



Nevada's Workforce Investment System

Annual Report

July 2011 – June 2012

Presented by:

*Nevada's Workforce Investment
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Coordinated by:

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Preface

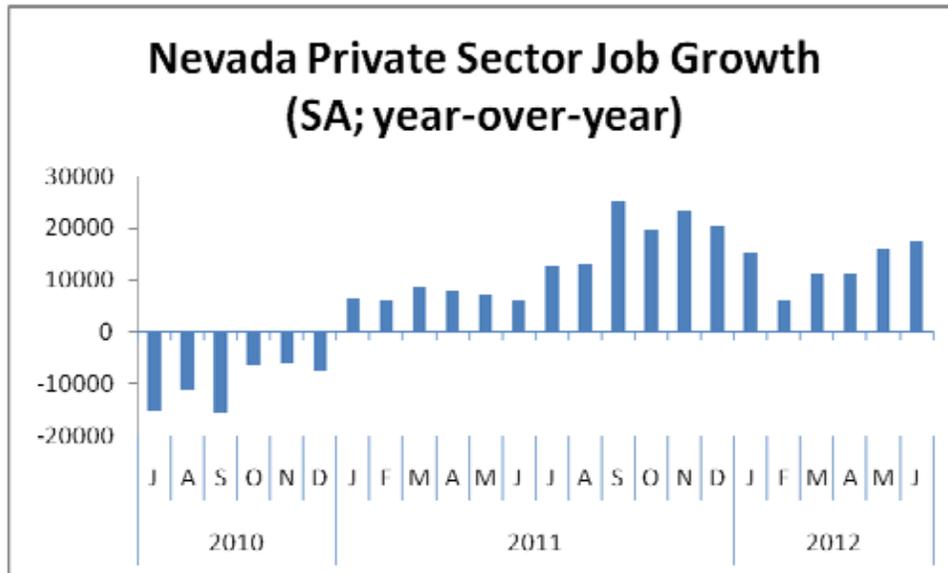
Nevada Assembly Bill 449 which passed during Nevada's 2011 Legislative session creates a structure for the economic development programs in the state and creates a framework to improve economic conditions in the future. The bill specifically establishes the following:

- Creates an Advisory Council on Economic Development
- Creates the Board of Economic Development, consisting of the Governor, Lt. Governor, Secretary of State, Chancellor of the Nevada System of Higher Education, and six private sector business people appointed by the Governor and legislative leadership.
- Creates and provides for the administration of a Catalyst Fund to grant or loan money to regional development authorities to assist businesses seeking to locate or expand in the state.
- Creates a Knowledge Fund to be used by the university system to provide funding for: 1) the recruitment, hiring and retention of faculty and teams to conduct research in science and technology; 2) research laboratories/equipment; 3) construction of research clinics, institutes, facilities, and related buildings; 4) matching funds for federal and private grants that further economic development; and 5) to establish a technology outreach program at strategic locations throughout the state.

Nevada's economy continued on a path of mild improvement over the July 2011 to June 2012 program year. On a positive note, job growth is occurring and most leading economic indicators are trending positively, such as taxable sales and Las Vegas visitor volume. On a negative note, the State unemployment rate remains high, more Nevadans are choosing not to work, and not all areas of the State are rebounding. The number of people unemployed and weak job growth remain troublesome. Overall, Nevada's labor market has entered a period of growth, but there is unprecedented slack in the workforce that needs to be absorbed before the onset of an outright economic recovery.

Nevada non-farm payrolls rose by an estimated 10,600 jobs over-the-year, averaging about 880 new jobs per month. The private sector added approximately 13,400 jobs, while the government sector dropped an estimated 2,800 jobs from payrolls. The private sector has been adding jobs year-over-year for 18 consecutive months – see Chart 1. On the other hand, government jobs have been falling since late 2008.

Chart 1



Job growth in Nevada’s keystone industry, leisure and hospitality, has improved despite the spread of state-sanctioned gambling across the nation. Leisure and hospitality added about 8,800 jobs over the year, a growth rate of 2.8 percent. No other sector in the Silver State added as many jobs. Nevada’s other historically dependable industry, mining, has also performed well, increasing by almost 17 percent since June 2011. Because this industry is relatively small, the addition of 2,300 workers in a mining industry of about 15,700 workers lead to the phenomenal growth rate of over 17 percent.

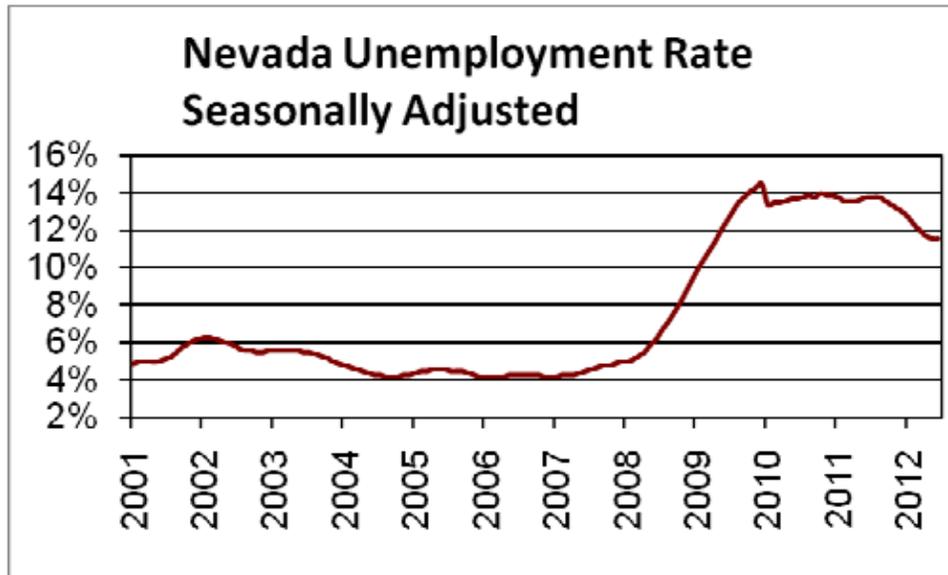
Not all industries fared as well; for example, the financial activities and construction industries are advancing toward six consecutive years of falling employment levels. Nevada’s worst performing industries over the year were construction, down by 3,100 jobs (-3.1 percent); government, down by 2,800 jobs (-1.9 percent); and financial activities, down by 2,000 jobs (-3.8 percent).

Overall jobs are coming back to the Silver State, but not uniformly throughout the State. While Las Vegas and Nevada’s gold producing counties are enjoying growth, Reno/Sparks and Carson City have not been as fortunate. Reno/Sparks has been stagnant since last year, and Carson City is down by about 1,000 jobs, a 3.5 percent decline. Las Vegas grew by 12,500 (+1.6 percent) jobs over the year. Job growth in the balance of state is estimated to have grown by 5,000 jobs (+5.1 percent).

As more jobs come back, this should cause the unemployment rate to fall. Chart 2 shows a historical series for Nevada’s unemployment rate. Even though the unemployment rate has fallen from 13.8 percent in July 2011 to 11.6 in June 2012, Nevada still maintains the highest unemployment rate in the nation and has held this unfavorable record since 2010. In every month so far in 2012, the unemployment rate has either fallen (January through May) or held steady (June).

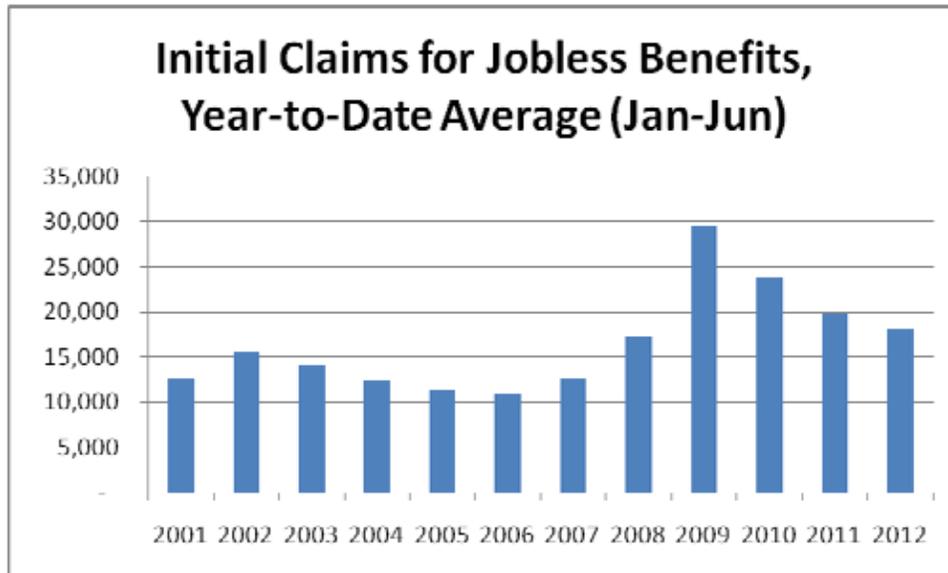
However, newly employed Nevadans have been outpaced by people dropping out of the labor force. People dropping out of the labor force means they are no longer actively seeking work either because they decide to retire, give up looking, move out of state, or of some other reason. Compared to last year, the number of unemployed people dropped from 190,700 to 163,100, a decrease of 27,600 while the number of people holding jobs increased by only 5,400 over the year. This implies the unemployment rate fell not because of job creation, but rather by a decreasing number of people classified as unemployed, hence a lower unemployment rate.

Chart 2



Another measure of the labor market conditions can be taken from examination of initial unemployment insurance claims. Chart 3 compares the average number of unemployment insurance claims during the first six months of the year since 2001. Over the period 2001 through 2008, initial claims for unemployment benefits averaged 12,817 for the first half of the year. In 2012 the average was 18,162 claims, which is 5,345 claims above the seven year average earlier in the millennium. Since 2009, initial jobless claims have been down-shifting towards the long-term trend, but appear to be losing momentum. To illustrate, there were 19 percent fewer claims throughout the first half of the year between 2009 and 2010; in 2011, there were 17 percent fewer claims; and in 2012, the rate of decline fell to eight percent fewer claims.

Chart 3



Other economic barometers suggest Nevada’s economy will continue trending above and beyond recent lows. To list a few, reported gaming win in the month of May tallied to a 1.26 percent increase over the previous fiscal year-to-date; Statewide taxable sales for May 2012 represents a 7.5 percent increase for the fiscal year; Las Vegas is on track to receive nearly 40,000,000 visitors this year, and as of May 2012, visitor volume is up 2.4 percent year-to-date compared to last year; finally, Nevada’s gross domestic product, a measure of the State’s output, grew by 1.2 percent in 2011, preceded by a growth rate of 0.3 percent in 2010.

To summarize, Nevada’s economy is in the second year of a mild recovery. Private sector employment has shown steady growth, while government employment levels still face downward pressure. However, this trend will likely end soon given the increase in taxable sales and gaming revenue. The unemployment rate is being pulled down more by a deteriorating labor force than by job growth. Finally, initial claims for unemployment insurance are trending downward, but the pace is slowing. For now, jobs growth is slow and steady as Nevada continues to rebuild.

Governance of the Nevada JobConnect System

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

The SWIB has two standing committees, each of which have 51 percent representation from Nevada businesses. They are as follows:

- Youth Council
- Workforce Planning, Policy and Performance Committee

In accordance with NRS 232.935, the Governor's Workforce Investment Board 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.

The Governor's Workforce Investment Board has approved of and appointed members to the following Industry Sector Councils:

- Green, Renewable and Energy Efficiency Council
- Health Care Sector Council
- Leisure, Hospitality and Retail Trade Council
- Manufacturing Council
- Mining Council
- Business IT Council
- Logistics and Operations Council
- Aerospace and Defense Council

The Governor's Workforce Investment Board shall determine which industry sectors are most relevant to each of the two Workforce Investment Areas of the State; and which industry sectors shall be funded for training during each program year, at the Board's January meeting or first meeting of the calendar year.

These standing committees and councils hold public meetings and prepare written reports, which are included in the board packets for SWIB meetings. Committee and council chairs are asked to provide additional verbal comments to these written reports at the meeting. The SWIB Chair entertains discussion regarding the reports from board members and other interested parties. All SWIB and standing committee and council meetings are open to the public and posted according to Nevada Revised Statute (NRS), Open Meeting Law (NRS 241.020).

