love working at St. Rose Dominican Hospital. I am so glad to have the opportunity to be in their new RN graduate residency program and thank you so much Healthcare 20/20 for providing the funds for this program to exist. Being a new nurse is hard there should definitely be programs like this in other hospitals, this helps with the transition from classroom theory to providing safe bedside care. I appreciate having the hospitals train new nurses to go into specialty areas. I think it helps with turnover rates. I didn’t think I would ever have the opportunity to be in the field of Emergency Services so soon without paying dues in Med-Surg and other areas.

My manager Mary Ann Dube told me if I ever feel I am getting behind to let the charge nurse know and to ask for help. If I don’t, I won’t like the job. It showed me that other nurses care about me succeeding, because they were asking me if I needed any help, since they knew it was my first day without my preceptor.”



## Nevada Partners-Adult

Mr. Porras was referred to Nevada Partners, through one of our collaborative partners, seeking employment assistance. Mr. Porras was laid off as an electrician in December, 2013 and was not receiving unemployment benefits. He was an active union member but had not been contacted for employment opportunities. Mr. Porras and the Nevada Partners case manager went over the options available to Mr. Porras and together they agreed that commercial driving training would be a suitable fit to gain employment. Mr. Porras successfully completed his training in February, 2014 and, upon completion of his training, he was offered a full time position as a truck driver/electrician earning \$39 an hour. Workforce Investment Act Adult and Dislocated Worker services are changing lives in Southern Nevada.



## Nevada Partners -Youth

Ms. Hall is a 17 year old Graduate Advocate senior attending Rancho High School. Ms. Hall participated in the mentoring program through the Reclaim Your Future mentoring project provided by the Clark County School District. Ms. Hall stated that she and her mother had once been homeless and she was considering dropping out of school, but she knew the importance of obtaining a high school diploma.

When Ms. Hall entered the program, she needed help passing her math and science proficiency exams, planning for college, and obtaining transportation assistance. Ms. Hall's long term goal is going to college and becoming a registered nurse. Ms. Hall's case manager began assisting her client by providing resources to help her reach her goal. Ms. Hall's case manager connected her to tutoring, job readiness skills and provided the supportive services necessary to provide the fees for Ms. Hall's college application. Ms. Hall has since passed her math and science proficiency exams and graduated with an honor's diploma from Rancho High School, while she worked a part-time job to help her mother pay for household bills.

Ms. Hall has been accepted at Grand Canyon University and UCLA for the fall semester; however, she chose to begin her college career at the College of Southern Nevada to pursue her nursing degree. Ms. Hall is thankful for the opportunities provided to her during her journey.



## Nye Communities Coalition-Adult (NCC)

Early in the program year NCC leveraged resources through a grant from the Environmental Protection Agency. This program provided 157 hours of training to more than 60 WIA clients. In the end, all of the graduates earned State and Federal certifications in safety and hazardous material handling.

A middle aged man was among the graduates. He has seen a lot of challenges in his life. At the time he applied to be part of the program, he lived without water or electricity. His only transportation was a beat-up bicycle. Since graduation, he has obtained a job earning minimum wage and is driving a scooter. It's a big step for him.

There was funding set aside from this EPA grant to send a few graduates to truck driving school to earn their CDL. This gentleman expressed an interest right away and just completed training, passing all of his tests. He is about to start the externship portion of the training and will earn more money riding along than in his current job. When he starts driving on his own in a few short months, his current income will double. This man has told NCC staff that we saved his life.



## Nye Communities Coalition-Youth

Tanner joined our program in March of 2013. He was 17 years old, a father of two, and unemployed. Tanner was not sure what he wanted to do "with his life" and had little direction. Throughout the program, Tanner worked hard and, no matter how many barriers he faced, Tanner always kept a positive outlook and was willing to try new things. After proving himself in the first stages of our program, he was identified as a candidate for a work experience with the Nye County District Attorney's Office. Although being quite shy and quiet, he passed the first interview and was offered the work experience in March, 2013 with the DA's office. He loved the atmosphere, the people, and what he did so much that he decided he wanted to go to college to learn more about law.

In October, 2013, Tanner applied for an open position at the Court House. Out of several applicants, he was offered the position and has been working there ever since.

He is now a full time employee, has benefits (including health coverage for himself and his family) as well as a retirement plan. He is able to provide for his family, and is enjoying life. He has a confidence and energy that radiates from him.



Already motivated to accomplish her goals, Jai came to Olive Crest with a hopeful heart and a desire to find someone who would help support her next steps. On track to graduate from high school but needing assistance to finish school and find a job, Jai was hired at a local realty office for a paid work experience where she gained valuable employment skills and was able to build her resume. Jai was accepted for admission to Hampton University where she is currently studying Pre-Med. From there, she has a dream of heading to any Ivy League school to become a doctor. Through Project Independence, Jai has gained vital support with employment as well as funding for her education. We are so proud of Jai and look forward to watching her on her journey towards success.



### **Southern Nevada Regional Housing Authority-Adult (SNRHA)**

SNRHA is a well-connected community service agency that offers extensive Training & Employment services to unemployed adults and dislocated workers. One such participant came to us looking for employment, or some kind of training that could help him get back to work, as he had already exhausted his Unemployment and was about to be evicted. Our first step was enrolling him in the free computer-literacy classes at the One-Stop Career Center to improve his online job search and application skills; we also assisted him in the creation of a new resume. With these new skills, he was at the One-Stop Career Center every day applying for jobs. Our case manager worked with him at least 2 times a week job searching and filling out applications and getting other resource information. We also successfully connected him to resources for his utilities, food, transportation and shelter assistance to prevent homelessness. Within a month, the participant was called for an interview with a major employer. He was provided supportive services for the interview, and again to start his new job as a painter earning \$22.60 per hour, with full benefits. The participant has sustained employment, found new housing and has a positive outlook with his new job and opportunity.



### **Southern Nevada Regional Housing Authority-Youth**

SNRHA works extensively with residents of affordable housing programs, and in November, 2013 a young man, who was a low-income, high school dropout enrolled into the YES program to obtain his diploma and pursue a career and post-secondary education. Several education options were shared with the youth and after careful consideration an alternative

secondary education provider was pursued by the client to best meet his needs. The client was successfully enrolled in adult education and, within 30 days of enrollment, the client obtained his credits and received his high school diploma.

After seeking guidance and mentoring from his support network (who have experience in the field) and interviewing the training provider, the youth then requested and was approved to complete Occupational Skills Training as a Guest Room Attendant (GRA). His goal was to provide an income to lay the framework to pursue a college education in the future. The client successfully completed his GRA training with support from the YES Program, received his certification and obtained employment after one-on-one interview coaching and interview attire assistance. The client is still employed to date at a pay rate of \$12.90 per hour.

This young man is in the process of applying for college and will be attending in the fall to work toward his degree in criminal justice. For added measure the youth has met the literacy and numeracy program requirement and completed the “What’s It Mean To Be Green?” program.



Caroline is a current client of YAP-WIA Re-Entry. Caroline and her family migrated from Honduras to the US. During her first few years, she excelled in school. After their family moved to Las Vegas, Caroline's behavior began to change. She was expelled from school and began attending behavioral school. Caroline began using drugs/alcohol and absconding to abandoned homes. After living as a runaway for over three months, a concerned adult reported her whereabouts. Caroline was arrested for the destruction of an abandoned home and criminal trespassing. She was then placed on formal probation.

In April of 2013, after failing a drug test, Caroline was sentenced to Caliente Youth Center. There, with the help of staff and teachers, she was able to obtain her high school diploma and set realistic goals for her future. With the help of a WIA Re-Entry program as well as a scholarship award from YAP, Inc. LLC., Caroline was awarded a full tuition payment so she could begin her education in cosmetology. Caroline is currently on track to become a theatrical costume makeup artist. Caroline has also been accepted to College of Southern Nevada and plans to begin in the fall.

## *The 2013-2014 Northern Nevada Workforce Area Annual Report*

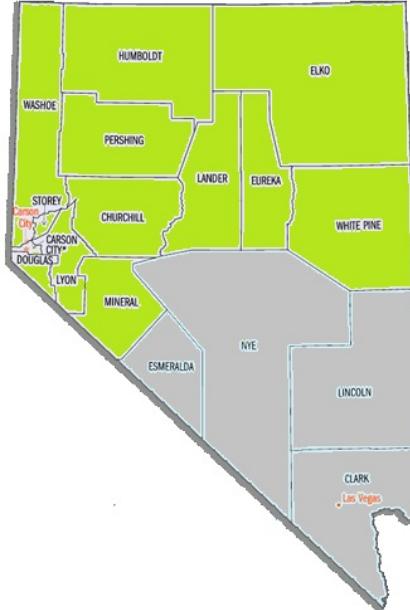
Nevadaworks administers the Workforce Investment Act of 1998 across the thirteen Northern Nevada counties, including, Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine. With a staff of eight and one-half dedicated individuals, we partnered with 14 different agencies and funded 49 Programs to serve over 2,350 clients in the 2013 Program Year.

Nevadaworks continued to enhanced WIA administration outcomes within the local area with activities allowed under the eight Employment and Training Administration approved Waivers granted to the State of Nevada for the 2013 Program Year. These approved waivers also helped Nevadaworks advance the President's Job-Driven elements by:

- “Opening Doors” to allow Nevadaworks flexibility to adjust funding in a timely manner for any job seeker, whether adult or dislocated worker;
- more effectively “Engage Employers” and develop “Earn and Learn” opportunities in both rural and urban communities, with 2,280 training and training related services provided in the 2013 Program Year;
- including Youth in direct ETPL training to create “Smart Choices” for employment-focused Youth, and support the Governor’s sector training initiatives.

Nevadaworks’ staff continued to attend individual Governor’s Workforce Investment Board industry sector council meetings throughout the year, with staff members assigned to represent Nevadaworks within each of the nine sectors; Aerospace and Defense, Agriculture, Clean Energy, Health Care and Medical Services, Information Technology, Logistics and Operations, Manufacturing, Mining and Materials, and Tourism, Gaming and Entertainment. With the State’s emphasis on industry sector training, Nevadaworks facilitated Eligible Training Provider List (ETPL) growth from 84 offerings at the end of the 2012 Program Year to over 209 approved courses currently.

During the 2013 Program Year, Nevadaworks prepared and solicited Request for Proposals (RFP) for the 2014 Program Year to award \$3.5M in Adult (AD) funding and approximately \$3M of Dislocated Worker (DW) funds. Required elements of the RFP included providing training within the nine industry sectors. In February 2014, Nevadaworks conducted an RFP



technical assistance meeting attended by over 40 interested service providers in Reno and on video feeds in Elko, Ely and Winnemucca. There were 28 and 27 respondents to the Adult and DW RFPs, respectively. Nevadaworks board sub-committees evaluated and scored submissions, selecting 12 providers for each funding source.