State of Nevada
GOVERNOR'S WORKFORCE INVESTMENT BOARD

	Member:		Represents:
1	Vacant (Pending Appointment)	Executive Order	Nevada Commission on Economic Development
2	Frank Woodbeck	Executive Order	Nevada Department of Employment, Training and Rehabilitation
3	Dr. Maria Sheehan	Executive Order	Nevada System of Higher Education
4	Vacant (Pending Appointment)	Executive Order	Nevada Department of Education
5	Vacant (Pending Appointment)	Executive Order	Department of Health and Human Services
6	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Office of the Governor
7	Senator Mark Manendo	Workforce Investment Act of 1998	Nevada State Senate
8	Assemblywoman Marilyn Kirkpatrick	Workforce Investment Act of 1998	Nevada State Assembly
9	Senator Ruben Kihuen	Workforce Investment Act of 1998	Nevada State Senate
10	Assemblyman James Ohrenschall	Workforce Investment Act of 1998	Nevada State Assembly
11	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Chief Local Elected Official/Northern
12	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Chief Local Elected Official/Southern
13	Egan, Pamela	Workforce Investment Act of 1998	Labor
14	Grost, Kathy	Workforce Investment Act of 1998	Youth
15	Brown, Mary Ann	Workforce Investment Act of 1998	Community-Based Organization
16	Martin, Leslie	Workforce Investment Act of 1998	Business – Rural Nevada
17	Geinzer, Douglas	Workforce Investment Act of 1998	Business
18	Cato, Jo	Workforce Investment Act of 1998	Business

	Member:		Represents:
19	James, Eric	Workforce Investment Act of 1998	Business
20	Lee, Richard (Vice-Chair)	Workforce Investment Act of 1998	Business
21	Salazar, Maria	Workforce Investment Act of 1998	Business
22	Shipley, Dennis	Workforce Investment Act of 1998	Business
23	Vacant	Workforce Investment Act of 1998	Business
24	Woodring, Bradley	Workforce Investment Act of 1998	Business
25	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Business
26	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Business
27	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Business
28	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Business
29	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Business
30	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Business
31	Vacant (Pending Appointment)	Workforce Investment Act of 1998	Business
32	Vacant		Optional
33	Vacant		Optional
34	Vacant		Optional
35	Vacant		Optional



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 ESD. 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 double digit unemployment rates and a significant number of long term unemployed individuals. While there are signs of improvement with some new and expanding businesses, job openings have not increased sufficiently to drive the unemployment rate to single digits statewide.

The statewide JobConnect system is exploring new and creative methods, along with revisiting "tried and true" service delivery models, to meet the changing needs of Nevada's customer base.

Despite the current economic challenges faced by Nevada, the labor exchange network established by the Wagner-Peyser Act of 1933 remains the most efficient and cost effective means to connect job seekers with the employer community. Through the Wagner-Peyser labor exchange system, every statewide JobConnect Office offers a full complement of quality employment services, including job search assistance, job referral, placement, and recruitment services for employers.

All JobConnect Offices in the system are equipped with a modern resource center providing all Nevadans the choice to perform a self-directed job search or to receive one-on-one assistance with experienced and knowledgeable JobConnect workforce representatives.

Over the past four 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 statewide JobConnect system is committed to providing the best services to Nevada employers. The statewide Business Service Representative (BSR) teams continually seek new and innovative ways to add value to the services offered through the JobConnect system. The BSR Teams carefully coordinate local activities relevant to their specific local labor markets. Through participation in state and local employer groups, extensive outreach activities, and meeting the needs of employers on the local level; the business services offices have forged strong partnerships with the Nevada employer community.

The Business Services offices continue to strengthen relationships with the Nevada business community. They remain active in promoting and coordinating a variety of statewide events meeting the specific recruitment needs of participating employers such as the following:

- The Southern Business Services Office sent two Business Service Representatives to a series of hiring events for the re-opening of the Plaza Hotel and Casino in downtown Las Vegas. The Business Service Representatives worked collaboratively with the Plaza Human Resource staff and participated in the interviews for food and beverage departments and front desk operations.
- The Southern Business Services Office played a major role in the opening of two WinCo Foods supermarkets in the Las Vegas area. A team of JobConnect staff pre-screened applicants and set up 1,400 interviews for WinCo's management at the Maryland Parkway JobConnect Office. This resulted in 350 job seekers being offered employment.
- The Northern Business Services Office conducted recruitment for a new Nevada company, Zulily.com, which hired over 400 unemployed Nevadans through JobConnect. Over 1,100 job seekers were screened through the various JobConnect offices.
- The Northern Business Services Office conducted a Career Fair for three call centers at the Reno-Sparks Convention Center. Over 600 job seekers attended the event.
- The Northern Business Services Office, for the first time in thirteen years, is the primary source of applicants for Amazon.com. They will be recruiting over 400 staff through JobConnect.
- The two JobConnect Business Services offices and their hiring incentive programs have become an active participant in their respective communities' regional economic development efforts.

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. BEST, *Business Expectations Service Transformation*, 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 an important piece in the JobConnect business model. 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), and Training Related Expense (TRE).

The CEP Representatives work closely with the Title I Workforce Investment Act Service Providers to share the cost of training expenses often “co-enrolling” clients in classroom training. The practice of “co-enrollment” fosters cooperation and communication and leverages resources enabling a larger number of clients to be served through the program.

The statewide CEP program staff continues 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
- Business IT
- Clean Energy
- Mining, Materials and Manufacturing
- Logistics and Operations
- Aerospace and Defense

This past year, the CEP program partnered with Nevadaworks and Dream It Do It on the “Right Skills Now” training initiative to meet Nevada employers’ need for trained Computer Numerical Controlled (CNC) machinists. The CEP provided initial screening and payment for required Drug Screening for the first class of 20 participants prior to enrollment in the Community College based training program. The CEP provided initial screening and payment for the Work Keys National Career Readiness Certificate for the potential participants. Classroom training was provided for up to 40 students and was combined with internships with local manufacturers to provide both classroom and on the job experience for the newly trained CNC machinists. It is expected that graduates will be hired by the companies providing their internships.

ESD Veteran Services

The statewide JobConnect system continues to assume an active role in serving Nevada veterans by ensuring that veterans receive priority services. The veteran employment representatives throughout the state regularly participate in a variety of veteran events. The veteran representatives also receive specialized training to ensure they are well

versed on the numerous programs designed to serve the Nevada veteran population. Veteran services include outreach to homeless veterans, participation in prison re-entry initiatives, and support of a variety of veteran programs.

Nevada JobConnect developed and launched the *Hire Nevada Vets First* program in response to a request from Governor Sandoval that the Nevada Army National Guard 422nd Expeditionary Signal Corps which was returning from Afghanistan receive the highest level of reemployment services possible. This program was launched with the collaboration of the Nevada National Guard. Troops of the 422 Signal Corp were provided their initial JobConnect needs and skill assessment form when they returned to the states and were debriefing at Fort Benning, Georgia. The completed forms were returned to Nevada JobConnect by the Army Guard and distributed to the Nevada JobConnect offices nearest the returning soldier's residence.

Requirements of the Hire Nevada Veterans First (HNVF) Program included:

- Each returning soldier would receive a personal phone call from the manager of the JobConnect nearest their home. The purpose of the call was to welcome them home, thank them for their service and to schedule a personal meeting with the JobConnect manager.
- Following the meeting with the manager, the soldier would be introduced to the office LVER who would then be responsible for case managing the soldier.
- All HNVF veterans following their initial visit to the office receive concierge level services by their JobConnect office and staff. Their services are provided by appointment with no wait time.
- Veterans' staff were tasked with creating a high-end resume in a standard format for all HNVF veterans. Resumes from each soldier were distributed to Business Service Representative who provided them to employers in the sector for which the soldier was seeking employment.
- The State Veterans Coordinator published a HNVF newsletter which was e-mailed to all HNVF soldiers to keep them informed of job openings, career opportunities and training.

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

- The Reemployment Eligibility Assessment (REA) Program has been successfully integrated into the list of services being provided to Southern Nevada Veterans. Effective June 25, 2012, Southern Nevada LVER and 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.

- VA Southern Nevada Healthcare System (VASNHS), Welcome Home Celebration: VASNHS, along with sponsors from many Veterans Service Organizations of Southern Nevada hosted this resource event for Veterans of all generations, their families, and caregivers. Representatives from federal, state and within the community also participated to assist with veterans' transition to civilian life. The event provided significant information on VA healthcare, veteran benefits, educational and employment opportunities, transportation, and housing.
- 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 9th Annual Las Vegas Veterans Stand Down was held March 21 and 22, 2012. Four Southern Nevada DVOPs supported this event. The total veterans count came to 620 veterans and 100 guests. Vital services were provided to all veterans, their families, and veterans at risk of homelessness and homeless veterans.

This event was deemed the most successful Stand Down to date due to the number of veterans utilizing the services of the 109 service providers participating in this event. Below is a brief overview of the services that were provided:

- Homeless veterans were provided housing assistance as a result of the stand down.
- Most of these veterans entered transitional housing after completing initial screening.
- Many other services were provided in the areas of personal needs, legal, spiritual, hygiene, social services, tax assistance, congressional, veterans groups, VA, food, clothing and employment assistance.
- 620 veterans and 100 guests received services at the Stand Down.
- Nevada's DVOPs provided information to 121 veterans and six guests at the program booth. Office contact and location information was provided. Resource guides handed out at the event were; the Nevada Job Connect Employment Guides, Employment Service brochures.
- Statistics from the event:
 - Thirteen moved to housing directly from the event.
 - 135 housing appointments were made.
 - 94 obtained job interviews.
 - 120 applications were received by Las Vegas Metro crossing guards.
 - Two veterans were hired into full-time jobs on the spot at Goodwill.

- Two families maintained their housing by having their utilities paid on the spot.
- 95 warrants were closed in one court alone (other courts are still compiling their numbers).
- 514 veterans shopped for free in the Stand Down store sponsored by Goodwill.
- 425 volunteers served at the event (including hundreds of active service members from Nellis AFB).
- 109 partnering agencies hosted a booth.

The Nevada JobConnect, through its DETR partnership, continues to conduct the following outreach on a regular basis:

- Facilitation of 19 Transition Assistance Program Service (TAPS) Workshops at Nellis Air Force Base for approximately 764 participants who are in the process of leaving the military service and entering the civilian workforce
- Assisting veterans at the US Vets Center, Day Labor Office, the VA Vet Center and VA Vocational Rehabilitation.

In Northern Nevada, the veteran staff participated in the following programs:

- The At Home Warriors Training Event: This event targets recently separated veterans and their families and provides information on reemployment services, particularly services for veterans.
- 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.
- 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 DVOP participated in a program with the City of Reno called Project Homeless Connect. The members in the project walk the homeless camps, railroad and highway underpasses, 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, was able to conduct an initial intake interview and provide services to 136 veterans. These services consisted of referrals to shelters, clothing, food, medical services, and other local

assistance. Some of these homeless veterans were subsequently enrolled in the OSHA Ten certification process.

A Northern metro 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.

ESD Ex-Offenders/Re-Entry Services

The JobConnect system has been active in providing services to recently released ex-offenders. Service delivery to soon-to-be released inmates continues to evolve as new programs and partners surface. Typically, incarcerated outreach occurs at the correctional facilities as a component of the community re-entry programs.

Along with the re-entry services, a large number of veterans are receiving services through outreach programs. The JobConnect veterans' staff has launched statewide initiatives to begin providing monthly outreach by the Local Veterans Employment Representative (LVER) to incarcerated veterans who are within six (6) months of either completing their sentence or earning parole. The Nevada JobConnect System has achieved success in assisting this hard-to-serve population.

JobConnect staff attend and participate in events sponsored by organizations such as Herlong Federal Corrections Institute, Southern Desert Prison, High Desert Prison, Nevada Department of Corrections, The Ridge House, U.S. Department of Parole & Probation, My Journey Home, and Statewide Offender Re-entry Coalition.

Prison re-entry outreach efforts are intended to achieve four objectives:

- **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 so they can begin their occupational planning.
- **Resume Preparation:** The JobConnect staff member will, at the first visit, begin developing a resume for the ex-offender so they have a state-of-the-art resume ready to use upon their release. Inmates are not provided access to personal computers while incarcerated; 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.

In Southern Nevada, the Reentry Specialist provides outreach services at Hope for Prisoners of Nevada and the City of Las Vegas Neighborhood Services Program and collaborates with the re-entry program operated by the Foundation for an Independent Tomorrow.

Northern Nevada metro offices also participated in the Career Fair for ex-offenders facilitated by Ridge House and the Statewide Offender Reentry Coalition. This year staff also participated in the Pre-Release Seminars and Mock Job Fairs held at Herlong Federal Correctional Institute. New staff in Northern Nevada continue to participate in the Offender Employment Specialist training program sponsored by Bureau of Prisons and Federal Department of Probation. This is a three day classroom instruction plus tour of the Federal Correctional Institute in Herlong, California that focuses on the special needs of offenders in reintegrating to unsupervised living. This year six staff members participated in this training.

ESD Collaborative Partnerships

1. 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
2. Zonta Club: Northern Nevada JobConnects collaborate with this organization to provide senior citizen women bus passes if needed to get to job interviews.
3. Inter-Tribal Council of Nevada: JobConnect offices participated in the council's youth leadership conference and staff a booth at this event to provide labor market information, career information, as well as information on the services available at JobConnect offices.
4. 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.
5. Greentrac Program: Northern Nevada JobConnects collaborate with this St. Vincent's organization to provide job search success workshops for participants of the Greentrac program on-site at their residential transition housing site. Attendees have completed a court ordered program for the serial inebriated and are job ready. JobConnect provides a group workshop on completing applications, resume assistance, and mock interviews.

Salvation Army Culinary Training Program

The southern Nevada JobConnect offices, The Salvation Army (TSA), and the College of Southern Nevada (CSN) have collaborated in an outstanding training program that has helped over 400 individuals move a life of homelessness, hopelessness, and substance abuse to one with career potential and employment.

The Culinary Vocational Training Program began in the summer of 1997, with the first class graduating in October 1997. The Department of Employment, Training and

Rehabilitation (DETR) and its local Nevada JobConnect Offices collaborated with the TSA and CSN in 1998 to assist individuals placed in this program.

The TSA is responsible for selecting the individuals to participate in the program. Individuals selected are all from the Salvation Army Rehabilitation Program. The ESD 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 10 weeks of Essential Employment Skills classes to the students, as well as practical work experience. The 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 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. During the course of the past thirty-one classes, close to 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

Whitney Elementary School is a Title I school with a significantly disadvantaged student population of which seventy five percent (75%) is considered homeless. This school has received significant national attention on CNN and CBS, as well as the Ellen DeGeneres program.

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. Securing employment for the parents provides stability to the children's families and improves their opportunity for success in school. The responses from the parents have been very good.

To date, 200 parents or relatives of the students have been registered to look for work. Of this, 56 have obtained employment and 12 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 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 students, including tutoring, mentoring and career exploration.

Nevada JobConnect staff, this year, facilitated the first teen career exploration/job search workshop for Village of Hope students. The purpose of the class was to reinforce in the students the importance of staying in school and to provide them the job seeking skills and the means to begin exploring potential careers. The students ranged from age 14 to 19 and most formerly attended Whitney Elementary. The course objectives were as follows:

- Learn how to complete an employment application
- Learn the importance of "Dressing for Success"
- Learn how to get through an interview
- Learn how to explore potential careers

Vocational Rehabilitation

The Bureau of Vocational Rehabilitation (BVR) and 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.

Clark County School District

The Henderson JobConnect collaborates with the school district in providing pre-GED the first Friday of every month. Over 140 individuals have taken this test at the Henderson JobConnect. Those unemployed individuals who establish, through this test, that they have the skills to pass the GED will have the cost of the GED paid for by the Career Enhancement Program.

PEOPLE

Introduction

Aligning workforce development with the needs of Southern Nevada

What is Workforce Investment?

Workforce Connections is a workforce investment board focused on coordinating job development and career pathway building to maximize the potential of the Southern Nevada workforce. With a toolbox of work readiness, education, training, and assistance programs designed specifically to produce qualified employees who fulfill current needs and supply future capacity in emerging fields, Workforce Connections aligns the potential of employers and abilities of job seekers to support the ever-changing needs of the Southern Nevada workforce.

Authorized by The Workforce Investment Act of 1998 (WIA), Workforce Connections is part of a national network of local boards tasked with creating workforce talent that keeps the nation competitive -- a national effort grounded at the local level where the needs of businesses and individuals are best understood.

Why does Southern Nevada need it?

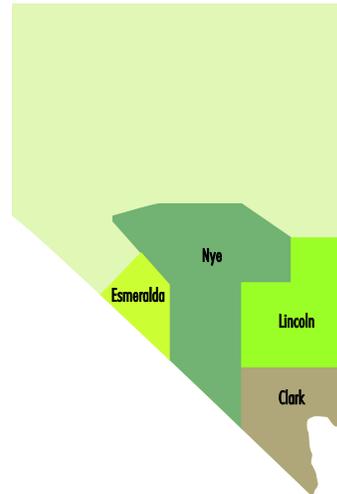
Despite the fact that Workforce Connections and WIA have been present in the community since 2000, the concept of workforce development in Southern Nevada seems like a new one. Having experienced a dramatic shift from years of abundant growth to a near state of survival, the need for actionable recovery strategies has grown. Fortunately the groundwork has been laid, the resources are in place, and we are poised to mobilize a massive effort towards moving people into careers and industries that will diversify our economy and better serve job seekers and employers in our community.

Alignment with economic development efforts

Southern Nevada can utilize the resources of the Workforce Investment Board and its partners to create new pathways for economic development that put ideas into action. These resources include a broad spectrum of forces, from local community service programs to elected officials and policy initiatives that are:

- Coordinating training providers, educational institutions, and a diverse group of support agencies to respond to the needs of job seekers.
- Identifying market driven strategies relevant to Southern Nevada employers.
- Supporting businesses with growth strategies, layoff aversion, placement of qualified applicants in new positions, or retraining existing employees for expanding opportunities.
- Helping rural communities sustain their workforce and be economically competitive.
- Committed to building a community ethic that values education and prepares the future workforce for successful careers.

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



How is it funded?

Each year, based on population and labor statistics, the federal government allocates funding under the Workforce Investment Act to support locally-driven programs that increase the employment potential, job retention and earnings of job seekers who in turn supply the skilled workforce needed to meet the evolving demands of the business community. The state of Nevada has two Workforce Investment Boards who share the funds allocated by WIA. Nevadaworks serves the Northern Nevada counties and Workforce Connections, in the South, serves the Clark, Esmeralda, Lincoln and Nye counties. Workforce Connections also seeks additional federal and private funding outside of WIA to supplement and enhance efforts towards a world-class workforce for Southern Nevada. Program funds are distributed annually through a comprehensive request for proposal (RFP) process.

Local leadership to fulfill local needs

Workforce Connections Board of Directors

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.

LOCAL ELECTED OFFICIALS CONSORTIUM MEMBER

JURISDICTION

Commissioner Andrew Borasky	Nye County
Councilwoman Peggy Leavitt	City of Boulder City
Commissioner William Kirby	Esmeralda County
Councilwoman Anita Wood	City of North Las Vegas
Councilman Bob Coffin	City of Las Vegas
Commissioner George Rowe	Lincoln County
Councilwoman Gerri Schroder	City of Henderson
Commissioner Lawrence Weekly	Clark County

Local Workforce Strategic Initiatives

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 us to define the scope of work performed by Workforce Connections and its program partners. Working with economic developers, K-12 and 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 investments in the community.

Board Members	Representing	Committees: ADW	Budget & Finance	Emerging Markets*	Executive	Youth Council
Maggie Arias-Petrel	Global Consulting	●				
Michelle Bizé	Las Vegas Review Journal	●		●		
F. Travis Buchanan	Las Vegas Chapter of the National Bar Association					
Hannah Brown	Urban Chamber of Commerce Workforce Connections Chair	●	●	●	●	
William Bruninga	Advance Energy Applications		●	●		
Mark Edgel	Southern Nevada Laborers Local # 827 Training Facility	●		●		
Alex Garza	Alterra Home lending		●			●
Dan Gouker	College of Southern Nevada		●			
Sonja Holloway	Sierra Nevada Job Corps				●	●
Mark P. Keays	University of Phoenix, Las Vegas	●				
Dr. David Lee	Taiwanese Chamber of Commerce			●		
Vida Chan Lin	Western Risk		●			
Kenneth LoBene	Nevada Housing and Urban Development Las Vegas Field Office				●	●
Pat Maxwell	Las Vegas Valley Water District	●		●		
Valerie Murzl	Station Casinos	●			●	
Dennis Perea	The Department of Employment, Training and Rehabilitation					
Charles Perry	Nevada Healthcare Association	●		●		
Mujahid Ramadan	MR Consulting					
William Regenhardt	National University	●				
Daniel Rose	Sheet Metal Local #88 Joint Apprenticeship Training Center	●		●		●

* Dissolution date of Emerging Markets Committee as of 03/28/12 BOD Meeting. Strategies were integrated among sector/industry initiatives providing Emerging Markets Committee members access to work on sector/industry committees. Items of particular interest will be addressed through ad hoc committees, and sector/public outreach monthly reports can continue as standing agenda items at direction of Board.

PARTNERSHIPS

Initiatives

Strategic workforce development initiatives

INDUSTRY SECTOR STRATEGIES: We're focusing efforts on industries that fulfill community needs and have economic potential for substantive career pathways in Southern Nevada.

TARGETED POPULATION EFFORTS: We're creating pathways to success for job seekers with specific needs and supporting youth with access to education and experiences that promote post-secondary success.

Nevada Healthcare Sector Council

The Healthcare Sector Council is made up of an 11 member Advisory Council as well as 16 staff members from the Department of Employment, Training and Rehabilitation (DETR), Workforce Connections, the University of Nevada Reno, and Nevada System of Higher Education. Council members have been generous with their time, talent, and professional expertise. Board members have worked cohesively toward achievement of the U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA) planning grant awarded to DETR and Workforce Connections.

The main objective of this planning grant was to identify a strategy to increase the primary care healthcare workforce in the state of Nevada over the next ten years. The overarching goal: become eligible to apply for a two year \$3 million implementation grant should funds become available from HRSA in the future. In the course of its work, the council met all six planning grant benchmarks.

Moreover, through monthly meetings and ad hoc committees, the council achieved the following major accomplishments during the planning phase:

- convened together, for the first time in Nevada, some of the highest ranking health officials, policy makers, and leaders throughout Nevada, all of whom have given generously of their time, as well as worked together apolitically toward the same statewide goals.
- Identified specific organizations/affiliations dedicated to educating and training a skilled health care workforce in Nevada through interviews with various stakeholders, including health sciences students, Health Occupations Students of America (HOSA), and graduate nurses enrolled in Southern

Green & Renewable Energy Sector Council

During the 2009 Legislature, Senate Bill 239 was passed, establishing Nevada's Green & Renewable Energy Sector Council. The council's mission is to identify job training and education programs to best meet regional economic development goals. Membership represents both the private and public sectors and is comprised of professionals in diverse fields of the green economy.

Green Economy jobs will play a major role in Nevada's economic recovery. The U.S. Metro Economics, Green Jobs in U.S. Metro Areas October 2008 report (<http://www.usmayors.org/pressreleases/uploads/greenjobsreport.pdf>) projects the Las Vegas metropolitan area to add 16,821 new green jobs through 2038. Green jobs are found across all industries: Energy, Healthcare, Hospitality/Gaming, Manufacturing, Transportation/Logistics, IT, Eco-Business, etc.

The council has already been successful in establishing relevant and productive partnerships between the state's office of energy, the public workforce development system, higher education, K-12, local employers and other specialized training providers. It is because of these partnerships that the SESP grant outcomes are on pace to not only meet, but also exceed early projections.

State Energy Sector Partnership

In 2010 Nevada received the State Energy Sector Partnership (SESP) Grant from the U.S. Department of Labor. Among other roles, council members serve as a steering committee throughout the life of this grant to inform the planning and implementation of the state's energy sector strategy and ensure the overall success of the grant. The council conducted sustainability planning to help insure that the strategic partnerships, training programs, placement & retention strategies, and labor market information gathering are all sustained after the SESP grant performance period ends in 2013.

The SESP grant is designed to provide programs and services aimed at training Nevada's current and future workforce for jobs in the green economy. Through SESP, WC provides training funds for Job Seekers and Incumbent Workers aiming to improve their green skills, as well as green career pathways for Youth ages 14-21. Since January of 2011, over 400 Job Seekers, over 800 Incumbent Workers, and over 1,000 Youth ages 14-21 have been served in Southern Nevada with training programs, workshops and courses through these strategies. This numbers will continue to increase until the grant period of performance ends in 2013.

Rural Support Strategy

The rural areas of Southern Nevada which include Esmeralda, Lincoln and Nye counties, 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, therefore, require a different approach to sustain and develop jobs for residents. In service to adult workers in these areas, Workforce Connections and partners have coordinated hiring events, supported efforts to sustain local businesses and maintained Career Connections. Efforts to engage youth include providing education services, work readiness training, and on-the-job experiences in partnership with public and private sector employers.

Prisoner Re-Entry

In collaboration with the Nevada Department of Corrections and the Nevada Department of Public Safety Division of Parole and Probation, Workforce Connections implemented a prisoner re-entry program that targets recently paroled inmates who are currently residing in transitional housing. This program helps ensure the successful re-entry to society for ex-offenders through gainful employment opportunities.