Nevadaworks is governed by the Nevadaworks Board, comprised of both the Local Elected Officials (LEO) and the Nevadaworks Council. Standing committees of the Nevadaworks Board are the Executive Committee, which provides overall administrative oversight, and the Youth Council, which provides direction for youth programs in northern Nevada. Board members are a composite of northern Nevada's business and community leaders and provide direct linkage to the employers in northern Nevada. The majority of the Board consists of representatives within the business community and the Chair of the Board is from the business sector. In addition to business (B) representation, membership categories including education (E), labor (L), economic development (D), and community-based organizations (C), required representation (M), as well as One-Stop Partner (\*) agencies.

Regular board meetings were held throughout the Program year in which the activities and functions of Nevadaworks were delineated, including: development of budgets; identifying eligible providers of adult and dislocated worker intensive and training services; negotiating and reaching agreement on local performance measures with the State and Department of Labor; Workforce Investment Act performance reporting; and, performance standards management and monitoring of programs, systems and providers. Current board members include:

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***Local Elected Officials: Darin Bloyd, Chair / Bonnie Weber,  
Chair Elect***

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Abowd, Karen	Supervisor Ward 1	Carson
Bloyed, Darin	Commissioner	Pershing
Bullock, Dean	Commissioner	Lander
Castle, Denise	Social Services	Douglas
Cichowlaz, Clifford	Commissioner	Mineral
French, Jim	Commissioner	Humboldt
Hastings, Bob	Commissioner	Lyon
Howe, Richard	Commissioner	White Pine
Osborne, Austin	Senior Planner	Storey
Scharmann, Bus	Commissioner	Churchill
Sharkozy, Michael	Commissioner	Eureka
Weber, Bonnie	Commissioner	Washoe
Williams, Jeff	Commissioner	Elko

***Council Members: Kris Wells, Chair / Michelle Sanchez-Bickley, Chair Elect***

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Auld, Theresa (B)	HR Manager	Haws Corporation
Bloyed, Darin (M)*	LEO Rep.	Pershing County
Chantrill, Shirley (M)*	Grants & Project Analyst	NV Dept. of HR, Div. Aging Services
Darney, Alan (L)	Administrator	No. NV Electrical Apprenticeship
Dugan, Ken (M)*	Center Director	Sierra Nevada Job Corps
Hill, Cheri (C) (D) (B)	Owner	Sage International, Inc.
McCormick, Nancy (D) (B)	Vice President	EDAWN
Meares, David (B)	President	AD Hawk Inc.
Miller, Thomas (B)	Dir. Staffing & Recruiting	Applied Staffing Solutions
Mowrey, Harry (L)	Training Coordinator	IPAT - Local 567 JATC
Olson, Steve (B)	President	ElectraTherm
Pierson, Ken (M)*	Business Dev. Mngr.	DETR
Ramirez, Tony (M)*	Field Office Director	U.S. Dept of Housing & Urban Dev.
Robinson, Susan (E) (M) *	Executive Director	Northern Nevada Literacy Council
Rutherford, Nancy (B)	Manager, Human Resources	SOC Hawthorne
Sanchez-Bickley, M. (B)	VP Human Resources	Renown Health
Sheehan, Maria Dr. (E) (M)*	President	TMCC
Sweeney, Chuck (B)	President	Chuck Sweeney Associates
Tulman, Mark (B)(C)	Business Development Rep.	National Association of Employers (NAE)
Washington, Maurice (D)	Deputy Director	(NNDA) No. Nevada Dev. Authority
Wells, Kris (B)	Area Mngr./External Affairs	AT & T

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## *Service Providers*

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Nevadaworks incorporates customer satisfaction feedback in end of year reports provided by each Workforce Investment Act funded Service Provider. The annual summaries of some of these programs are presented here.

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### *ADULT (AD) Programs*

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Truckee Meadows Community College

The Dental Assisting Program at **Truckee Meadows Community College** (TMCC) began the year with 6 students. All six completed the general education, program courses, labs and clinical hours to complete the program with a Certificate of Achievement. One of the students earned an Associate Degree along with her Certificate. In addition to those who did complete this year, one of the students from last year who did not pass a course, has since passed that course, become employed full time as a dental assistant, and will be completing the program!

Five of the six students were named to the Fall 2013 Dean's List, and all six were named to the Dean's List for Spring 2014!

The students performed well in their clinical sites, earning solid evaluations and comments such as, "They were dependable, talented, professional, and demonstrated a strong work ethic."

Students are taking national board exams and awaiting results from the Dental Assisting National Board. They were given study guides and received study support in preparation for the examinations. Students updated resumes and cover letters, as well as worked on interview skills. A job placement specialist spoke to the students about how to get a job.

Four of the six students have been hired in local dental offices and are working full time as dental assistants. One student has a solid job offer and is making the decision whether to accept the job or keep looking. Another has recently returned from a trip and will have a job offer soon.

In addition to the academic success demonstrated by the students, they volunteered at events in the community.

- At 'Dentistry from the Heart', a day of free dental care provided by Sala Family Dentistry and Dr. Scott Boyden, 120+ patients were seen, resulting in \$70,000+ treatments donated by the dentists. Nevadaworks funded student assistance enabled the dentists to treat the large number of patients in one day.

- ‘Give a Kid a Smile Day’ is a nationally recognized event providing x-rays and preventive care to uninsured children. Students took nearly 100 x-rays on 19 children, polished teeth, placed sealants, and assisted the dental hygiene students with exams, cleanings, and fluoride.
- Partnering with AT&T, ‘Pioneers Elementary School Oral Health Presentation’ provided oral health kits. Students developed age-appropriate presentations to 400+ students at Veteran’s Elementary School.
- At the ‘OSHA and Infection Control Conference’, students networked and assisted by registering participants and delivering certifications to the dentists and staff members.
- Students also donated their time to take dental x-rays for 20+ patients who could not afford a full set in a dental office.

TMCC is thankful for the opportunity to serve students who have done a great job and will be assets to our dental community.



**Reno JOIN** served a total of 216 Adult clients in Program Year 2013.

Ninety-three were carried over from the prior year and 123 were new enrollees, serving a higher percentage of AD clients than in previous years. Throughout the program year, emphasis was placed on enhancing job search skills for clients through the “Toolkit” workshops. Videotaped mock interviews and personalized coaching sessions provided feedback on each client’s approach to job search and his or her presentation to potential employers. Once the Toolkit workshops were completed, clients were integrated into the “Job Club”. This high energy group met daily and was facilitated by JOIN staff providing clients the skills to do job search independently. The clients learned the value of detailed job searches and how to persevere through the process.

Certification training was predominately focused on CDL, OSHA, Warehousing, Fork lift Operations, CNA, Certified Medical Assistant and Phlebotomy. Additionally, many clients required computer skills training as a prerequisite to completing certifications. The certifications supported high demand positions and Nevada’s sector initiatives.

Reno JOIN continued to work with the two local JobConnect offices, as well as the Bureau of Vocational Rehabilitation and other local agencies. JOIN often collaborates with other local agencies to ensure maximize services for its clients.

*Alfred came to JOIN with several barriers to employment, some psychological. Raised in a cult environment with little or no contact with the outside world during his childhood, he was home-schooled until he was 18 years old. He was cast out of his home, barely equipped to deal with the realities of the world. He managed to get a job in a warehouse, eventually being promoted to a machinist troubleshooter. Alfred had found a company that felt more like family than an employer. But, Alfred got sick and had to be hospitalized for a long period of time; and, the employer replaced him. At JOIN, while in the Toolkit training series, he struggled with processing information and completing training exercises. His doctor diagnosed his condition as PTSD, linked to the demise of his employment where he had worked for 15 years. During his tenure with JOIN, Alfred attended*

*the Downing Clinic at UNR, where JOIN has an outreach relationship with the Psychology Department. His confidence began to build. With the support of the clinicians at UNR and JOIN Job Club staff, Alfred was able to get job with Zulily as a full time employee with full benefits.*

**Carson City JOIN** enrolled 41 new Adult clients for the program year 2013-2014, and carried over 11 from the previous year. This put Carson JOIN's new enrollments for the year at 103% of their projected contract of 40 new clients. A total of 24 clients were exited from this program, 18 entered either employment or school, and 6 who exited for other reasons. Other notable statistics include: 35 clients participated in the Employment Preparation Workshop (EPW); 4 clients received a Work Readiness Credential (WRC); and, 11 clients attained their HSE. Adult clients attended 1,165 hours of training in the Computer Lab and 561 hours of training in the ABE/HSE lab. Below is one of JOIN's success stories:



*During the initial intake, Patricia was shy, unsure of herself, and exhibited a slight speech impediment due to her anxiety. While Patricia had many years of experience working in warehousing, packing and inventory, she desired a better lifestyle for herself and her daughter.*

*Her new employer, Joe, stated, "We are lucky to have found her." Patricia will soon be attending a training class in Reno on Social Media. Her boss has given her the new "job title" of being the Social Media Guru. Now, Patricia will really be able to express her creative side in a job she loves.*

Patricia's thank you:

"I just wanted to say how much I appreciate all you did for me!! I would never have gotten this far without you. I love what you guys do and am grateful for your program. Your never ending patience and support has had a huge impact on me that will last forever! There are no words that I can say that express my gratitude enough. Your environment made it possible for me to go to school and to graduate. This has meant the world to me and I just wanted to thank you ladies for all of your help. I am loving my job as a receptionist at the Sausage Factory. Not only am I the Receptionist, but I get to sell the meats retail and I get the chance to be creative by making flyers and putting up decorations. Turns out I love that sort of thing and I am good at it. Forever Grateful, Patricia"



#### ***Peer Support Specialist Project for Adult Workers (PSSP-AW)***

The Center for the Application of Substance Abuse Technologies (CASAT) is organizationally connected to the Division of Health Sciences at the University of Nevada, Reno. CASAT received funding to implement the *Peer Support Specialist Project for Adult Workers* (PSSP-AW) to provide financial assistance to individuals interested in pursuing a career in addiction treatment services as a Peer Support Specialist (PSS), and to build and strengthen Nevada's substance use disorders treatment workforce. Program accomplishments include:

- ✓ building and implementing the Peer Support Specialist Certificate Program;
- ✓ presenting the program to local behavioral health centers;
- ✓ recruiting and retaining participants into the PSSP-AW Program;
- ✓ conducting outreach services to other local colleges;
- ✓ identifying work-based training sites;
- ✓ creating strategies and incentives to retain students in rural/remote areas; and,
- ✓ assisting students entering into the behavioral health field who have difficulty locating or maintaining employment.