Graduate Advocate Initiative

During the initial implementation period, the Graduate Advocate Initiative helped students overcome obstacles in the pursuit of completing their education. How? It is focused on helping to improve high school graduation rates by connecting the Las Vegas business community with students through one-on-one mentoring towards graduation, continuing education and career development

At the beginning of the 2012 academic year, 10,000 seniors were not on pace to graduate. Of this number, 7,500 were only 1-2 classes short of credit requirements or completing the High School Proficiency Exam (HSPE).

Challenges	Outcomes
2010-2011 Official Graduation Rate: 59%	As of June 4, 2012, Superintendent Dwight Jones announced official graduation rate of 65%
6,000 Seniors had not passed the HSPE at start of school year	As of April 2012, 3,600 Seniors passed the HSPE
Almost 4,200 Seniors began the school year credit-deficient	As of April 2012, credit deficiency rate for Seniors reduced to 1,800

These outcomes could be further encouraging if up to 2,000 additional seniors, who are just short of requirements for high school diploma, complete their requirements during the summer of 2012.

YouthBuild

YouthBuild is a national program funded by the Department of Labor focused on supporting challenged youth, most of whom have dropped out of high school, in achieving academic success while receiving vocational training. YouthBuild students are committed to civic engagement and community service through projects building affordable housing and advocating for the community. YouthBuild students divide their time between school and the construction site. Students prepare for high school diplomas, GEDs, vocational school, apprenticeships, college, and careers. The curriculum integrates academics with life skills, in small classes that allow for one-on-one attention to students.



*Youthbuild participants get hands on experience and the opportunity to learn about renewable energy through the Workforce Connections/SESP curriculum
"What's it mean to be Green?"*

Program Year 2011 service providers for Adult and Dislocated Workers

Bridge Counseling Associates

Incorporated in 1971, Bridge Counseling Associates (BCA) has served the Las Vegas community with family based mental health and substance abuse treatment for over thirty

years. BCA's Adult and Dislocated Worker Programs assist individuals in realizing and achieving their goals for self-sufficiency. Each individual, in tandem with an experienced case manager, develops an individual employment plan that will assess his or her employment history, educational background and career aspirations. The program provides the necessary insight and motivation to assist participants in realizing their potential. Bridge Counseling Associates is committed to a high standard of excellence, in which clients' success in achieving economic independence is the main objective.

CCSD: Desert Rose Adult High School

As part of the Clark County School District Adult Education Program, Desert Rose Adult High School is designed to provide lifelong educational opportunities and services to students ages 17 and up. Focused on re-engagement, the school addresses the unique needs of individuals in a diverse population who need assistance in obtaining high school proficiency.

Foundation for an Independent Tomorrow

Foundation for an Independent Tomorrow's (FIT) mission is to provide program participants with the skills necessary to achieve employment leading to self-sufficiency for themselves and their families. Targeting adults, dislocated workers, ex-offenders, seniors, disabled workers, veterans, and Welfare-to-Work participants, the FIT program combines technical vocational skills training, mentoring, education, employment assistance and "soft skill" acquisition to give people the tools to break the cycle of dependency and live independent lives with brighter futures.

GNJ Family Life Center

GNJ Family Life Center is a faith-based nonprofit organization that serves as a vehicle in the community to enhance and promote personal and economic development. The Adult and Dislocated Worker Programs at GNJ Family Life Center are designed to provide quality employment and training services to Las Vegas residents seeking assistance in gaining and retaining employment, obtaining credentials, and career counseling. They assist eligible individuals in finding and qualifying for meaningful skilled employment that they will need to compete and succeed in business. Additionally, GNJ Family Life Center serves as a sub-contractor in the Youth Build Las Vegas program.

Goodwill of Southern Nevada, Inc.

Goodwill of Southern Nevada, Inc. is a nonprofit organization that provides education, employment and training for people with disabilities and other barriers to employment. This assistance is provided in order to maximize the quality of life for each individual

served. Goodwill of Southern Nevada, Inc. serves adult and dislocated workers through their Career Connections Centers.

Southern Nevada Regional Housing Authority

The Southern Nevada Regional Housing Authority (SNRHA) manages 24 public housing developments which house over 12,000 residents. To address barriers and obstacles to sustained employment faced by its residents, the SNRHA's Career Training Program provides resources for educational and vocational assessments, GED preparation, job skills training, financial literacy, donated professional clothing and supportive services.

Nevada Partners Inc.

Nevada Partners, Inc. is a community-based, nonprofit agency in North Las Vegas, Nevada. Their mission is to build a healthy, sustainable community where all residents achieve their full potential through effective education, meaningful employment, safe and affordable housing, and vibrant civic and cultural engagement. By collaborating with private employers, public agencies, community and faith-based groups, they are able to connect youth, adults, and dislocated workers with the support they need to thrive.

Latin Chamber of Commerce Community Foundation

The Latin Chamber of Commerce Community Foundation has been established for the purpose of raising funds to support the educational, social, cultural and philanthropic efforts of the Latin Chamber of Commerce. Through their Casa Verde Project for adult and dislocated workers they train participants in green home energy auditing, green retrofitting and photo voltaic installation. The program focuses on transitioning displaced persons in the construction trades while fulfilling the needs of employers in providing relevant skills to support green economy sector jobs.

Nevada Hospital Association

The Nevada Hospital Association was created by hospital administrators to provide resources to healthcare organizations that provide education, recognition of quality of services, advocacy, analysis, and recruitment of well-trained workers. The objective: to improve and diversify medical care delivered to the Southern Nevada community. In Partnership with NHA's Healthcare 20/20 program, Nevada Hospital Association delivers a qualified workforce of nurses and healthcare professionals through services designed to prepare new graduates of healthcare programs and displaced workers for clinical readiness in key sectors of healthcare.

Nye Communities Coalition

The Nye Communities Coalition (NCC) is made up of individuals and organizations focused on prevention services and beneficial opportunities for growth and engagement while diminishing behaviors and barriers that limit health and wellness. Coordinating hiring events and supporting efforts to sustain local businesses, NCC tackles the unique challenges faced by rural communities in sustaining and developing the workforce. NCC also operates Career Connections. In synch with industry sector strategies, NCC is collaborating with solar energy initiatives to coordinate training and job placement for new green energy jobs.

Program Year 2011 service providers for youth

CCSD: Desert Rose Adult High School

As part of the Clark County School District Adult Education Program, Desert Rose Adult High School is designed to provide lifelong educational opportunities and services to students ages 17 and up. Focused on re-engagement, the school addresses the unique needs of individuals in a diverse population who need assistance in obtaining high school proficiency.

HELP of Southern Nevada

Help of Southern Nevada provides educational and work readiness services in a positive support system to help homeless and at-risk youth obtain career and educational aspirations. Participating youth may have had histories of substance abuse, are pregnant or parenting teens, may have had involvement in the juvenile justice system or have been charged for crimes as an adult. Participants take part in educational planning and credentialing assistance, work readiness, leadership development and life skills support programming.

Latin Chamber of Commerce Community Foundation

The Latin Chamber of Commerce Community Foundation's Teen Expo is a unique research project that exposes youth to leadership, public speaking, and project management skills while exploring issues affecting teens. Youth select and research a topic, and with their findings develop an interactive exhibit to share with peers and members of the community. In addition to the Teen Expo, the Foundation supports youth in obtaining tax preparation certification in support of the Foundation's community service to low-income residents in need of assistance filing their taxes.

Nevada Partners Inc.

Nevada Partners (NPI) provides an array of programming designed to ensure that youth secure educational credentials and viable post-secondary opportunities. Targeted to reach high-risk schools and zip codes, NPI provides academic advisement, career counseling, and developmental support in the areas of leadership, health and well being, mental health and life skills.

Nye Communities Coalition

The mission of Nye Communities Coalition is to build healthy communities across Nye and Esmeralda Counties. They work on creating opportunities for youth that include work readiness, work-based learning experiences, mentoring, leadership development, and college and post-secondary exploration.

Lincoln County Youth Career Program

Lincoln County Youth Career Program is designed to provide help in finding full time employment, or admission into a post-secondary or trade school. The Program focuses on youth ages 17-21 who are interested in getting a start with their future or who need extra guidance, want to find a career, need job experience or resume building.

Southern Nevada Children’s First

Southern Nevada Children’s First (SNCF) addresses the needs of homeless, pregnant and parenting youth throughout Southern Nevada. SNCF concerns itself primarily with the provision of safe environments in which youth are supported through mentoring, advocacy, education, counseling, and intensive case management. SNCF strives to provide a safe, structured, and positive environment for youth to develop the necessary tools for a successful transition into adulthood.

The Characteristics

Characteristics of Program year 2011 WIA Funding participants

For the Program Year 2011 Annual Report			
Characteristics of WIA Formula Adult			
	Number	of	Percentage of All
Total Number of Participants	1,725		
Gender			
Male	752		43.6
Female	960		55.7
Unknown	13		0.8
Race*			
Latino or Hispanic	1,323		49.2

Black or African American	519	19.3
White	668	24.8
American Indian or Alaskan Native	28	1.0
Asian	117	4.3
Hawaiian Native or Other Pacific Islander	35	1.3
Age at Enrollment		
18-21	209	12.1
22-54	1,391	80.6
55+	125	7.2
Characteristics of WIA Formula Dislocated Worker		
	Number of Participants	Percentage of All Participants
Total Number of Participants	943	
Gender		
Male	472	50.1
Female	467	49.5
Unknown	4	0.4
Race*		
Latino or Hispanic	730	48.6
Black or African American	271	18.1
White	434	28.9
American Indian or Alaskan Native	10	0.7
Asian	41	2.7
Hawaiian Native or Other Pacific Islander	15	1.0
Age at Enrollment		
18-21	15	1.6
22-54	782	82.9
55+	146	15.5
Characteristics of WIA Formula Youth		
	Number of Participants	Percentage of All Participants
Total Number of Youth Participants	920	
Gender		
Male	384	41.7
Female	536	58.3
Race*		
Latino or Hispanic	543	48.5
Black or African American	341	30.5
White	187	16.7
American Indian or Alaskan Native	23	2.1
Asian	16	1.4
Hawaiian Native or Other Pacific Islander	9	0.8
School Status (at registration)		
In-School	661	71.8

	Out-of-School	259	28.2
Age at Enrollment			
	14-18	682	74.1
	19-21	238	25.9

* Participants acknowledge more than one race

POSSIBILITIES

Success Stories

Possibilities put to work: Highlights from Program Year 2011

Nevada State Energy Sector Partnership: “What’s It Mean to Be Green?”



The “What’s It Mean To Be Green?” program utilizes curriculum and hands-on activities to introduce youth to the green economy and green career pathways.

In 2010, Nevada received a State Energy Sector Partnership (SESP) grant from the U.S. Department of Labor designed to provide programs and services aimed at training Nevada’s current and future workforce for jobs in the green economy.

The Youth SESP strategy was implemented to train the future workforce of Nevada by introducing Youth ages 14-21 to the green economy and green career pathways. A Science Technology Engineering & Math (STEM) based educational program, entitled “What’s It Mean To Be Green?” was developed. It introduces youth to the basic principles of sustainability, energy efficiency, renewable energy, resource conservation, and green design & construction. Since January of 2011, over 1,000 youth were enrolled, and over 70% received their certificate after successfully completing the program. Partnering organizations include six WIA Youth funded partners, eight Clark County School District High Schools, and other community based organizations. The Green

Mobile Classroom is powered completely by solar panels on the roof providing hands-on experience with STEM-teaching labs and equipment. The program is designed to be sustainably delivered through WIA funding moving forward.



The Green Mobile Classroom is equipped with STEM interactive labs and hands-on activities. The classroom is powered by solar energy (see photo-voltaic panels on the roof).

Workforce Connections' strategy for Job Seekers served through SESP is to partner with Workforce Investment Act (WIA) Adult & Dislocated Workers (ADW) funded partners to provide an integrated system of services to assist unemployed, underemployed and dislocated workers in getting jobs in the green economy. Job placements have taken place across several sectors identified in the Governor's new economic development plan: Clean Energy, Healthcare, Manufacturing, Hospitality/Tourism, IT, Logistics/Transportation, etc. Since January of 2011, over 400 participants have been enrolled as job seekers, 200 are pending completion of training activities and 200 have been placed into employment.

Incumbent Workers are served through SESP in partnership with employers who wish to upgrade the green skills of their existing employees. The goal is to ensure that current employees can be more retainable, promotable and valuable to their employers. Since January of 2011, over 800 incumbent workers were served in Southern Nevada, and over 99% retained employment. Partner employers have reported that the increase in workers' skills and expertise has made their businesses more profitable. Multiple local

government buildings, schools and hotels will achieve year-to-year reductions in utility costs after new strategies were implemented by the incumbent workers who received the green-skills upgrade. In many cases the new skills allowed the employees to perform new job duties that increased the business revenue. The trainings covered a wide range of areas including: energy assessment and efficiency improvements as well as green manufacturing, distribution, IT processes, and horticulture.

Graduate Advocate Initiative: National Job Shadow Day

The future of Nevada's economic success hinges upon increasing high school graduation rates. There is a direct correlation between the high school dropout crisis and economic growth. The challenges of today's economy include increasing educational requirements and are rapidly changing the transition from student to working adult. Most young adults experience detours on the road to economic independence including periods of unemployment and periodic interruptions in their education. These youth are at high risk of becoming 'disconnected'.

On Thursday, February 2, 2012, in observance of National Job Shadow Day, local businesses opened their doors to over 800 Clark County School District (CCSD) students and shared with them a preview of the world of work. The students who took part in the event were CCSD high schools seniors participating in the Graduate Advocate Initiative, a program to help increase Southern Nevada's high school graduation rate.

Job shadowing offers the business community and opportunity to support education without even having to leave the office. Twenty-one local businesses and organizations hosted students during the event including MGM Resorts International, the City of Henderson, the Southern Nevada Water Authority and the Bureau of Reclamation. Job shadowing exposed students to a professional work environment and gave them the opportunity to explore the career options available to them when they graduate. Students gained an awareness of the skills needed for certain jobs, identified possible career interests, developed skills interacting with adults, learned what is expected in a professional environment and gained an understanding of the connection between school and work.

Employment Edge Veterans Workshop

Employment Edge Workshops were designed specifically for veterans and hosted by Workforce Connections and various partners. The Program year 2011 event was held on Thursday, November 10, 2011 and attended by over 90 local veterans from all branches of the U.S. Military. Also in attendance were local employers such as Stations Casinos and NV Energy, educational institutions, and community service providers sharing resources and opportunities available to veterans. The workshop included valuable sessions on employment planning, resume writing, interview skills, GI benefits and

online job searching. Also included in the event were mock interview sessions with employers and professionals, resume critiquing.

In support of national efforts to assist U.S. Veterans in transitioning from military service to the civilian workforce, this workshop was aimed at empowering veterans with skills and resources that will help them in their job search. Workshop presenters represented professionals from the U.S. Department of Labor/Veterans' Employment & Training Service (VETS), Nevada DETR, U.S. VETS, Pacific ADA Center, and local educational institutions such as The Learning Center, LV-PITA and WRRP Inc. Many of these presenters were veterans themselves.



Laurie Clemens from LV-PITA discusses the options that her educational facility offers to a Veteran during the job fair portion of Employment Edge.

Operation Health Care Bound



Workforce Connections, in conjunction with the Nevada Hospital Association and the Nevada Institute of Nursing, held a Health Care Job Shadowing event for high school students in Southern Nevada on Wednesday, May 23, 2012 to give young people the opportunity to learn about a variety of careers in the healthcare field.

The event, Operation Healthcare Bound, allowed students to travel to local hospitals and interact with healthcare professionals to obtain a real world view of the industry. During the visit, students explored the diversity of healthcare careers in a hospital setting; gained comfort and experience in a medical environment; shadowed a professional in the healthcare field and learned about the skills needed to pursue a healthcare career.

The participating hospitals included Centennial Hills, Complex Care Hospital, Desert Springs, Mountain View, Nathan Adelson Hospice, Southern Hills, Spring Valley, St. Rose Dominican Hospitals, Summerlin Hospital and Valley Hospital.



Participants from Lincoln County Youth Career Program are given a tour and the opportunity to ask questions by the Mountain View Hospital Chief Nursing Officer of during Operation Health Care Bound.

Funded Partner Success Stories



Bridge Counseling Associates

For the past 11 years, Bridge Counseling Associates has been providing vocational services to Southern Nevada residents. Rather than have a participant attend a group orientation or be exposed to multiple staff assisting with different areas, participants work with the same staff person for the entire duration of the program. By focusing on high demand trainings, our participants have found more than employment -- they have found long lasting careers. Our current average hourly wage of \$18.00 is a direct result of our program structure. None of this would be possible without our dedication to minimizing overhead costs resulting in more available funds for direct participant services.



CCSD: Desert Rose Adult High School

In August 2011, Rashida entered the Desert Rose High School WIA Adult Healthcare Grant Program. Determined to find employment and provide for her family of four, Rashida used her motherly motivation to illuminate her path to success. She immediately attended school at the College of Southern Nevada to become a certified nursing assistant. She had her struggles. Being a single mother of four, suffering the recent loss of her grandmother and going to school full time was difficult.

Though Rashida had challenges during her participation in the program, she persevered and maintained a positive attitude. With the financial assistance of the WIA Adult Healthcare Grant and encouraging caseworkers, she was able to overcome obstacles such as lack of day care, cost of occupational training and a need for work supplies.

Despite all of the obstacles, she achieved her goal of becoming employed as a certified nursing assistant and in the process was nominated for the Women's Opportunity Award. Rashida's success exemplifies what can be achieved with a little help and plenty of dedication.



Foundation for an Independent Tomorrow (FIT)

Eva was a pharmacy technician who, in 2006, was forced to leave her career after 17 years. At that time, Eva began noticing blurriness in her vision that prevented her from being able to perform the tasks of being a pharmacy tech.

Eva then worked various other jobs, including as an office assistant until November 2011. That job too, ended because Eva was having trouble with her vision. She found her way to Foundation for an Independent Tomorrow and did vocational testing and research, after which she settled on caregiver as her new career choice. A compassionate and nurturing individual by nature, Eva showed the motivation to complete the training, which FIT was able to fund through a WIA grant.

After training, FIT provided additional funds for CPR certification, uniforms for work and other employment prerequisites. Eva recently found a full-time position. The employer was seeking someone who could be a caregiver and assist with various office functions. Because Eva was able to combine her new skills of care giving with her previous skills as an office assistant, she became the ideal candidate for the job.



Goodwill of Southern Nevada

Doug worked in the construction industry for more than 10 years as a driver and general laborer. He suffered a workplace injury and was placed on disability. He came to Goodwill in September 2011 for assistance with job searching, determined to try to return to work regardless of his injury.

He enjoyed being a driver but was open to other opportunities. He did two short-term assignments while an active client but both required too much physical labor.

Doug was determined to find a position where he could get off Social Security Disability Insurance and be a productive citizen. Not only was Doug dealing with the barrier of his disability but he also has a criminal background and spotty work history.

He required assistance with his resume, interviewing, goal setting, transportation and job searching. Doug had previously been in an industry that did not require many of the skills required for a job search. Doug learned skills including job searching online and, with the assistance of his case manager, designed different resumes appropriate for the positions discovered during his job search.

Although he had some setbacks Doug never gave up on finding something that would work with his barriers. He was able to find employment on Jan. 31, 2012 as a driver for First Transit and he has been assisted with vouchers for clothing for work as well as gas cards.



GNJ Family Life Center

Steven has lived in Las Vegas for more than 20 years and never imagined he would be unemployed for more than two years.

"I had a very difficult time taking care of my family and making ends meet. I felt discouraged with no responses from all the applications I had completed and all the resumes I sent. After so many failed attempts I felt hopeless," he said.

Steven shared his situation with a friend who referred him to GNJ Family Life Center. "After meeting GNJ staff and hearing about the services and resources that were available to me I became very excited. GNJ gave me a skills assessment and assisted in the cost that allowed me to attend truck driving training. I completed training and obtained employment shortly after," Steven said.

"GNJ Family Life Center did not just assist me with finding employment. GNJ saved my life."

Latin Chamber of Commerce Community Foundation



Julie's life is busy - very busy. Meeting the demands of full-time work, full-time school and raising two teenage daughters, on her own, can be stressful. Ask Julie about her life, and she will tell you she is very happy, thrilled in fact.

"It's stressful sometimes, but I'm making it. Before the program (Healthcare Opportunities Today/Latin Chamber Foundation), I was struggling. It's not a struggle anymore," she said.

Prior to enrollment in the HOT Program, Julie was having a difficult time. As a dislocated worker, she had been unemployed and looking for work with little success. Through the HOT Program, Julie was placed in the on-the-job training program at North Vista Hospital as a staffing coordinator/medical unit secretary and earning a good salary. Because her performance was exemplary, she was promoted quickly and now works as a discharge technician for the hospital.

She is thriving in work and in life. "I've learned a lot and have met lots of very interesting people. I feel that I can expand and grow in the medical field," Julie said

Nevada Hospital Association



Anna is one of many passionate healthcare workers. As a new Nevada registered nurse graduate, she has joined organizations such as Nathan Adelson Hospice to complete on-the-job-training programs. The Health Care 20/20 New Grad Nurses Program, funded through Workforce Connections, requires new graduates to be trained and mentored for up to three months by a preceptor prior to assuming full-time employment.

Anna decided to pursue this new career after spending four years as a stay-at-home mom to raise her daughter. During this time, she cared not only for her child, but also her mother, who has ongoing cardiac issues.

Of her experience at Nathan Adelson Hospice, the largest nonprofit hospice in Nevada, Anna feels she has been sprinkled with "pixie dust." Her preceptor, Anita Johnson, has been a great mentor and Anna believes she is right where she needs to be - providing end-of-life nursing care and helping fulfill the organization's mission that no one should end the journey of life alone, afraid or in pain. As Anna often says, her job is a "dream come true."



Nevada Partners

Rachelle came to the Nevada Partners program not knowing that she had been labeled by society as "Over 50 & unemployable". All she knew was that she seemed to be having no luck finding employment "anywhere near as common as my much younger, equally as qualified candidates". After meeting her case manager, Rachelle decided she wanted to make the next half of her life count more by entering the medical field and to give back to others in need. She attended the Workforce Development and Work Readiness classes which she described as having "no boring moments". In the classes, Rachelle learned about salaries and statistics in the medical field as well as employment resources that addressed how to re-enter the workforce and attain and maintain a job.

Rachelle enrolled in the class for the Certified Nursing Assistant and was on her way. She studied hard, and graduated at the top 10% of her class with pride.

Rachelle is currently employed in the medical profession as a Certified Nursing Assistant and loves what she does. She wrote that she would not have been able to attend school, pay for books or anything else without the Nevada Partners program. It has been an asset and a most wonderful and VERY life changing experience..."A Paradigm shift" is what she called it...adding: "If I could, I would take more classes at Nevada Partners to enhance even more my employability."



NYE Communities Coalition

After being released from a three-year stay in one of our state's prisons, William was introverted and uncomfortable talking to or being around people. Like most ex-felons

after release, he had no driver's license, no Social Security card, no transportation, no money, a history of substance abuse and was not eligible for public assistance.

Over a period of five weeks, William participated in pre-employment workshops, volunteered in NYE Communities Coalition's office where he practiced conversational skills, and received alternate funding to address employment barriers. William secured employment within a little over 30 days after his release date.

Today, he is still successfully employed with the same employer, active in a 12-step recovery program and working towards his human service degree for substance abuse counseling at the local community college.



Southern Nevada Regional Housing Authority

In November 2011, Marisol, a dislocated worker who became unemployed in October 2011, came to the Southern Nevada Regional Housing Authority requesting assistance to gain employment in the healthcare field. Already nearing training completion with Northwest Health Careers as a certified medical assistant, she was in need of immediate employment.

After a very brief period of job searching she was called to interview with an urgent care facility seeking to fill the position of scheduler/checkout medical assistant. Marisol, concerned she did not have proper interview attire, contacted her case manager for assistance and was provided with clothing for the interview.

On November 14, 2011, Marisol was offered employment with the facility and, with further supportive services assistance, was able to begin work.

Marisol is doing so well that she has been offered a new position with yet another company, the one where she completed her externship.

Development

Forward-thinking strategies hitting the ground

Layoff Aversion Business Services

Why? Having the highest unemployment, bankruptcy and foreclosure rates in the U.S., Nevada required an integrated approach to workforce development. In concert with Governor Brian Sandoval's regional sector strategies, this approach is at the intersection

of economic development and workforce development as it integrates employer demand with employee supply.

What? This is a proactive strategy on the continuum of Rapid Response to meet the needs of employers and workers and is critical to reduce high unemployment in southern Nevada and to provide a skilled labor force for in-demand positions. By identifying and assisting businesses in high growth industries, that may also experience operational and financial challenges, it is a means of averting closures, and retaining jobs.

How? Department of Labor grant funding provides for Business Consultants to:

- Assess clients' needs among partnerships with chambers of commerce, trade associations and regional development authorities
- Engage services of professional organizations, industry professionals and educational institutions to provide no-cost technical assistance
- Provide resources to retool client's operational and fiscal strategies for success

Results: Layoff Aversion Business Services deliverables:

- Seminars address topics including access to capital; marketing strategies; and revenue cycle management for medical professionals
- Customized needs assessment and business consultation provide road map for business success
- Incumbent worker training provides for ongoing qualified employee base
- Short-term viability strategies optimize operations, avoid business interruption, provide liquidity and avert layoffs
- Long-term sustainability strategies maximize profitability for growth, solvency and job creation

Direct job seeker outreach

Workforce Connections is taking an active role in helping job seekers gain the competitive edge in seeking work through our Employment Edge workshops. Focused on developing job search skills and introducing job seekers to the many resources and programs offered by our service providers, this service is designed to better serve needs and support more successful outcomes for our programs.