Providing tuition assistance, sponsoring work-based training, and offering trainings reduced educational barriers while increasing career on-ramps for students interested in the behavioral health field. This project created a new career entry track (Peer Support Specialists) and increased students' marketability to employers.

Since August 2013, three males (2 veterans of the U.S. military), and four females enrolled in the program. Of the seven participants enrolled, one withdrew in January 2014; five of the six active students are continuing to pursue educational goals.

- one plans to re-enter the field as a Certified Alcohol and Drug Abuse Counselor Intern (CADC-I) in early September 2014, after spending time with her newborn;
- one is pursuing her bachelor's degree in psychology, with plans to graduate in 2015;
- one is pursuing a bachelor's degree in criminal justice and continuing to work while completing his degree;
- one is pursuing a bachelor's degree in education and currently works with youth as a substitute teacher;
- one was recently selected to facilitate a Peer Recovery Support Training and continues to seek permanent employment, as well as complete bachelor's degrees in psychology and criminal justice; and,
- one is currently seeking employment with plans of pursuing a master's degree.

Numerous community outreach activities were conducted throughout the year, including interaction with treatment centers in northern Nevada to identify internship positions for PSSP-AW participants. Six students were placed in the following locations: West Hills Hospital; Step 2, Inc.; Washoe County Public Defender's Office; Nevada's Recovery and Prevention Community at Truckee Meadows Community College; Reno Vet Center; and Healthy Communities Coalition. In addition to reaching out to addiction treatment centers, the integration of Join Together Northern Nevada (JTNN) in the program created an opportunity for additional community outreach. Sub-contract work provided by JTNN assisted in the education of behavioral health care providers regarding the use of Peer Support Specialists (PSS) as members of their treatment team, recruitment of agencies willing to hire PSS's, and work-based experience opportunities in Washoe County. JTNN held two 8-hour trainings (November 2013 and January 2014), attended community outreach opportunities, provided communication via email and telephone, and assisted in PSS Clinical Supervision training.

Overall, the program successfully provided the addiction treatment workforce with qualified professionals. The PSSP-AW program produced six adequately prepared Peer Support Specialists who will have the opportunity to begin or continue a career in addiction treatment services. Although this first year provided challenges, this program has demonstrated a capacity to motivate, encourage, change and develop the addiction treatment, prevention and recovery workforce. This was demonstrated via a client who became pregnant during the program, completed while she was pregnant and is moving forward in her education,

employment and becoming certified not only as a PSS but a CADC-I as well. Every client that completed this program will further themselves in education, certification and therefore remain employed or gain employment.



### Keys to Success (Adult)

The 2013-2014 **Community Services Agency** (CSA) Keys to Success program focused on working with the customers to continue to remove their multi-layer barriers to employment and ultimately place them in employment. A majority of customers needed assistance with obtaining trainings and certifications and intensive career coaching and case management. CSA continued to work with each customer to develop a customized employment goal plan based on the individual's unique needs and barriers. These plans incorporate many components, such as the soft skill workshops CSA offers; resume development; career assessment and training assistance; referrals to community resources; and, access to a job search computer lab for job postings.

Achievements (according to their internal data base)

Performance Measure	Actual #	Target	Rate
Served	78	70	111%
Entered Employment	50	55	90%
Retained Employment 90+ days*	33	45	73%
Received Vocational Training	48	--	--
Received Soft Skills Training	66	--	--

\* Some customers have started employment within the last 90 days and are unable to be fully captured in this milestone at the time of this report.

This year CSA implemented a process to better assist customers with career assessments and research utilizing the Nevada Career Information System. CSA staff scheduled time with customers to take skills assessments, researched in-demand jobs in Nevada, and identified trainings, certifications, and skills necessary for those types of jobs. In addition, CSA staff developed relationships with training providers to assist customers with obtaining the certifications and skills. CSA also provided customers with workshops to help develop the soft skills necessary for obtaining and maintaining employment, such as interviewing, networking, workplace conduct, and job search best practices.

CSA launched a Financial Empowerment program to provide customers with financial literacy and the chance to improve their financial situation once they've obtained employment so that they could be in a better, stable position to maintain employment. In the program, customers learned about budgeting, goal planning, credit repair and management, identity theft, and banking.

CSA staff also worked with each customer to refer them to other community resources to assist them with overcoming barriers to obtaining and maintaining employment. Referrals consisted of providing information about other community resources that provide food,

housing, energy, healthcare and/or utility assistance. CSA staff continues to work with customers experiencing the usual range of barriers, such as transportation, lack of education necessary for employment, and computer literacy.

Transportation continues to be a barrier for many customers as they try to obtain and maintain employment. Many customers rely on the bus system to get around town, but many new jobs aren't located on the bus line. Customers who have a driver's license and access to a vehicle struggle with the increasing cost of gas. Transportation is also a barrier for customers when they are in training, because they have decreased or no income to cover the costs.

Education, specifically the lack of a GED or high school diploma, is another common barrier. With Nevada's changing job market many customers are now required to have completed higher levels of education and had more trainings and certificates than what was previously expected. CSA staff continues to work with customers to identify education and training opportunities to overcome these barriers.

Computer literacy is another barrier many clients face. With a majority of jobs now posted online, customers who have had limited or no experience with computers struggle to complete online job applications and correspondence with prospective employers via email. CSA continues to offer computer classes to assist customers with developing those skills.



## Success Stories:

*A client came to CSA seeking assistance with transitioning into the medical sector. She is a single mom of two sons, had limited work history, and no high school diploma. While working with CSA staff, the client was able to get a job as a caregiver, and started and completed training to be a certified nursing assistant (CNA). With assistance from CSA, she has also earned her GED, and maintains employment as a caregiver while she looks for work as a CNA.*

*An unemployed veteran looking to transition into employment in logistics and supply chain had experience in the military with air transportation, but needed to develop civilian skills in warehousing and manufacturing. In addition to creating a transitional resume for him, CSA assisted him with a series of warehouse, logistics, and supply chain trainings & certifications to build his skills and employability in this sector. In November, CSA connected with Hamilton Company and arranged a WEX for him so he could gain work experience in the manufacturing sector. He has since completed the WEX and is now employed with Hamilton Company. Customer is thrilled with the skills he has gained and for the employment opportunity to improve his skills.*

*A client came to CSA homeless with the goal of obtaining her commercial driver's license so that she could improve her situation and start working on her long-term education and career goals. With support from CSA, she attended Horizon Commercial Truck School and earned her CDL. She is now employed at Werner as a student driver and reports that she is thankful for the opportunity to achieve her goal. CSA also assisted her with food while she*

*was in training and with work attire and equipment when she was offered the position so that she could start her new job on a strong note.*

*A single mother of two came to CSA seeking assistance with obtaining work in the medical sector to work towards achieving her long-term goal of becoming a registered nurse. She had completed training to be a medical assistant about a year ago, but was unable to find that type of work. With career coaching from CSA staff, she was enrolled in CNA training. She has since completed the training and obtained employment with Manor Care. While she was in training, CSA assisted her with transportation, childcare, training attire and supplies, and food.*



**Ridge House** is committed to work with people in the reentry process. Most of the staff had been incarcerated and received support similar to the services offered at Ridge House – several of them actually came through this program. Their life experience adds depth and a level of understanding vital to program success. Ridge House created collaborative partners, such as HOPES and JOIN, offering clients access to many community resources. One partnership, with RTC, provided vehicles and fuel for staff to drive clients to apply for jobs. Staff used the time driving to potential employers to provide job coaching skills such as maintaining a positive attitude, answering questions about their backgrounds, interacting with employers, and other topics.

Clients were offered a 13-week mentoring program focused on employment, budgeting, interviewing, applications and online job searching, among others. Mentoring facilitated by one or more peer recovery support staff, addressed employment barriers specific to the ex-offender. The program invited partnering community members and interns to make the mentorship experience more meaningful. Two personal bankers from Wells Fargo Bank lead sessions with in-depth information on credit repair, IRS interactions and how to establish sound financial practices. Representatives from ACLU presented information on how and when to restore their voter rights.

Clients were encouraged to utilize the computer lab located near the Workforce offices for ongoing support. Ridge House also offered all supplies necessary to learn about current job opening in our area, many with their established contacts.

*One of our best successes this year has been an On the Job Training (OJT) participant, Pedro. Pedro was referred to the Workforce department through Ridge House's outpatient services for assistance in rebuilding his life. He was a self-described 'backyard mechanic' and has always dreamed of a career in the automotive industry. Through our relationship with Dolan Auto Group we were able to utilize OJT dollars to provide Pedro the opportunity he's always wanted. He successfully completed his contract and was hired on full time as a valued team member. Pedro is now on track to enroll in TMCC's ASE certification, required before Toyota can send him to their specialized four-year training. The department is so proud of Pedro! His incredible work ethic has paved a path of opportunity for future clients.*

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## *Dislocated Worker (DW) Programs*

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The **JOIN ProNet** branch continues to support the unique demographic of the “professional” in northern Nevada. A professional is one “who manages company assets (people, time, equipment, training, or money), has been in a leadership position, or whose career field requires a specific accreditation or education.” Over the last program year, 148 clients were enrolled and 146 exited to employment. ProNet achieved an 85% success with the average client earning \$44,997 per year. ProNet coordinates closely with JOIN Reno, JOIN Carson, and JOIN Fernley/Fallon to assist professionals who do not qualify as DW.

The premise of ProNet is to re-instill confidence in its clients. This is accomplished with training and experience on “Job Search” tools, “Surviving Unemployment” tools and “Staying Employed After Awarded the Next Position.” New clients are immediately immersed in “core workshops”, including: “Skills Analysis,” “Resume Writing,” “Jobs Search Techniques,” “Interviewing Skills,” “Connecting,” and “Negotiations,” culminating with a mock interview. During the past year, 99 graduate workshops were offered with nearly 800 attendees. Some of the graduate workshops offered were: “Improving Your Management Skills,” “Leadership versus Management,” “Top Level Business Skills,” and “Social Media for Business.” Other workshops to assist the individual included: “Learn Yourself Through Tri Matrix Assessment,” “Networking for Introverts,” and “Using Strength Finder 2.0 in Job Search.”

With new requirements for sector training expenditures, ProNet staff took the lead in coordinating with academic institutions and organizations to ensure more classes and workshops were properly certified and approved on the EPTL. In addition, UNR, TMCC, PITA and other organizations, as well as many independent instructors, were encouraged to complete ETPL applications to provide clients appropriate opportunities for training within the 9 industry sectors.