“Workforce Connections has been a strong supporter of Nevada Industry Excellence programs that truly produce results for manufacturers as measured by an independent survey. Working together collaboratively has produced even stronger results for greater overall economic impact and job creation in southern Nevada.”

Terry Culp
*Business Manager, Nevada
Industry Excellence
Nevada System of Higher
Education*

Prisoner re-entry

Building on a Foundation of Success

During the past year, Workforce Connections has operated two (2) “in-house” re-entry programs, one for Adult Services and one for Youth Services. These experiences provided Workforce Connections with invaluable information regarding the many issues and challenges ex-incarcerated residents face as they reenter into the community. Having operated this program, Workforce Connections staff gained invaluable knowledge regarding the type of Re-Entry Model Program that can now be successfully sustained.

On February 28, 2012, the Workforce Connections Board approved the publishing of the Re-Entry Adult and Youth Programs Request for Proposal (RFP). Subsequently, Workforce Connections staff published an RFP March 7, 2012 and a Bidders Conference was held on March 13, 2012. Approximately 30 interested parties attended. Workforce Connections received six proposals, 4 for Adult and 2 for Youth, which were reviewed and scored by an independent evaluation team comprised of Re-Entry subject matter experts. On May 22, 2012, the Workforce Connections Board approved Foundation for an Independent Tomorrow for the Adult Re-Entry Program in the amount of \$700,000; and Youth Advocate Programs, Inc. for the Youth Re-Entry Program in the amount of \$300,000. Both Re-Entry programs will begin on July 1, 2012.

Rural Development

Workforce Connections is expanding efforts in the rural areas of Southern Nevada by creating an interconnected virtual support system that spans regional labor markets, fosters sharing program resources, and collaborates to define best practices while keeping services rooted in the communities. Employing technical resources and coordinating with local chambers of commerce, local government, economic development initiatives, and educational institutions such as the University of Nevada Cooperative Extension, Workforce Connections is helping rural areas create capacity in their communities that connects them to the national economy.

Increasing High School Graduation Rates

Workforce Connections has launched the Graduate Advocate Initiative. The Initiative is a partnership of Workforce Connections, United Way of Southern Nevada, the Nevada Public Education Foundation, and the Clark County School District. It is focused on helping to improve high school graduation rates by connecting the Las Vegas business community with students through one-on-one mentoring towards graduation, continuing education and career development.

Community engagement

In an effort to increase participation and engage the business community in workforce development discussions, Workforce Connections is initiating an internal and external communications plan. By acting as a hub for information on program achievement, policy issues, and economic development, we hope to drive conversations that lead to innovation and action on behalf of Southern Nevada's workforce.

Nevadaworks Workforce Area

As the Local Workforce Investment Board for northern Nevada, Nevadaworks serves thirteen counties, encompassing more than 70,000 square miles. These thirteen counties: Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine each have their own workforce strengths and challenges that correspond with key industries of the region. Nevadaworks is committed to developing and maintaining a skilled workforce that meets the needs of all northern Nevada area employers.

As of May, 2012 Nevada leads the nation with an 11.6% unemployment rate. Nevadans in every area of our state are hurting. The Reno-Sparks metropolitan area is trending down, but remains at an extremely elevated level of 11.4%. Carson City stands at 11.8% and other northern Nevada counties are seeing similar rates. Elko, benefitting from a thriving mining industry, stands at 6.3%. Although these rates are trending down, there has been much discussion about the underlying reason for this decrease; Nevadans are frustrated and leaving the labor force, or leaving Nevada altogether.

The Nevadaworks Board and staff believe that any successful economic recovery must begin with workforce. The Nevadaworks Board is committed to the workforce investment system, and more so, to aligning state workforce development efforts with that of the Governor's Office of Economic Development (GOED). The GOED has identified seven target industries that have a great opportunity to expand and grow Nevada's economy. These industries are: Mining, Materials and Manufacturing; Tourism, Gaming and Entertainment; Clean Energy; Health and Medical Services; Aerospace and Defense; Business IT Ecosystems; and Logistics and Operations. Through Nevadaworks' efforts, Nevada will have the workforce it needs to be competitive globally in each of these target industries.

The Nevadaworks Board is made up of strong industry leaders representing business, economic development, education, and an elected official from all thirteen northern Nevada counties. These industry leaders are critical in Nevadaworks' effort to identify the critical skill sets and education requirements that Nevada employers are looking for. With their leadership, the Nevadaworks staff has the capacity to develop and manage high performing programs that are unique to each community and service area.

We have included within this Annual Report the Common Performance Measures for the program year 2011, according to the guidelines laid out by the Department of Labor. We

have also included a program summary for each of the training programs run by our regional contractors.

The following are the Common Measure Performance results for program year 2011:

Nevadaworks PY 2011 Performance prior to WRIS wages			
	Actual	LWIA Plan	% LWIA Achieved
Served (Adult)	2,147		
Exiters (Adult)	945		
num Adult EER	296		
den Adult EER	521		
Adult Entered Employment	56.8%	63.0%	90.2%
num Adult Retention	316		
den Adult Retention	423		
Adult Retention	74.7%	70.0%	106.7%
num Adult Avg Earnings	4,053,091		
den Adult Avg Earnings	316		
Adult Avg Earnings	\$12,826	\$11,500	111.5%
Served (DW)	1,170		
Exiters (DW)	454		
num DW EER	564		
den DW EER	852		
DW Entered Employment	66.2%	70.0%	94.6%
num DW Retention	516		
den DW Retention	627		
DW Retention	82.3%	80.0%	102.9%
num DW Avg Earnings	8,338,489		
den DW Avg Earnings	516		
DW Avg Earnings	\$16,160	\$14,500	111.4%
Served (Youth)	536		
Exiters (Youth)	106		
num Youth Placement	152		
den Youth Placement	237		
Youth Placement	64.1%	40.0%	160.3%
num Youth Degree	159		
den Youth Degree	224		

Youth Attain Degree	71.0%	40.0%	177.5%
num Lit Num	10		
den Lit Num	27		
Literacy Numeracy	37.0%	29.0%	127.7%

Big Brothers, Big Sisters of Northern Nevada

Significant outreach occurred throughout the Reno and Carson City areas to more than 60 businesses and organizations. Advertisements were also placed on local radio stations and public transportation. To date, there are eleven teens enrolled in NJCOS.

- Seven teens have been matched with a mentor.
- Five teens have completed all soft skills training at Community Services Agency.
- Five teens have completed training at District 11 Operating Engineers.
- One teen has completed training at Nevada Truck Driving School.
- Two teens are currently in training at Nevada Truck Driving School.
- One teen has passed his written DMV test, but is practicing for his driving test to be eligible for Nevada Truck Driving School.
- Three teens have obtained jobs thus far.

Challenges:

- Lack of interested, eligible teens, and referrals.
- Two participants refused drug tests at Nevada Truck Driving School. Participants can return after they meet with a DOT counselor, are approved by counselor to return to training, attend first substance abuse class, and re-take a drug screening.
- Three Participants with GEDs could not pass the apprenticeship test with Operating Engineers consisting of eighth grade math and must attend Northern Nevada Literacy Council for tutoring.
- Contact was lost with one participant.

Bristlecone Family Resources

The Back2Work program, founded in 2009, is an employment readiness workshop which is centered around 5 key points to success. The program which works in conjunction with the Workforce Investment Act of 1998 operates at Bristlecone Family Resources, a center for addiction and treatment. The purpose of Back2Work is to help individuals in recovery acquire the information, skills and support they need to re-enter the workforce.

The structure of the program is 5 days of 3 hour sessions, totaling 15 hours of intensive class time. Each day is based on a certain key point, some reviewed for two days based on importance. Specific skills reviewed over the 5 day course are the introductions to points of success, personal job skill assessment, resume writing, interviewing, and tailored job search procedures. Entrance into the program requires a dislocated worker

status, completion of initial assessment, including I-9 interview, and completion of a minimum of 2 case management interviews with the B2W Case Manager. These enrollment requirements ensure that the individuals selected for the program are truly motivated to retain the knowledge presented in the workshops to help them re-enter unsubsidized employment.

Incentives are provided upon successful completion of the workshop series. The clients receive a \$100.00 clothing stipend for purchase of interview appropriate attire. Client receives a username and password to access and search Nevada JobConnect on the Back2Work computers, as well as to upload their resumes on itsaboutjobs.com. In addition, the B2W Case Manager provides job leads and conducts frequent job matching searches through Nevada's One-Stop System.

Back2Work has spent the past year fine tuning the program to run in an even more effective manner. An example of this would be the reformatting of the workshop schedule. Included within the 2011-2012 year are more interactive learning activities which better prepare the client for interview situations. There have been some changes made to the forms in which Bristlecone Counselors refer clients to the program, which ensures the clients who are referred to the program are appropriate and steady in their sobriety.

Individuals who attend and absorb the information presented in the workshop and meet with Back2Work regularly, usually gain employment within the 3 month window of opportunity. Blu J. was one of these clients within the 2011-2012 year. Blu came to the program after completing his treatment for a 20 year meth addiction. He was driven to change his life and change careers. His prior line of work in the construction business became a trigger for continued drug use, and therefore he made the choice to pursue training and become a Home Inspector. The client spent thousands of his last dollars to move to Las Vegas for 2 weeks to gain his certifications. Back2Work paid for these training services and, upon completion, was able to help the individual gain his business licensure. He is now working for himself as a home inspector and comes monthly to speak at the workshops as a success story.

Another client who has greatly benefitted from the Back2Work program is client Aaron R. Aaron sought the help of the program after completing treatment for his heroin addiction. Aaron was a younger client who showed great enthusiasm and motivation to stay sober and turn his life around. Aaron rode his bike several miles daily for the workshops, as well as to meetings with Back2Work personnel. The workshop provides a one month job search timeframe in which, if followed correctly, one can distribute 100 applications or resumes to employers. Aaron became living proof of the statistical timeframe created by Back2Work. Within 1 month of graduating the program, Aaron has been to 5 job interviews and had been offered 2 separate jobs. He has shown that hard work and dedication, in a poor job market, can result in employment within the 3 month window of opportunity.

In closing, the Back2Work program has provided services for 210 clients over a 3 year span. Within this period of time, Back2Work has successfully placed 60% of its clients in the workforce, with many more on the cusp of employment. The top reason for the success of the program is the implementation of training services provided to clients.

Training grants motivation as well as a skill sets that increases the employability of clients dramatically. The Back2Work program is goal oriented and whole-heartedly focused on the achievement of dislocated workers finding and qualifying for meaningful employment.

Community Chest – In School Youth

The Comstock Youth Works In-School Youth Program (ISY) at Community Chest, Incorporated (CCI) has made a positive difference in the educational, life skills building and work experience opportunities for our high school students in Storey and Lyon Counties. The program assists students in successfully graduating from high school, gaining employment skills, expanding education horizons and acquiring life skills building tools. Currently we serve Virginia City High School (VCHS) and Dayton High School (DHS).

Program Summary:

The ISY program successfully served 20 clients this program year. The credit deficient clients were able to supplement their high school courses or attend summer school if available through the high school. They also received supporting resources such as tutoring and study skills so they were successful in graduating high school or advancing to the next grade level. The school courses are generally completed during the summer break with some extending into the school year. We find that it is best to encourage the client to stay on task during summer break with their studies. During the summer the client was placed with an employer partner for employment. The client was able to gain work experience and job skills. This enables the client to be more successful when applying for employment for the first time on their own. The basic and life skills building was throughout the year with the biggest impact during the summer field trip component that is once a week. The clients were exposed to college campus tours, trade schools and career oriented job opportunities. They did workshops at CCI and various professional locations to expose the client to college and career planning, professional resume building, job seeking skills, banking and investment planning. During the registration process at the beginning of the year they also look at the skill level or need and experience that each client brings to the group, with this we build our workshops in basic skills building for that group, such as filling out rental agreements, job applications, searching and applying for college grants and/or scholarships, community service projects and volunteer opportunities to name a few. Many of the clients were encouraged to get involved with other programs at their school such as Students against Domestic and Dating Violence, Stand Tall Prevention Teams that target drug, alcohol and tobacco use and Student Council. They ended the year with a graduation ceremony to honor the client for staying on task and completing the program.

Success Stories:

Jenna flew to Huntsville, AL with some of her classmates for NASA's Moon Buggy Race. The VCHS students built their buggy and raised \$10,000 to take the trip. They took 3rd place for the First Time Attendance and 20th in the overall competition, with 88 high schools and colleges attending. On top of all this, she managed to finish 3 additional high school courses, continued with her employment working 20 hours a week and will be graduating high school with honors.

Tracy worked with the Storey County District Attorney's Office. Tracy overcame many obstacles during the year and I have never worked with anyone who was so willing to get out of her comfort zone and grow. She came to the program very shy and introverted, but gained a tremendous amount of self-esteem and confidence. She excelled in her work experience and the patience with the DA's office was awesome. They stepped up to see that Tracy was very successful in her position. She was instrumental in assisting staff with scanning documents to reach their goal in becoming a paperless office.

Community Chest – Rural Liaison Program

The Rural Liaison Program (RLP) at Community Chest, Incorporated (CCI) has made a positive difference in the lives of many unemployed and underemployed Nevada residents who live in Storey, Lyon, and Carson City counties. RLP has also worked to support the other side of the equation by assisting locally-based businesses in Virginia City. Let's take a look at how both job seekers and employers are supported:

- Job Seekers -- People looking for work are able to come to Community Chest's offices located at 991 South C Street in Virginia City and utilize any of the five internet-enabled, print-ready computers (two Macs, three PCs) for job searches, building resumes and cover letters, e-mail correspondence with potential employers, utilizing the different social media platforms (such as LinkedIn), taking on-line classes at WNC or for credentialing (such as MSHA), and more. Additionally, they may utilize the phones, fax, and copy machines as these machines support their job search efforts. While at CCI, job seekers are provided with 1:1 assistance from a variety of staff that will stop what they are doing to answer questions, and have the opportunity to meet directly with our employment case manager who will help guide them through the job search process and act as their advocate. Finally, job seekers are connected with other resources that may be of use and help (i.e., access to counseling services, utilization of the food bank, and help with applying for public assistance benefits, transportation vouchers, etc.). In '11 - '12, they served an average of 20+ unduplicated folks monthly in our Business and Development Center, with utilization rates ranging from 20 - 70+ instances of use.
- Employers -- Every month the employment case manager personally hands out the newsletter *VC TIPS -- Business Building Strategies for VC Businesses* which is "designed to be read in less than two minutes and offers immediately usable suggestions and perspectives for business owners and employers to strengthen their business operations and bottom lines." This also gives the employment case manager an opportunity to have conversations with the various businesses to better gauge what their needs are and how the RLP might help. Employers are further supported by having access to a "Jobs Posting" board at Community Chest and on its website at www.communitychestnevada.net. The newsletter goes out to 50+ businesses.

Success Story:

Jim came to the program hoping to start working for the mines. He had just received his MSHA certification and needed the OSHA 10 certification before he could begin looking for work. After receiving personalized instruction by RLP staff on how to use the computer, he spent several weeks using the computer and headphones to complete the required on-line training and successfully passed the post-course test to earn his OSHA 10. He is now ready and able to work in the mines!

International Painters and Allied Trades

The International Painters and Allied Trades (IPAT) were able to serve over 80 clients during this contract term. These clients were serviced with over 3,000 training hours. The classes the clients attended varied from Apprenticeship classes (over 108 classes), OSHA 10 , OSHA 30 and various other Health & Safety classes that included American Red Cross CPR, AED & 1ST Aid, Fall Protection, Aerial Lift training, Lead Action Level Training and Scaffold Awareness.

Over 80% of the clients are now employed and the classes that they received were a big part of the reason they are currently employed. Some examples of success include the OSHA 10 classes (mandatory to work on a jobsite), OSHA 30 (mandatory for a foreman or supervisor on a jobsite) and our Lead Action Levels Awareness classes (mandatory to work on Washoe County School District projects).

IPAT's clients are also able to engage the community on other levels as well. Their commitment to the community and not for profit work that they perform for other non-profit entities is extraordinary. They performed services for Veterans Guest House (helped paint the new guest facility) for free.

Great Basin College – CDL Training

The GBC CDL Training Initiative's overall goal was to train 20 individuals who would obtain their Commercial Driver's License (CDL) by the end of the contract period. This project was a joint effort between JOIN (Elko office) and GBC. JOIN was responsible for qualifying individuals and tracking them in the NJCOS system. GBC was responsible for all training and financial, and programmatic reporting.

Training began in November 2011 and at the end of May, 2012 there were 16 people who qualified for the program that were enrolled as clients. Of those 16, 8 attained a CDL-A license, 13 are employed, 2 dropped the class and 2 are currently attending class. It is anticipated that at least four more people will be trained by the end of the June.



Success Story

Grant was enrolled March 29, 2012. He completed training and got his license on May 8.

He is very grateful for the GBC/JOIN CDL Grant. He had no job prospects

and was feeling desperate and at the end of his rope. He just happened to tune into KENV Radio, and heard the spot about GBC's CDL-A Training. Today, he is the proud owner of a Class A CDL license, is in the process of getting a HAZMAT endorsement, and is talking with employers. Grant said this was truly a life changing experience for him, and extends his thanks to everyone who helped along the way. He said it's almost unbelievable to him that programs like this exist!

Great Basin College – EMT

The goal of the training program was to target adults wishing to gain skills to enter the healthcare work force. The focus was on two training areas: Certified Nursing Assistant (CNA) and Emergency Medical Technician (EMT). These two career areas were chosen because they could be completed in a relatively short period of time, there is a high demand for employees, and they are entry points for further education that would enhance the earning ability of the program participants.

A total of thirty six clients were recruited and trained. Twenty two successfully completed the CNA coursework and passed the exam. Fourteen student/clients enrolled in the two Emergency Medical Technician trainings; twelve of them successfully completed the course and passed the exam. Two dropped out prior to actually starting either training.

Of those thirty six clients, to date:

- Fifteen have been exited to employment and closed out with at least three quarters of employment. Several of them have continued their educations on a part-time basis while working.
- Six were exited to employment but only partially met the three quarters of employment prior to closure of services.
- Five are currently exited to employment with services to be closed in June (3), September (1) or December (1). One of these clients was a single mom/RN student who dropped out of nursing school abruptly in November 2011; however, due to her college coursework, she has found employment in a healthcare support field with a good income and job benefits, and a more secure future for herself and her young son. Another of these clients, CNA-trained, found employment at the hospital and has since been working part-time and attending school part-time with a long-term goal of nursing school.
- Five went on to either nursing school or radiology tech school, and graduated May 2012. Four of the student/clients plan to seek employment as soon as they pass their national exams; the radiology student has determined that she must go on for one more year of specialized training in order to find employment. Though it has been a long road with Nevadaworks services and assistance, these five students have excellent employment prospects and are set to earn an above-average income. Three were single mothers. Another is married with four children, so her additional income will improve her family's socio-economic outlook substantially; she and her husband were both displaced workers from Las Vegas.

Great Basin College – Certified Nursing Assistant

The goal of this job skills training program (10/01/2011 through 06/30/2012) was to provide training for up to 40 WIA qualified under-employed and unemployed adults in targeted healthcare areas. A total of 34 clients were recruited and trained, and one JOIN client also received the job skills training.

Certified Nursing Assistant: Thirteen clients were registered in the CNA training. Four clients completed a 3-week intensive training (12/19/2011 - 01/06/2012). Three are currently employed. Five other clients were registered for a semester-long training (01/2012 – 05/2012). Three completed the training; one is employed full-time, one works per diem, and one is not yet employed. Karen is providing services to assist with their employment searches. Two clients unexpectedly dropped out of the training. One has not replied to multiple contact attempts. One is receiving needed social services at this time. One client was registered for training in her hometown of Battle Mountain. She got halfway through the training and decided she didn't like it. She found employment, but lost her job soon after hire. Three other clients completed a mid-semester 3-week intensive training (02/27 - 03/19/2012). All three are currently employed at the local long-term care facility. The training completion rate was definitely better for the 3-week intensive trainings versus the full semester training. That is important information for future clients and CNA trainings.

Medical Administrative Assistant: Fourteen clients were registered in the MAA training. This was an on-line training and clients have been finishing at different times during the last three months. Eight have successfully completed the course and passed the final. One, a single mother, has found full-time employment at a medical supply company and is thrilled to have a job that she says “pays more than I have ever made before, and has benefits!” Two others have part-time employment. Others are being assisted with resumes and job searches. Two clients are still working on the course; their final deadline is June 15, 2012. One, a single mom, found part-time employment after starting the training, and that has hampered her study time. Four clients did not complete the training. One dropped within two weeks of starting, and has been out of contact since then. Another has a family situation that must be settled before she can focus on job training. One was probably a poor choice as far as ability to succeed with the training. The fourth just didn't do the work, despite support services.

Pharmacy Technician-in-Training: Six clients were registered in this on-line training, which is designed to provide base knowledge and “foot-in-the-door” skills for a pharmacy job. In Nevada, one path to become a licensed Pharmacy Technician is 1,500 hours of paid on-the-job training, followed by successful completion of a national exam. Four of the clients have finished the training, and are working toward successful completion of the final exam. One has found employment in a pharmacy. Another has found other part-time employment and a volunteer externship in a pharmacy. Two clients

are job searching at this time. Two clients did not complete the training but are employed part-time in other fields.

Medical Coder/Biller: Two clients were registered in this two-semester training program. One is set to finish the coursework and take the final exam by June 15. The other, who found full-time employment in another field while taking the training, will be unable to complete the training through Great Basin College.

Churchill County Juvenile Probation

The Churchill County Juvenile Probation Department did not conduct a work experience this fiscal year. Due to the high number of students who remained enrolled in the Tutoring Service and who were at risk of high school dropout, it was decided that CCJPO would provide support services to those youth who had not yet obtained their high school diploma. Tutoring Services were provided twice weekly and select students were enrolled in the SOARS Study Skills Program. Students were also offered financial support for school supplies and any other items necessary for successful school performance.

They faced a number of challenges with this program. Many of the students enrolled were no longer on formal probation and despite numerous attempts to provide services, the interest and follow through were not there. The students who remained on formal probation faced challenges of their own, including drug and alcohol abuse, as well as other behavioral issues. Several of these students were placed in the CCJPO FIT Program, which is conducted on a residential basis in the Churchill County Juvenile Justice Center. This program was effective for those involved and allowed us to provide one-on-one tutoring on an as needed basis.

Despite the challenges there were successes. One student obtained his GED and seven others will graduate on June 1, 2012. The majority of the students who were actively involved in the afterschool tutoring and study skills programs improved their school performance and earned more high school credits than they had in previous years. Two students were able to register for the GED using funding from support services. They hope to register several other students next month.

Perhaps our most successful story is that of Sarah Lutzi. She started the school year as a 12th grade student at risk of not graduating. She needed to pass every single class in order to graduate. In addition, they were able to get her enrolled in an on-line class in order to make graduation a reality. Sarah attended after-school tutoring and study skills regularly without prompting from her probation officer. She was an active participant in tutoring and acted as a positive role model to the underclassmen. She often discussed her regrets and the importance of taking high school more seriously. Sarah received the good news that she had passed her finals and would in fact be graduating. She was so excited and proud!

Career College of Northern Nevada

Zero new clients remain enrolled as of June 2012; there have been seventeen clients that have enrolled into the DW program at Career College of Northern Nevada, eleven have graduated and six clients have withdrawn from training.

Clients who have exited and the exit reason:

- James (HVAC/R) is working for Neighborhood Appliance as a Maintenance Technician as of 04/23/2012 at \$14.00/hr. NV001600431
- William (HVAC/R) is working for Reno Heating and Air as a HVAC Technician as of 04/25/2012 at \$10.00/hr. NV001575373
- Eric (HVAC/R) is working for Prime Group as a Maintenance Technician as of 08/30/2011 at \$14.00/hr
- Cao (HVAC/R) is working for Schur Marketing and Technologies as a Ice Service Technician as of 06/01/2011 at \$15.00/hr. NV001014727
- Gabriella (MA) is working for Alf Sorensen as a Preschool Teacher as of 11/2010 at \$8.25/hr
- Michael (HVAC/R) is working for Air Wolf Heating and Air Conditioning as a Installer as of 10/20/2011 at \$10.00/hr NV000330666
- Sunny (MA) is working for Oasis Sleep Disorders Center as a Medical Assistant as of 08/2011 at \$12.00/hr
- Frank (HVAC/R) is working for RHP Mechanical as a Installer as of 04/01/2007 at \$25.12/hr NV000963503
- Justin (HVAC/R) is working for Hamptons Hotels as a Maintenance Technician as of 01/03/2011 at \$13.00/hr NV001201750
- Amelia (MA) is working for Northern Nevada Medical Group as a Medical Assistant as of 08/2010 at \$13.33/hr
- Jessica (MA) is working for Dr. Robert Ewing as a Medical Assistant as of 07/05/2011 at \$10.00/hr
- David (HVAC/R) is working for Johnston Supply as a Sales Service Technician as of 04/17/2012 at \$13.00/hr NV001693833

Center for the Application of Substance Abuse Technologies

The Center for the Application of Substance Abuse Technologies (CASAT) received funding to create and implement the Behavioral Health Workforce Initiative for Adult Workers (BHWI-A) program in order to provide financial assistance to individuals interested in pursuing a career in addiction treatment services as a Peer Recovery Support Specialist (PRS), and to build and strengthen Nevada's substance use disorders treatment workforce. This goal was achieved by helping students move efficiently and quickly through the education and work-based training processes necessary to enter the behavioral health workforce in Nevada. Providing tuition assistance, sponsoring work-based training experiences, and offering trainings reduced educational barriers, while increasing career on-ramps for students interested in the behavioral health field. In addition, this project increased students' marketability to employers, thereby infusing the

behavioral health workforce with a variety of workers. Finally, these targeted efforts increased the number of individuals working in the behavioral health field by creating a new career entry track (Peer Recovery Specialists) and enhanced the capacity of treatment providers to offer additional services to more clients.