With 80% of jobs found through networking, the Community Partner Committee (one of six committees) continued to coordinate volunteer opportunities that provide networking activities. ProNet members volunteered at the Northern Nevada Food Bank warehouse, a fundraising concert and a golf tournament. ProNet was recognized as the 4th largest contributor of personnel hours on the NNFB wall of fame, moving up four places from the prior year. Other organizations receiving ProNet support included, the American Cancer Society, RTO, NNHRA, Reno Tahoe Olympic Committee, and March of Dimes. The reputation of ProNet volunteers has steadily increased with the Lake Tahoe Shakespeare Festival, Art Town and others requesting ProNet assistance. Through these volunteer experiences, ProNet clients network, utilize presentation and speaking skills, and improve self-confidence and self-esteem.

This e-mail from Katrina best demonstrates that ProNet entices with “education,” but compels success with “confidence.”

*"When I entered the program, I had no idea what I was getting myself into! A friend told me about your organization with such enthusiasm, I didn't even ask any questions. I just signed up. I would like to tell you that the instant I came in the door, I knew that I was in the right place. However, the opposite was true for me. After all, I was surrounded by professionals with college degrees. Folks who were, I thought, out of my league. Someone in my core class made a suggestion that I change my job title because "assistant" made me sound "subservient" and before I could respond, the facilitator responded in such a way that I felt qualified to be there. I have never looked back. When I found out that I had to stand up in front of everyone (by everyone I mean my core class) and give my 60 second me, I wanted to head for the door. When I found out I had to stand up and give it in front of the entire organization, I wanted to throw up! The fear of public speaking aside, my lack of self-confidence was crippling. I can't say that I'm ready to grab a microphone, but my confidence is at an exponentially higher level.*

*What I had hoped for was a magic wand to use to manifest a job. Instead of getting what I thought I wanted, I have been given an opportunity to grow. I have learned valuable life lessons ... in every workshop. I've been encouraged at times and have experienced a couple of lightning bolts, those light my fire type of realizations that have made me stronger and renewed my passion to become my best self. ProNet has been a "life changing experience" for me. I know that is an over-used catch phrase these days but in my case, it is true.*

*Thank you... I hope you all realize you are pebbles that create a ripple effect change in people's lives. Best regards, Katrina"*



The goal for the Dislocated Worker program at Ely JOIN over the past year was to provide clients with customer service/job ethics training, specific and customized occupational skills training, and upgraded skill training for incumbent employees. Co-enrollment continues to be an integral part of the Career Enhancement Program (CEP), Vocational Rehabilitation, and JOIN, Inc. The goal for this program year was 33 Dislocated Workers served. The actual number served this grant cycle was 20. The numbers of DW clients this fiscal year has been tremendously low, as many of the unemployed have been dislocated from employment for an extended period of time and have become discouraged and hopeless about finding employment. Others have found employment out of this community and often out of state.

The Ely JOIN office attributes much of its success to strong partnerships with CEP and Vocational Rehabilitation in paying tuition costs for WIA clients. Once the client has been deemed prepared to work, JOIN has assisted Voc Rehab in finding appropriate training programs for clients. The partnership between JOIN and Voc Rehab has created successful comprehensive training for disabled clients. Great Basin College (GBC) offered valuable resources for training for JOIN clients. The new Ely JOIN GED program partnered with the White Pine County School District, which provided information and support in developing the new program. Another new partnership developed during the year was with Ely Mental Health. JOIN and Ely Mental Health collaborated on several clients involved in the GED program or who participated in JOIN workshops. Additional partner agencies, such as State and County Welfare, sent clients to JOIN for training, when appropriate.

CNA courses taught in Ely were partially funded by WIA and have led to gainful employment, as well as benefit to the White Pine community. The majority of CNA students were hired by the White Pine Care Center. The most recent CNA class had five JOIN clients and of those five clients, two are currently employed there. The other three CNA clients are expected to be hired by the White Pine Care Center by August 1, 2014. Because Ely is one of the most isolated communities in the United States, health care workers are highly sought after and much needed.

The largest employer currently in White Pine and Eureka Counties is the mining industry. Because MSHA training is needed for employment at the area mines, JOIN has secured an MSHA instructor who lives and works in Ely. The local MSHA training is provided once a month. In the past all clients interested in MSHA training had to travel to Elko for instruction, unless JOIN brought an instructor in for the training. Clients were sent to Elko for MSHA training only when local training was not possible this fiscal year.

A successful component of the JOIN program was CDL training. Of the ten JOIN clients participating in CDL training, three were DW clients. The CDL training was conducted at the Desert Trucking School in Sparks. The students were responsible for travel expenses to and from Sparks, as well as living expenses. All of the clients sent to CDL training completed the program successfully and all but one is employed. The one not employed will begin new employment in two weeks.

Work Experience provides financial assistance to employers and training to clients. Local employers are familiar with this program and frequently call to request it. Employers in White Pine County became involved by partnering with JOIN to supervise JOIN clients on the work sites. It is very difficult for the unemployed to survive without either subsidized wages or support services during WEX training.

The Ely JOIN office continues to provide a unique and valuable service to White Pine and Eureka Counties.

*Kyle completed CDL training at Desert Trucking School in three weeks. Upon completion Kyle was hired by Weber Trucking, where he is still employed.*



The Winnemucca JOIN office had projected serving 24 new Dislocated Worker clients in the 2013-14 program year, but missed its goal by 2 clients. The office did experience an influx of five new DW clients late in the program year, but three were able to find work on their own prior to being enrolled, and one relocated out-of-state for a truck driving position paying \$40.00 per hour.

This year, unlike other years, potential clients who lost their jobs in the mining and construction industries left the area, rather than remaining to look for reemployment. This migration away from Winnemucca resulted in a soft housing market with many homes for sale, a reduced tax based, decrease of the school district budget, and reductions in county personnel.

The local JobConnect office has not held a Profiling session in over six months, so the JOIN office was unable to benefit from its referrals. However, the relationship with that office stays strong, and Winnemucca JOIN staff will continue to make regular calls and visits to JobConnect to pursue potential DW clients.



**Carson City JOIN** enrolled 56 new Dislocated Worker clients for the program Year 2013-2014, and carried over 25 clients from the previous year. The new enrollments met 93% of the projected contract of 60 new clients. A total of 34 clients were exited from this program, 25 clients entered employment or school, and 9 exited for other reasons. Additional statistics included: 51 clients participated in EPW, 2 clients received WRC, and 6 clients received HSE training. DW clients attended 2,125 hours of training in the Computer Lab and 441 hours of training in the ABE/HSE lab.

Below is one of JOIN's success stories:

*Norma was referred to JOIN by a friend after she was laid off where she was employed as a Planner & Input Specialist for 11 years. Norma qualified under the Dislocated Worker Program as she was receiving unemployment benefits. When Norma enrolled in the Program, she was in process of studying for her U.S. Citizenship test, which she took during her time at JOIN and passed. She needed to prep for her HSE to obtain her basic education in the U.S. and began her prep classes on January 9, 2013. During that time, Norma became distracted with issues at home and being occupied by three teenagers. As a result she was moved out of her lab and enrolled in Job Search. When Norma realized she needed her basic education, she resumed her HSE prep classes with our amazing teacher, Augusta, on April 29, 2013. She obtained her HSE at Western Nevada College on December 19.*

*Norma then began Computer Application Training to learn Word, Excel, and QuickBooks for a company she wanted to start with her fiancé, and completed PC Literacy and Outlook.*

*She has since opened a business enterprise in Carson City named "Soccer 4 You" which carries the latest soccer gear for the adult and youth soccer programs in the community. She's now married, a citizen, an HSE graduate, and a proud and appreciative recipient of JOIN's many services. In fact, Norma is so busy with her entrepreneurial endeavor that it was difficult to find the time to snap some photos.*





### **Disability Resources-New2u Computer's Computer Technician**

Internship Program assisted participants in developing necessary computer skills for diagnosing, troubleshooting and repairing computers, peripherals and other technical hardware. Along with complete computer system building, clients learned warehouse organization and proper warehouse safety, rules and procedures. Through the retail store, interns were trained in customer service skills along with phone etiquette and professionalism.

Clients were also able to purchase professional business attire for interviews, and receive resume building and interview training to demonstrate the skills and experience they now have to offer perspective employers. Along with a fresh smile and new attitude, participants were given the proper tools of the trade. Each received necessary tools and supplies to aid them in their new career path.

Currently, at least 14 clients have successfully passed the CompTIA A+ certification exams with another 6 taking the certification tests soon. Through the efforts of New2U staff, immersion with hands-on materials and applications, and formal education through their training provider, the Professional Institute of Technology and Accounting, 100% of New2U clients passed the test on their first try.

New2U Computers helped more than 18 clients find employment. Several participants have come to work for New2U Computers, sharing the same passion and effort that make us successful in helping our community.



The AdultWorks Program at **Community Chest, Incorporated (CCI)** continued to meet the needs of adult clients living in Storey and Lyon counties who were looking for employment. The case managers had a goal of serving 35 clients but were only able to recruit 19 clients by year's-end. Those clients the case managers did work with were given support in their job searches, exposure to job leads, training for improving their employment-seeking skills, moral support during the often long dry stretches while looking for work, transportation to job fairs, opportunities for networking, resume and cover letter support, and direct assistance for sundry employment-seeking expenses. Of the 19 clients the case managers worked with, almost 60% (11 clients) were able to secure permanent employment.

*When I first received a call from Chris you could hear the disparity in his voice. This is a young man in his 30's who's world just bottomed out. He had a recent break up with his wife, lost his job, became homeless and felt as though life as he knew it was over.*

*I tried to reassure Chris that taking the first step to meet with me was going to be hard for him, as I could tell he was proud and unsure of asking for help. Chris was informed of how Nevadaworks could assist him and told to think about it and call back.*

*I received a second call and set up an appointment. I met a strong young man, broken down and discouraged with life. During each appointment and in between phone calls, I*

*could see and hear him start to regain his self-worth. Chris and I applied to many different jobs. He had a few interviews and then it happened!!! He called to request help with a drug test and a few other requirements. Chris was given the funds, passed and is now working! Chris said, “I could not have done it without all of your help and support and will be forever grateful.”*

*He is now employed 40 hours a week, moved in to a place, and loves his Job!*

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### *In School Youth Programs*

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**Community Services Agency JAG Nevada** program increased from the six pilot high schools to six high schools and one middle school program for the 2013-2014 school year, serving 224 High School Students.

School District	Schools
Lyon County School District	Dayton High School
Washoe County School District	Galena High School
	Wooster High School
Mineral County School District	Mineral County High School
	Hawthorne Middle School
Carson City School District	Pioneer High School
White Pine County School District	White Pine County High School

The JAG Nevada program saw an increase in student employment. In the 2013-2014 school year, 68 JAG students obtained employment; an increase from the 42 in the last school year. The average wage and working hours also increased this school year. The JAG students earned an average of \$8.91 with an average of 26 working hours per week, compared to an average wage of \$8.50 with an average of 16½ working hours previously.

At the beginning of the school year, 135 JAG students were identified as not passing a State Proficiencies Exam. Eighty JAG students have passed one or more State Proficiencies Exams since enrolling into the JAG program this year. Twenty-seven of JAG students passed a Nevada State Proficiency Exam who had never passed before enrolling into the JAG Nevada Program. JAG Nevada students also increased their academic performance by 22%.

JAG Nevada students highlighted the benefits of the JAG Nevada program:

- “I was enrolled in the JAG class and it has definitely kept me on track, helped me keep my grades up, and has given me what I need to be a success after I graduate.”
- “This program has helped me realize my potential and helped me see my future clearly. This program isn’t just about trying to help you reach your dreams, but to help you become the person you want to be and the person you’ll be proud to say you are. It has helped me realize you can do anything you want if you just put your mind to it.”

CSA has been unable to report on CCSD JAG students to since May 2013. This has created significant reporting problems and the inability to track if performance measures have been met. However, the CSA JAG Nevada management continued to contact all 110 Las Vegas JAG Students for follow up to provide continued assistance to students as needed. Due to the numerous late starts within the new participating school districts, CSA’s JAG Nevada management entered all participating JAG Nevada students into NJCOS to allow the Specialists more time to effectively implement the JAG Program within their schools.

*One student worked hard to retrieve all missing credits needed for graduation. The student also was nominated for the South Rotary Club Most Improved Student Scholarship. The student won a \$100 dollar scholarship and presented a speech on March 8, 2014.*



**The Children’s Cabinet** 2013 Summer Work Experience (SWE) program continued to provide services to youth in need of additional assistance. The primary goal of youth enrolled is to graduate with either a high school diploma or GED, and to enter post-secondary education and/or find employment in a non-WIA subsidized job. Throughout the program year, services were provided to 68 youth, as well as youth in follow up services. 16 youth were closed-out this year, most of them due to obtaining their goals.

Services provided to clients included, case management, job skills coaching, food bank services, counseling, tutoring, transportation, and general support in order to help youth achieve their goals. A ‘Work Readiness Program’ where youth were taught basic job skills, resume skills, conducted mock job interviews, and more was also offered.

Overall, the program has been instrumental in helping youth achieve success. The work site locations provide a source of income for youth who otherwise have difficulty finding a job, and gives them valuable experience and training which will benefit them for years to come. The case management services help the youth to stay on track towards reaching their educational goals. Recently, a participant who received his diploma from North Valleys High School informed the staff he had been looking at dropping out of school, but his enrollment in this program, and his work experience, motivated him to continue to work hard and to reach graduation.

Gisel working in her job at **the Children’s Cabinet**



*Gisel began as a participant in the Summer Work Experience program, and was hired on as a full-time employee because of her great work and positive attitude. She began in the SWE program working part-time as the front desk receptionist at our Sinclair office location. She later interviewed for the full-time front desk position at our Rock Blvd office using skills and experience she learned in the program, and was hired. She has since been promoted (and even has her own cubicle) and is now working as a Subsidy Reimbursement Specialist.*

*Cliff entered the SWE program in 2013. He recently graduated from Hug High School and received a football scholarship for the University of Nevada Wolf Pack. Cliff overcame many issues, and has become an outstanding role model for his peers and for others in this community. Cliff was featured in a local news story (see below).*

**Chris Murray**

Insight and analysis from sports columnist Chris Murray



## Hug High's Cliff Porter isn't your average jock, which is a really good thing

5:22 pm, Jan 24, 2014 | Written by Chris Murray

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Hug High's Cliff Porter isn't your average jock.

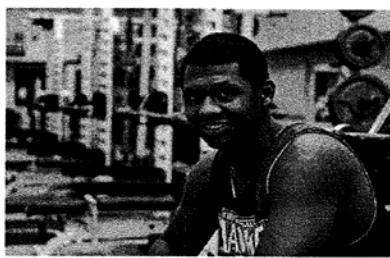
Really, there's nothing average about the 17-year-old Porter, a two-sport standout for the Hawks.

His 6-foot-6, 250-pound frame and size 15 shoe isn't normal. His explosive athleticism isn't normal. The fact he's a self-taught pianist and drummer who plays both instruments like he was born to be a musician isn't normal. And his ascension to brigade commander of the junior ROTC program, which makes him the highest-ranking member of all Washoe County high school students, isn't normal, either.

But perhaps the most unusual aspect of Porter's personality is how he joined the ROTC program.

"I actually joined ROTC to get out of my PE class," Porter said.

A jock trying to find a way to ditch PE class? That certainly isn't normal.



*Hug High's defensive tackle Cliff Porter will play football for Nevada next season, but he's far from your typical athlete. (Andy Barron/RGJ)*

But, Porter, who will sign a letter of intent Feb. 5 to play football for the Wolf Pack next year, isn't normal. In a world of specialized athletes who just want to get to the NFL or NBA, Porter is refreshingly different. The honor student loves sports, but he isn't defined by them. Porter isn't your average jock.

"Not at all," his father, Cliff Porter Sr. said. "He's very determined to be at the top in everything he does. He understands that football is not the only thing in life that can bring him happiness and provide him a substantial lifestyle. He just had an injury (a broken thumb),



Although **Rite of Passage Adolescent Treatment Centers and Schools** has operated as a leading national provider of programs and opportunities for troubled and at-risk youth from social services, welfare agencies and juvenile courts for over 25 years, this was its first year as a Nevadaworks service provider. Some internal challenges arose because the *Education Career Readiness Program* was new and communication strategies had to be developed. Challenges also arose due to transportation and shortage of staff to assist with student travel. Lastly, the new high school equivalency program that began January 2014 proved challenging due to lack of study guides, practice tests or testing sites for the students.

On the other hand, student successes have been abundant. Through this program, students are maturing, becoming independent, and learning to self-advocate. In the beginning, students had to be “chased” down; now students come to meetings with a list of questions, comments and topics that they want to learn about. Students are not only completing the program but earning their high school diplomas. The goals set for the majority of students have been met and accomplished, making their transition home smoother and more defined. With the additional services of training and planning, students have become self-reliant and have been able to maintain the standards and behaviors they have learned to become productive citizens in society.

Students in the program also earn either their Welding or Culinary Arts certification. One extraordinary student earned both certifications, something no other student had accomplished in years.

*Jose did not have much of a support system at home and was hesitant about the program. At one point, he decided not to be part of the program with no reason. We discussed what he needed to stay in the program and what he would gain from this experience. After our conversation, he decided to stay at Rite of Passage, and he set the following goals: earn his diploma, receive a certificate in culinary and eventually go to college to become a chef.*

*Jose was the first Student Athlete in years to become a Block R status (the highest achievement in the ROP Program). He attended employment preparation workshops and learned how to network, and create his resume and references, as well as how to dress appropriately. Also, he participated in mock interviews and attended job fairs; all of which helped him to overcome his shyness and project a sense of confidence.*

*For one of his Block R projects, Jose organized an outing for his fellow Student Athletes, and through his fundraising and campaigning efforts, he minimized the cost for the students and raised funds for them to have a little pocket money. He joined the wrestling and cycling team, and as part of the cycling team he committed himself to the Tour de Tahoe, riding the 72 miles around Lake Tahoe.*

*Jose earned his high school diploma, something he later stated, “He never thought he would get.” He was accepted to Le Cordon Bleu Culinary Institute, but decided that JobCorps was a better fit for him, finding a newfound passion for auto mechanics. Due to his dedication and abilities, JobCorps staff asked him to apply to the advanced program. He will continue his education in Utah studying diesel auto mechanics. Jose is looking forward to the future and feels confident that he will be successful and able to help his mother financially when he completes the program.*



## **Building Trades, CADD, and Diesel**

Over the 2013-14 school year, 34 Academy for Career Education (ACE) students participated in building trades, CADD, and diesel programs in a tech prep high school curriculum with a dual enrollment agreement where students earned 10 college credits through TMCC in all three programs. In the building trades and CADD programs, students must earn a B or better in order to earn college credit. In the diesel class students have two grades, one for high school and one for TMCC.

Third year diesel students qualified to earn a Diesel Technician Certificate through TMCC as well as a high school diploma this school year. Those students were required to take an additional English and Communications class at TMCC in the college classroom setting. In total, they earned 40 college credits while attending high school in order to attain this certificate, allowing the students to enter into the diesel technician workforce with the education required to obtain apprentice level positions.

Students in the building trades program began working on a new project, Tiny Houses. ACE's Tiny House project builds on the idea of home construction by exposing students to all the essential elements of residential construction while learning energy technologies (renewables) and how to reduce their carbon footprint. Students will continue to build Tiny Houses in this class while continuing construction on the ACE student-built residential home.

Twenty-five ACE students competed at the State *Skills USA* competition held in Las Vegas April 25-28<sup>th</sup>. Through hard work and dedicated preparation, 6 gold medals were earned in architectural drafting, automotive servicing, carpentry, diesel technologies, electrical construction wiring, and plumbing. These medalists participated in the national *Skills USA* competition in Kansas City, MO, where two students in carpentry and diesel technologies placed 4<sup>th</sup>.

Eighteen Nevadaworks clients earned a State of Nevada High School diploma from ACE High School.

Six Nevadaworks clients earned a CTE endorsement from the State of Nevada by completing the 3<sup>rd</sup> level of their career class (building trades or CADD), passing workplace readiness, and end of placement exams.



The Comstock Youth Works In-School Program at Community Chest, Incorporated (CCI) continues to improve each year with the expertise of three site facilitators at Dayton, Silver Stage and Virginia City High Schools. CCI enhanced its already-strong collaboration Healthy Communities Coalition. The Comstock YouthWorks program engages and wraps services around at-risk high school youth to support their academic success, assist them in developing important soft skills (i.e., communication, leadership, teamwork), and link them to work and career opportunities. It does this through work and volunteer experience, and field trips that introduce students to higher education and employment environments, facilitating pathways for students to be successful and graduate from high school.

Of the students participating in the 2013-14 academic year, 43 were served and 21 graduated. Most of the non-graduates were not seniors, and will continue along with a newer cohort of 40+ students for the 2014-15 year.

Here is but a sampling of the successes of our graduating seniors.

- Two students signed with the Army.
- Students received a total of \$45,000 through the Scholarship workshops.
- Several earned volunteer service awards; one received the “Presidential Gold Award” for over 400 volunteer hours.

*One student struggled through the summer of his first year in the program with various employers and participation in the workshops & fieldtrips. We provided encouragement and support to find his gifts and he did! His senior year he found full-time employment at a culinary restaurant. The chef said he is a fine young man, and looks forward to seeing the culinary art he learns to prepare! He also went from a student who spent quite a few days out-of-class, to a student who earned the prestigious “Principal’s Award” and the “Outstanding Culinary Arts Student Award”, which is nationally recognized. He received a culinary scholarship and plans to continue to follow his passion of cooking fine meals and creating art!*

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### *Out of School Youth Programs*

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#### **WORKFORCE READINESS ACADEMY**



The Workforce Readiness Academy (WRA) completed its second year of operation.

**Communities In Schools** (CIS) continued to see and address the need to re-engage out-of-school students and offer access to an alternative program for Spring Creek area youth, assisting them in earning a GED or adult/regular high school diploma, as well as preparing them for post-high school life through resiliency and workforce readiness training. The model elements for the WRA, while similar to the In-School Youth Academy, focused on developing employability skills. The framework consists of academic development, workforce training, and individual case management. The WRA targets youth between 14 and 21 who are not attending high school and meet the WIA low income criteria.

The CIS Workforce Readiness Academy served 18 new youth for the 2013-2014 year who lacked the ability to attain a GED or adult education diploma due to a variety of barriers that limited their ability to access educational services and achieve educational goals. Focusing on creating workforce ready individuals, the WRA provided guest speakers from the community to provide valuable life information.

- The Elko School of Dental Assisting provided an informative presentation and introduced various dental fields that students might pursue. The speaker emphasized the need for males to enter into this field as they are ‘in demand’. The limited amount of time required at the Elko School of Dental Assisting was a positive factor for many students.

- Personal bankers from a local Wells Fargo branch provided a presentation on how to budget and manage finances. A key component to preparing clients to be productive members of the workforce is to provide them with training on how to effectively manage their money. In addition, they were offered relevant information on student loans and balancing incoming and outgoing expenses.

To strengthen students' employability skills, workshops were provided throughout the year on specifically targeted skills.

- Academy students had an opportunity to participate in a formal letter writing workshop. Students applied their knowledge as they drafted, wrote, edited and finalized a formal thank-you letter to someone who supported the WRA this year.
- Even more important was a workshop on resume writing using the Nevada Careers Information System (NCIS) website. Clients continue to find this website a valuable tool and were rewarded with professional-looking resumes using minimal effort.
- A timely workshop on test-taking strategies was provided as students prepared for the Nevada High School Proficiency Exams. Students brainstormed methods for reading and reviewing test questions, what to do when a vocabulary word or question is too challenging to complete, and how to calm test anxiety.
- A job interviewing workshop closed out the year with discussion on how to dress appropriately and prepare for a job interview (i.e., practicing, research, being prompt and professional). Only 2 of the 8 students present had experienced an interview. The students were engaged during mock interviews and enjoyed answering interview questions, getting pointers on how best to answer.

During February and May, Great Basin Safety provided 3 days of MSHA/OSHA training, learning CPR and first aid, along with work place safety specific to the mining industry. Each student who completed the training received a MSHA/OSHA certificate. In addition, the students provided Great Basin Safety copies of their resumes for assistance obtaining summer employment with their new credentials.

The WRA had great success, surpassing the enrollment goal of 15 with 18 new WIA students. The out-of-school youth earned 6 adult diplomas and 5 GED's. CIS is looking forward to the upcoming 2014-2015 school year to re-engage new youth in achieving their goals and assisting those who will return to culminate their efforts.



The *Success First* program is an academic program at **Truckee Meadows Community College** (TMCC) serving first time college students in an effort to prepare them for their college experience.

The program aims at providing students proper tools and support to successfully transition into college and ultimately achieve their goals. Over the past 5 years, the *Success First* program has served over 700 students.

For the 2013-2014 year, Nevadaworks enabled the *Success First* program to target 18 youth and provide them expanded resources. Each youth in Success First participated in a five-week summer program entailing two classes to help them prepare for the academic rigor of the Fall semester. Tuition, textbooks, and lunches were covered by the program. In addition, students successfully completing the summer program received \$800 to cover expenses for

the Fall semester. With the Nevadaworks grant, the 18 Nevadaworks students were able to receive additional funding throughout the year to cover two classes in the Fall semester and two classes in the Spring semester, along with additional assistance for textbooks.

The youth were required to meet with their Case Manager (Mentor) bi-weekly throughout the academic school year. The meetings with the Case Manager focused on academics, professionalism, career goals, and personal development. All students benefited from the bi-weekly mentoring that they received from their Case Manager, as they often encountered academic, vocational, and personal challenges. The bi-weekly meetings ensured a safe place for the youth to confidentially discuss these challenges and work through them with professional guidance.

At the conclusion of the 2013 *Success First* Summer Bridge program, all 18 youth completed the summer program. Seventeen are either still enrolled at TMCC and continuing their education towards their Associate's degree for the Fall of 2014, or working full time. In addition, 10 of the 18 have already attained a Certificate of General Studies, along the way to an Associate's degree.

Without Nevadaworks, these 18 students would not have been served to the extent that they were. Not only is *Success First* appreciative of the support, but each of the 18 youth is grateful for Nevadaworks contributions to their success.



The **Fallon and Fernley JOIN** offices served a total of 8 Youth clients, one youth from Fernley and 7 from Fallon. There were 4 carryover clients from the previous program year, for a total of 12 served.

The age distribution was from 18 to 21, all with no work experience. Five youth were placed in Work Experiences. Eight were exited this program year; 4 obtained employment, 4 obtained credentials, and there were 3 goal attainments.

Since neither Fallon nor Fernley experienced as much of an economic rebound, youth faced significant competition for employment as employers tended to hire adults with some work experience versus youth with little or none.

JOIN continued to partner with the Juvenile Probation Offices in both Fallon and Fernley for referrals, and the staff regularly attended local events sponsored by the two school districts.

#### Success Story:

*Chris was an eligible out-of-school youth due to income guidelines and needing significant assistance in obtaining employment as he had no work history, had never completed an employment application, and was without any content for his resume. He was living with his sister, lacked confidence, and was very shy and unsure of how to begin the search for employment.*

*Chris completed his CASAS testing requirements and performed extremely well. He attended our workshops on Applications/Resumes and Interviewing Skills. His Assessment revealed his creative talent and desire to perform outdoor work. With that information available, JOIN approached a local nursery. The business placed Chris on a WEX.*

*Chris is no longer lacking in confidence or work experience, and has been hired fulltime by the nursery!*

**Carson City JOIN** enrolled **35** new Youth Out-of-School clients in program year 2013-2014 and carried over 17 clients from the previous year, resulting in 117% of their projected contract of 40 new clients. A total of 12 clients were exited from this program, 4 clients to either employment or school, and 8 exited for other reasons.

Notable statistics include:

- ❖ 26 youth participated in the Employment Preparation Workshop,
- ❖ One client received a Work Readiness Credential, and
- ❖ 16 clients received their high school equivalency certification.

Out-of-School youth clients attended over 669 hours of training in the Computer Lab and over 3,271 hours of training in the ABE/HSE lab.

Below is one of the branch's many success stories:

*Jermaine entered our youth program May 2013 seeking assistance with his GED and employment. Jermaine stated he had always wanted to be an automobile mechanic but at 17 years old, he had no work history, a 9<sup>th</sup> grade education and was on formal probation through juvenile court. Needless to say, he faced great challenges in reaching his goals.*

*The youth program in Carson City prides itself on being able to break down goals so that they can each be successfully obtained, always reminding our youth to stay focused on the next step. Jermaine is a perfect example of a youth client who, when given opportunities to succeed, will always do so.*

*Jermaine's first step to reaching his employment goal was to address his basic skills deficiencies. He had an 8-13 week estimate to obtain his GED and the majority of his studies focused on math proficiency. Jermaine had excellent attendance, a positive work attitude while in the lab, and successfully obtained his GED in June 2013. He then began the process of learning how to job search, attending the Employment Preparation Workshop series, and participating in Accuplacer preparation courses to forward his prospects for college.*

*JOIN received information about the Accelerated Program offered at Western Nevada College for Automotive Mechanics. Jermaine applied for FAFSA, interviewed and presented a resume, was successfully accepted into the program, and began courses August 2013.*



*Jermaine was doing so well in his college courses, he was chosen as a possible WEX candidate. JOIN was able to arrange a flexible work arrangement for Jermaine with his college classes and his employer under new contract guidelines. Jermaine has been able to attend his college courses in the morning then go to Mario's Auto Repair and apply his skills in a real working automotive shop.*

*Jermaine completed his first WEX evaluation and received an "above standard" score on each skill. Jermaine also took all his ASE certification tests through Western Nevada College and passed eight of them. He is now finishing up his WEX while conducting his own job search. In addition to these many accomplishments, Jermaine was presented a new torch wrench from WNC in recognition of his being the "most improved" student.*



Since July 1, 2013 **Career College of Northern Nevada** had seven WIA students enroll in their college for the HVAC/R Program. Heating, air conditioning, and refrigeration mechanics and installers—often referred to as HVACR technicians—work on heating, ventilation, cooling, and refrigeration systems that control the air quality in many types of buildings.

The HVAC/R Diploma Program is designed to introduce and prepare students for entry level employment by developing the essential skills and knowledge base to meet the standards and demands of today's industry. Students are introduced to the basic principles, functions and practical applications of residential and light commercial heating, air conditioning, and refrigeration; how it pertains to, and its significance to a Service Technician as a career choice in the HVAC/R field. Included is a systematic approach to the proper diagnostics and evaluation of an HVAC/R system's performance.

Students completing the HVAC/R program will possess the necessary knowledge and skills to install, evaluate service, and repair a large array of typical residential and light commercial HVAC equipment. Upon successful completion students will receive a Diploma for the HVAC/R Service Technician Program.

This course incorporates coordinated classroom and hands-on training in the physics and functions of common residential and commercial HVAC/R equipment and their components. The characteristics of refrigerant gases, air flow, electricity, industry mathematics, and forms of energy, with an emphasis on safety in the workplace are also addressed. Customer service and professionalism is emphasized as well as job seeking skills and placement opportunities.

Out of the seven enrolled, there were three graduates:

*Connor graduated on time with a 3.09 GPA on 4/3/14. He passed his CASAS testing, and has been interviewed for three positions. His most recent interview was for a maintenance position with his tribe.*

*James graduated on time with a 3.73 GPA on 7/3/14. He passed his CASAS testing. We have sent his resume to two employers and are waiting to hear back from them.*

*Jamison graduated 5/22/14. He had issues outside of school, but came through strong at the end of the program with a 2.87 GPA. He passed his reading portion of the CASAS exam, but still needs to complete the math section. Jamison has an interview next week for a maintenance job in Fernley.*

*Alexander is set to graduate 8/21/14 if he passes all of his classes. He needs to pass the math section of the CASAS exam. Alex struggles with a lot of absences due to his work schedule, and it's almost impossible to get him to his tutoring sessions, but his grades have improved drastically from the beginning of his program. He is currently at a 2.96 GPA.*



## **Workforce Solutions Unit**

NRS 232.935 requires the Governor's Workforce Investment Board (GWIB) to establish industry sector councils to identify job training and education programs that best meet regional economic development goals. Based on specific labor market information obtained through the Brookings Report Study that was conducted in November 2011, DETR's Research and Analysis Bureau identified industry sectors that had the potential for high growth and high-demand job openings in Nevada. The GWIB has established the nine councils identified below to reflect the industry sector strategy activities, avoid duplication of effort, and ensure coordination with existing policy bodies and advisory groups who provide input to the Governor on industry needs. These nine councils will align with the industry sectors managed by the Governor's Office of Economic Development.

The staff assigned to the Council from the Department of Employment, Training and Rehabilitation is the Workforce Solutions Unit (WSU). WSU staff shall be responsible for preparing and distributing an agenda, after consulting with the Chair, and keeping with the bylaws. WSU staff will work on implementation of policies, goals and activities approved by the Council. Also, the WSU staff will make regular reports to the Governor's Workforce Investment Board.

**The nine industry sector councils will include GWIB members along with private and public individuals who serve on other related local and State entities, and are as follows:**

- Aerospace and Defense Sector Council
- Agriculture Sector Council
- Clean Energy Sector Council
- Health Care & Medical Services Sector Council
- Information and Technology Sector Council
- Logistics and Operations Sector Council
- Manufacturing Sector Council
- Mining and Materials Sector Council
- Tourism, Gaming and Entertainment Sector Council

**The primary roles of the nine industry sector councils include:**

- Develop a sector strategic plan to support sector businesses in meeting their human resources needs.
- Map the talent pipeline for the sector and identify where that talent needed will come from now, in the near-term, and in the future.
- Analyze and apply workforce intelligence to develop sector-wide strategies to improve the talent pipeline.
- Seek to increase the quantity and quality of the talent pool for the sector so individual employers will have a better talent pool to tap.
- Define career pathways for individuals that will ensure a continuous supply of qualified talent.
- Communicate the skills needed by the sector to public and private workforce, education, and training organizations so these suppliers may improve responsiveness and better prepare workers for the sector.
- Implement specific projects that will assist the sector in improving current and potential talent.
- Identify (and seek removal of) regulatory barriers that stand in the way of talent acquisition, expansion, and retention.
- Generate public and private resources (including, but not limited to, grants) to support the sector's work and projects.

**Recent accomplishments and efforts include:**

- Strategic plans were developed by each of the industry sector councils.
- Sector councils identified occupations that have an immediate need, in their industry for a pilot program.
- Identified the top in-demand occupations by industry sector.
- Developed a webpage for the industry sector councils.
- Career pathways for each of the industry sectors were developed.
- In the process of developing a booklet of careers in Nevada for each of the industry sectors.

## PY13 Self-Appraisal System (SAS)

Nevada's initiatives to increase placements resulted in a resounding success with a 76 percent increase over goal.

The Business Service Representatives went out in force to recruit employers and gained many job openings throughout the state showing a 26 percent increase over goal.

Nevada will continue these efforts with special emphasis on the importance of quality registrations, assistance with training and re-employment services, accurate matching of clients to job openings which will answer the employers need to place and retain qualified job seekers in long term jobs.

Quarterly & Annual Numeric	
<i>JobConnect Services</i>	
<ul style="list-style-type: none"><li>• # of Obtained Employments after providing value added services</li></ul>	
<b>Plan: 5,466</b>	<b>Actual: 6,465</b>
<ul style="list-style-type: none"><li>• # of Obtained Employments following Career Enhancement Program or Silver State works enrollment enhanced services</li></ul>	
<b>Plan: 4,993</b>	<b>Actual: 4,581</b>
<ul style="list-style-type: none"><li>• # of Placements</li></ul>	
<b>Plan: 7,045</b>	<b>Actual: 12,181</b>
<i>Labor Exchange Services</i>	
<ul style="list-style-type: none"><li>• Job Orders from Employers</li></ul>	
<b>Plan: 14,363</b>	<b>Actual: 16,466</b>
<ul style="list-style-type: none"><li>• Job Openings Received</li></ul>	
<b>Plan: 27,601</b>	<b>Actual: 34,678</b>

Annual Non-Numeric	
<i>Qualitative Review</i>	
<ul style="list-style-type: none"><li>• Local Office Qualitative Review</li></ul>	
<b>Qualitative Review shows Local Offices are within compliance</b>	
<ul style="list-style-type: none"><li>• Admin Office Qualitative Review</li></ul>	
<b>Qualitative Review shows Nevada is within compliance</b>	
<ul style="list-style-type: none"><li>• Local Office Case Management Review</li></ul>	
<b>Plan: 84% Correct</b>	<b>Actual: 85% Correct</b>
<i>Employer Services</i>	
<ul style="list-style-type: none"><li>• Employer Survey Results Review</li></ul>	
<b>Employer Survey Review results confirms that the Quality of Referrals is of the utmost importance. Statewide training has been provided throughout the year as well as ongoing monitoring in this area.</b>	

## Performance

### Nevada's Performance Levels for Program Year 2013

Economic conditions continued to improve in Nevada during Program Year 2013 and adult and dislocated worker employment related measures remained relatively stable. The entered employment rate, retention rate and average earnings gain for both adults and dislocated workers exceeded or were within 80% of the negotiated levels of performance.

Nevada is very proud, despite the fact that the negotiated average level increased by 147%, to have exceeded or been within 80% of all Youth measures. This continued success is attributed to more experienced youth service providers as a result of multi-year contracts and the recognition of the importance of long-term participation to achieve positive outcomes in the placement and attainment measures.

PERFORMANCE MEASURE	NEGOTIATED LEVEL OF PERFORMANCE	ACTUAL LEVEL OF PERFORMANCE	PERCENT OF NEGOTIATED LEVEL
<b>Adult</b>			
Entered Employment Rate	72.5%	76%	105%
Employment Retention	81.5%	82%	101%
Average Earnings Gain	\$13,800	\$15,756	114%
<b>Dislocated Worker</b>			
Entered Employment Rate	76%	81%	107%
Employment Retention	84.5%	83%	98%
Average Earnings Gain	\$16,200	\$14,897	92%
<b>Youth</b>			
Placement in Education/Employment	62%	62%	100%
Attainment of Degree/Certificate	57%	68%	119%
Literacy/Numeracy Gains	43%	41%	95%

## **Current improvement efforts**

The LWIBs have sponsored program training during the year for sub-grantee providers. Additionally, Workforce Investment Support Services (WISS) continues to provide technical assistance throughout the year. Training conducted by DETR includes Nevada JobConnect Operating System (NJCOS) and adult, dislocated worker and youth service common measures training.

WISS staff continues to conduct random reviews of NJCOS records. As issues are identified, LWIB staff members are notified of necessary corrections or updates that need to be completed. This process also aids LWIB staff in identifying technical assistance and/or training needs of their service providers. The Southern LWIB's record keeping system, NVTrac continues to be an issue and is a monitoring finding again this year. Nevada is in the process of going out for Request for Proposal (RFP) to purchase a new Management Information System (MIS) in conjunction with the local LWIBs. It is hoped that this implementation can begin July 2015.

DETR is also continuing to issue the WIA Projected Performance Report, to both LWIBs. These early notifications of levels of performance for the next quarter provide additional time for the LWIBs to ensure accurate data is used for reporting and performance calculation. Additionally, the Local WIA Management Report (LWIAMR) provides LWIB and service providers access to case managers' reports to review NJCOS records and to ensure data accuracy.

## **Waivers**

**Nevada had six approved waivers during Program Year 2013:**

**1. Transfer of Workforce Investment Act (WIA) Title 1B Funds between the Adult and Dislocated Worker Funding Streams:**

This waiver has provided maximum flexibility in the transfer of funds and continues to ensure that services to both adults and dislocated workers will be maintained at levels sufficient to meet the distinct needs of each group. This flexibility also helps support local service plans integrate the cultural, educational, and employment-related needs unique to all local workforce communities, both urban and rural.

The LWIBs have been able to design programs that address the specific service priorities among their business and individual customers, leading to customer employment and eventual self-sufficiency. The waiver also helps position Nevada's workforce as a better skilled and more competitive workforce in the diversification of Nevada's economy. The Governor has taken steps to increase the potential for future growth within the State; via the Workforce Investment Board, he has activated nine Sector councils targeting industries with high growth potential within Nevada and the waiver allows increased flexibility and timeliness reacting to developments within the sectors.

**2. Seventeen Statutory WIA Performance Measures:**

This waiver has simplified the statewide performance accountability system, aiding DETR and the Local Boards in delivery of services in an efficient and economic manner.

This waiver facilitated the state adoption of common measures developed by USDOL, improving case management and coordination across multiple programs, as well as simplifying administrative and monitoring procedures for both DETR and the Local Boards, improving both performance and customer service.

**3. Employer Match for Customized Training:**

This waiver allowed the employer match for customized training at WIA 101(8) to a match based on a sliding scale, ranging from 10 to 50 percent for the employer match.

Specifically, the Governor shall establish or may authorize the Local Workforce Investment Boards (LWIBs) to establish the sliding scale, which shall be not less than 10 percent of the costs for employers with 50 or fewer employees; 25 percent of the costs for employers with 51 to 100 employees; and 50 percent of the costs for employers with more than 100 employees.

This waiver increased the attractiveness of this program for employers identified by LWIB and increased opportunities for employees to enhance skill sets required by high growth potential industries.

#### **4. Employer Reimbursement rate for On-the-Job Training:**

This waiver allows employers providing on-the-job training opportunities for adults, dislocated worker and older youth a match based on a scale based on the size of the business.

Specifically the Governor shall establish or may authorize the Local Workforce Investment Boards (LWIBs) to establish the sliding scale, which shall be up to 90 percent of the costs for employers with 50 or fewer employees; up to 75 percent of the cost for employers with 51 to 250 employees; and 50 percent of the costs for employers with more than 251 employees.

In Program Year 2013, 449 clients participated in on-the-job training.

#### **5. WIA Section 134(a) to Permit Local Areas to Use a Portion of Local Funds for Incumbent Worker Training:**

This waiver permits local areas to conduct allowable statewide activities as defined under WIA Section 134(a)(3) with local WIA formula funding, specifically incumbent worker training.

Economic conditions within the State have improved substantially; however, this waiver allows the state to approve the use of up to 20 percent of local dislocated worker formula funds for incumbent worker training for layoff aversion.

#### **6. Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts for older and out of school youth:**

This waiver allows youth, who are not following an academic track, but are more employment-focused, the same access to ITAs for training services as adults and dislocated worker clients. Nevada has a high level of youth who have not completed secondary education, this waiver eliminates the need for co-enrollment in either the adult or dislocated worker program for youth in need of training services.

This waiver increased efficiency and customer choice for the older and out-of-school youth and, by utilizing the Eligible Training Provider List vendors, reduced administrative costs for procuring training providers for youth.

The state can use ITAs for older youth and out-of school youth program participants. Nevada will continue to make the 10 youth program elements described at WIA Section 129(c)(2) available to all youth participants.

**Cost of Program Activities in Relation to the Effect of Participant Outcomes**  
**Program Year 2013**

COST PER PARTICIPANT = TOTAL COSTS BY YEAR / TOTAL PARTICIPANTS IN THE SAME YEAR									
	Total Participants			*Total Expenditures			Cost Per Participant		
	Adults	Dislocated Workers	Youth	Adults	Dislocated Workers	Youth	Adults	Dislocated Workers	Youth
Statewide	4,118	2,191	4,253	\$14,170,772	\$6,474,921	\$8,806,844	\$3,441	\$2,955	\$2,071
Cost Per Exiter = Total Costs by Year / Total Exiters in the Same Year									
	Total Exiters			*Total Expenditures			Cost Per Exiter		
	Adults	Dislocated Workers	Youth	Adults	Dislocated Workers	Youth	Adults	Dislocated Workers	Youth
Statewide	2,659	1,501	2,437	\$14,170,772	\$6,474,921	\$8,806,844	\$5,329	\$4,314	\$3,614
Cost Per Entered Employment = total Costs by Year / Total Exiters Entering Employment in the Same Year									
	Total Exiters Entering Employment			*Total Expenditures			Cost Per Exiter Entering Employment		
	Adults	Dislocated Workers		Adults	Dislocated Workers		Adults	Dislocated Workers	
Statewide	1,537	1,054		\$14,170,772	\$6,474,921		\$9,220		\$6,143
Cost Per Retained Employment = Total Costs by Year / Total Number of Participants Retained in the Same Year									
	Total of Participants Retaining Employment			*Total Expenditures			Cost Per Participant Retaining Employment		
	Adults	Dislocated Workers		Adults	Dislocated Workers		Adults	Dislocated Workers	
Statewide	1,433	853		\$14,170,772	\$6,474,921		\$9,889		\$7,591

## **State Evaluation Activities**

Statewide evaluations conducted during Program Year 2013 consisted of normal monitoring activities of all WIA programs. DETR is currently reorganizing its Monitoring Team to conduct program and financial examinations of WIA and other Department activities. New monitoring position standards will require audit training and experience, including experience with Federal audit and program regulations. Staff selection for these revitalized efforts will occur soon as well as the development of enhanced monitoring guides and documents which are also under review.

The State did indicate in last year's report that it was in the process of creating an evaluation that would address the effectiveness of WIA programs and their successful outcomes. This project was changed to address the Governor's priority for using Sector Councils to provide guidance for the Workforce System.

The State of Nevada did however; through the Governors approved Sector Councils begin collecting workforce system intelligence to evaluate and benefit the system as a whole and in the nine sectors directly. Specifically, each sector council has been tasked to identify the ten most important careers within each sector.

Once identified, these careers will receive priority in receiving workforce training funds. As part of the sector councils, Nevada's education providers also receive information to align course offerings with the career priorities of each sector council. It is hoped that by prioritizing the training efforts and resources to align with the jobs most important to Nevada's economy, the state will benefit by reducing unemployment and by encouraging the sectors most in need of a trained workforce.

There was also an evaluation by the Governor's office in the effectiveness of the ways that workforce system resources were being put to use. Because of this oversight, Executive Order (EO) 2012-18 was issued. This EO requires a specific percentage of workforce system dollars be used to provide the targeted training identified by the sector councils.

### **Customer Service Evaluation**

#### **Opinionmeter Job Seeker Customer Survey**

Nevada's has ten JobConnect offices that offer a variety of employment services to job seekers. To capture the job seekers' point of experience with JobConnect representatives, Nevada's Employment Services subscribes to Opinionmeter, a real-time customer feedback survey conducted on site.

In almost all urban offices the customers are logged into the Client Management System (CMS) at the front desk when they first request services. One of the office staff comes to the lobby and calls the customer, takes them back to their work station and provides them the requested services. Once staff has provided the services to the customer they will walk the customer back to the front desk and if selected the customer will be asked to take the survey. The front desk

person will provide the customer their NJCOS customer ID Number which the customer will need to complete the survey.

Each office based on their customer traffic volume is given a specific number of surveys to conduct in a day, week or month. Nevada conducts 10,000 surveys a year. A computer is dedicated for collecting the survey data. The selection of job seekers to participate in the survey is random and the job seeker does not know until they are leaving the office that they have been chosen to complete a questionnaire.

The key to this survey is that staff does not know if their customer will be asked to complete the survey until the customer is ready to leave.

The random method of selection can vary from office to office but each office must conduct the required number of surveys.

Currently the questions asked are as follows:

1. What is your NV customer ID number?
2. Which staff member assisted you today?
3. When you visited the office today were you welcomed by staff with a friendly professional greeting?
4. Did the staff member you met with, display competence as a professional employment representative?
5. Would you recommend the services of JobConnect to a friend or colleague?
6. How beneficial would you rate the services you received today?
7. Will you use the services of JobConnect again?
8. How could JobConnect improve its services?

7-1-13 to 6-30-14

Questions 3-7

Rating 1-5, 5 being highest score

<b>Carson City</b>	5	4	3	2	1	<b>MPW</b>	5	4	3	2	1
Question 3	94%	3%	1%	0%	2%	Question 3	87%	7%	3%	1%	2%
Question 4	93%	4%	2%	0%	1%	Question 4	93%	4%	1%	1%	1%
Question 5	89%	8%	2%	0%	1%	Question 5	89%	6%	2%	1%	2%
Question 6	88%	9%	1%	0%	2%	Question 6	86%	9%	2%	1%	2%
Question 7	88%	9%	1%	1%	1%	Question 7	91%	5%	2%	1%	1%
<b>Elko</b>						<b>NLV</b>					
Question 3	94%	4%	0%	1%	1%	Question 3	90%	6%	2%	1%	1%
Question 4	95%	3%	0%	1%	1%	Question 4	95%	4%	0%	0%	1%
Question 5	89%	8%	1%	1%	1%	Question 5	92%	5%	1%	0%	2%
Question 6	85%	10%	3%	1%	1%	Question 6	90%	6%	2%	0%	2%
Question 7	90%	6%	2%	0%	2%	Question 7	93%	4%	1%	0%	2%

<b>Ely</b>						<b>Reno</b>					
Question 3	88%	9%	1%	0%	2%	Question 3	86%	9%	3%	1%	1%
Question 4	94%	5%	0%	0%	1%	Question 4	87%	10%	1%	1%	1%
Question 5	91%	6%	1%	0%	2%	Question 5	87%	10%	2%	0%	1%
Question 6	91%	6%	2%	0%	1%	Question 6	82%	11%	3%	3%	1%
Question 7	94%	5%	0%	0%	1%	Question 7	87%	7%	2%	3%	1%
<b>Fallon</b>						<b>Sparks</b>					
Question 3	89%	7%	2%	1%	1%	Question 3	89%	7%	2%	1%	1%
Question 4	95%	4%	0%	0%	1%	Question 4	91%	6%	1%	0%	2%
Question 5	89%	8%	2%	0%	1%	Question 5	87%	8%	2%	1%	2%
Question 6	85%	11%	3%	0%	1%	Question 6	81%	12%	4%	1%	2%
Question 7	91%	6%	2%	0%	1%	Question 7	89%	7%	2%	0%	2%
<b>Henderson</b>						<b>Winnemucca</b>					
Question 3	89%	8%	3%	0%	1%	Question 3	92%	5%	0%	1%	2%
Question 4	97%	2%	1%	0%	1%	Question 4	97%	2%	0%	0%	1%
Question 5	94%	5%	1%	0%	0%	Question 5	94%	6%	0%	0%	0%
Question 6	92%	5%	2%	1%	1%	Question 6	96%	3%	0%	0%	1%
Question 7	95%	3%	1%	0%	1%	Question 7	97%	2%	0%	0%	1%

The question on how to improve services ranges from 95% of the customers saying they can't think of anything to improve on with about 5% or less saying they would like a shorter wait time or would like to see more extended hours of operation. Less than 1% of the surveys have complained about a staff member.

### **Employer Customer Survey**

The Business Service Offices throughout Nevada value the businesses as one of our primary customers. As such, we offer a methodology for these employers to give the staff feedback on the business services they have received.

At the closure of each job order a survey letter is sent as long as one has not been sent within 90 days. 90 days is used because we don't want to send numerous letters to employers who constantly post the same job orders. When a letter is sent out, it is marked in the employer and job order records in NJCOS for tracking purposes.

The questions asked are:

How would you rate the ease of placing a job order with Nevada JobConnect?

How would you rate the quality of referrals you received for this job order?

Did Nevada JobConnect meet your expectations?

Employers are given the option to rate the service as: poor, fair or excellent. The PY13 results follow:

**BSO Statewide ~ SAS ~ PY13 ~ Annual ~ Employer Survey Results Review**

**7/1/2013 - 6/30/14**

<b>Rating</b>	<b>Ease of Placing a Job Order</b>	<b>%</b>	<b>Quality of Referrals</b>	<b>%</b>	<b>BSR Meeting Expectations</b>	<b>%</b>
Poor	3	1%	9	7%	3	2%
Fair	14	6%	44	35%	16	13%
Good	5	2%	16	13%	9	7%
Excellent	203	90%	58	46%	96	77%