These efforts were accomplished by: successfully building and implementing the new Peer Recovery Specialist program/certificate; presenting the program to local behavioral health centers; recruiting and retaining participants who have at least one year of sobriety into the PRS Program; conducting outreach services to other local colleges; identifying work-based training sites; creating strategies and incentives to retain the students in rural/remote areas; and assisting students enter into the behavioral health field that have had difficulty locating or maintaining employment. Since October 1, 2012, one Asian male, one Caucasian female and three Caucasian men have enrolled in the program. All students/clients are expected to graduate taking the required course work and completing work-based training hours by June 30, 2012. Of the five students enrolled in the program: one student has retained employment and was recently promoted; one was accepted into Nursing school and will continue to work and attend college until he completes his degree; one has retained employment with his current site placement and will stay on full time; one is maintaining two jobs with the possibility of remaining at his current site location; and one is pursuing options other than his current site location although working part time. In addition, all students are maintaining employment with four having the possibility to continue their education.

Numerous community outreach activities have been conducted throughout the year including interaction with treatment centers located in Northern Nevada to identify internship positions for BHWI-A students/clients. Specifically, five students were placed in the following locations: Ridgehouse, Bristlecone Family Resources, Step 1 Transitional Living Center, Westcare's Community Triage Center, Nevada's Recovery and Prevention Community (NRAP), and Quest Counseling. 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. The sub-contract work provided by JTNN assisted in the education of behavioral health care providers regarding the use of Peer Recovery Specialists as members of their treatment team, recruitment of agencies willing to hire PRS's, and work-based experience opportunities in Washoe County. JTNN held two 8 hour trainings (January and February 2012), attended community outreach opportunities, had communication via email and telephone and assisted in a PRS Clinical Supervision training to accomplish these goals.

Overall, the program has been successful in developing the addiction treatment workforce with qualified professionals. The BHWI-A program produced five adequately prepared Peer Recovery Support professionals who will have the opportunity to begin or continue a career in addiction treatment services. Lessons learned throughout the past nine months were: access to technology is difficult; years out of school and recovery time can have an effect on student outcomes; client needs and expectations vs. reality of funding; time management strategies; clinical supervisors support/training must be offered; offer a one day PRS training and a half day booster; and expectations of the program vs. community need. It is imperative for the success of future programs and clients that the clients/students are provided a foundation to progress from student to professional in the addiction treatment workforce. This BHWI-A program has surpassed expectations and demonstrated a capacity to motivate, encourage and develop the workforce.

Center for the Application of Substance Abuse Technologies – Dislocated Worker

The Center for the Application of Substance Abuse Technologies (CASAT) received funding to create and implement the Behavioral Health Workforce Initiative for Dislocated Workers (BHWI-DW) in order to provide financial assistance to individuals interested in pursuing a career in addiction treatment services as a Peer Recovery Support Specialist (PRS), and to build and strengthen Nevada's substance use disorders treatment workforce. This goal was achieved by helping students move efficiently and quickly through the education and work-based training processes necessary to enter the behavioral health workforce in Nevada. Providing tuition assistance, sponsoring work-based training experiences, and offering trainings reduced educational barriers, while increasing career on-ramps for students interested in the behavioral health field. In addition, this project increased students' marketability to employers, thereby infusing the behavioral health workforce with a variety of workers. Finally, these targeted efforts increased the number of individuals working in the behavioral health field by creating a new career entry track (Peer Recovery Specialists) and enhanced the capacity of treatment providers to offer additional services to more clients.

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Numerous community outreach activities have been conducted throughout the year, including interaction with treatment centers located in Northern Nevada to identify internship positions for BHWI-DW students/clients. Specifically, five students were placed in the following locations: Ridgehouse, Bristlecone Family Resources, Westcare's Community Triage Center, Step 1 Transitional Living House, NRAP, and Quest Counseling. 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. The sub-contract work provided by JTNN assisted in the education of behavioral health care providers regarding the use of Peer Recovery Specialists as members of their treatment team, recruitment of agencies willing to hire PRS's, and work-based experience opportunities in Washoe County. JTNN held two 8 hours trainings (January and February 2012), attended community outreach opportunities, had communication via email and telephone and assisted in a PRS Clinical Supervision training to accomplish these goals.

Overall, the program has been successful in developing the addiction treatment workforce with qualified professionals. The BHWI-DW program produced five adequately prepared Peer Recovery Support professionals who will have the opportunity to begin or continue a career in addiction treatment services. Lessons learned throughout the past nine months were: access to technology is difficult for this group; years out of school and recovery time can have an effect on student outcomes; time management strategies; clinical supervisors support/training must be offered; offer a one day PRS training and a half day booster; and expectations of the program vs. community need. It is imperative for the success of future programs that the clients/students are provided a foundation to progress from student to professional in the addiction treatment workforce. This BHWI-DW program has surpassed expectations and demonstrated a capacity to motivate, encourage and develop the workforce.

University of Nevada, Reno/Truckee Meadows Community College

The goal of the Fundamental Business Skills Certificate program is to train administrative support employees as well as some mid-level, professional, and technical personnel to work in a wide range of industries, especially those targeted in the state economic plan.

Program Summary

They have served 36 students that are JOIN clients in the program this fiscal year. Students were selected on the basis of meeting exit criteria successfully as specified by Nevadaworks. As of this time, 20 finished a track that met on Fridays and 16 are currently finishing an evening and weekends track that will conclude by May 29. Students have until the end of June to complete assessment testing. They will take ProveIt Assessments in MS Excel and Word and the National Career Readiness test from Workers to earn a National Career Readiness Certificate.

As of this writing, at least one student has passed the National Certificate and they expect more in the coming weeks.

Student recruitment was a challenge of the program. Specific difficulties were locating students that they felt would complete the program and successfully place as a result of the program. Although the program is relatively short (3-4 months depending on track), they encountered several students that felt it was too long and didn't want to be tied to a program that lasted 3 months. Program coordinators thought that this was incredibly short sighted on their part and folks that lack skills need to invest time in developing new skills, particularly those that will develop new career skills. This critique surprised all those involved, but may have been indicative of frustration dislocated workers have had finding work.

Dean's Future Scholars

The Dean's Future Scholars (DFS) Program has grown so much in the last year. Although the program started with a middle school and math program in the summer, Nevadaworks has made it possible for students to take college courses and have a work

internship on campus. This opportunity has made a great impact in the students' lives. With the money earned during the summer, students are able to start a college savings account, and some even have the opportunity to continue working at their job site throughout the semester. It is recommend that students work on campus as they have a higher probability of staying in college and getting better grades if they do so. The Nevadaworks grant changes more than 50 lives per year.

One portion of the work/college program that they have made changes to in the past year is making sure that the students learn the importance of being professional and accountable for the work that is being asked of them to complete. They have implemented not only workplace evaluations, but also weekly monitoring. The DFS graduate assistants visit the worksites to make sure that the students are fulfilling their tasks, but also to meet with them and talk to them about what they are learning and how their tasks are enhancing their knowledge. Also, they have made it a requirement for students to have at least a 3.0 GPA in order to have the opportunity to work and take college courses. The reason for this is that if the students have a 3.0 GPA, they have a higher chance of being accepted to the University of Nevada, Reno. Also, it is known that these students take their academics seriously and have a higher chance of doing well in their college courses.

One way in which they know that the work/college program is making an impact is through the success stories of the students. One great example is Ron. Ron has participated in the work/college program since it was implemented, which has allowed him to accumulate 17 college credits already. This means that by the time Ron comes to college, he will have an entire semester completed already. If he continues to attend college full time, he will be able to graduate in three and a half years.

Another exemplary student is Gemma. Gemma has overcome financial barriers as well as unfortunate family circumstances. She attends the work/college program each year and excels academically in her courses. She will be graduating this year and has received many scholarships and financial aid, including but not limited to, the Ronald McDonald House Scholarship, Gear Up Scholarship, Millennium Scholarship, Pell Grant, and the Gates Scholarship. Gemma is exceptional and has a bright future ahead of her.

JOIN Ely – Dislocated Worker

In PY 2011, the Ely JOIN office's Dislocated Worker (DW) services focused on providing customer service/job ethics training, specific and customized occupational skills training, and upgraded skill training. Serving DW clients this year has been challenging at best. Not surprisingly, the economic downturn has caused a decrease in the number of laid-off individuals continuing to seek work in White Pine County. The number of DW clients served during PY 2011 has been extremely low. Many of the unemployed who have been dislocated from employment for an extended period of time have become discouraged and have lost hope of finding employment. Consequently, they are leaving the area. Others have been content to live on Unemployment Insurance until it runs out. Even Ely JOIN's long-standing partnerships with the Employment Security

Division's (ESD's) Career Enhancement Program (CEP) and the Bureau of Vocational Rehabilitation (BVR) have not led to a satisfactory DW client service level.

Despite the low level of clients, services provided to those individuals who did seek help have been solid, and our mutual clients benefited from the partnership that exists between BVR, CEP, and JOIN. When working with a client in occupational training, a typical partnership for a client who qualifies for services from all three agencies involves one agency paying tuition, another providing books, and the third providing support services. If a client is only enrolled with only two agencies, the dynamics change but the partnership components don't. BVR and JOIN, separately and together, emphasize work readiness for our mutual clients. When a client is deemed prepared to work, JOIN matches the client with a Work Experience (WEX) at a local employer. JOIN and BVR's partnership has created successful comprehensive training for disabled clients.

Because mines have done the most hiring during the last year, MSHA became a sought-after credential for many of our clients. For most of PY 2011, Ely's JOIN office sent clients to Elko for MSHA instruction, or brought an MSHA instructor to Ely. Recently, however, a man with a license to teach MSHA has moved to Ely to live and work, and training is now provided locally once a month. This will help otherwise qualified clients to work in the mines.



Raleene completed CDL training at Desert Trucking School in less than two weeks. Upon completion, Raleene was hired by Reck Brothers, where she is still employed. During the winter she works for NDOT driving snow plows.

Mining was not the only industry in Ely that hired employees during PY 2011. White Pine Care Center hired 100% of the CNA students to whom JOIN provided training this past year. DW clients were among those who received CNA training, and they continue to seek training in that occupation. Truck drivers also continue to be in demand. JOIN partnered with CEP to send three individuals to training at Desert Trucking School in Sparks. JOIN and CEP split the training cost, and the clients were responsible for travel expenses. Two of the individuals have completed the training and were hired. The third is still in training.

On-the-Job Trainings (OJTs) and Work Experiences (WEXs) have always been important in getting JOIN clients hired. Many businesses require job skills that can only be met within the parameters of an OJT, and OJTs have consistently been a mainstay of Ely JOIN's programmatic services.

JOIN Ely – Adult

Even with many individuals leaving White Pine County for areas with more employment opportunities, the Ely JOIN office has had little difficulty attracting Adult Worker clients. We initially proposed to serve 36 Adult clients. The current Adult enrollments as of mid-May 2012, number 47. By the end of June 2012, it is possible that Ely JOIN may have enrolled up to 40% more Adult clients than planned.

White Pine and Eureka Counties are slowly recovering from the economic slowdown that spread through Nevada. These counties were somewhat protected from extremely high rates of unemployment because of their mining operations, but the competition between long-time Ely-area residents and transplanted out-of-state individuals, many of whom came to our area skilled in mining, has limited long-time residents' access to those jobs.

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The other training that has been consistently in demand in Ely is Certified Nursing Assistant (CNA). One hundred percent of the individuals JOIN sent for training in a recent class have become CNAs and are now working locally. Great Basin College (GBC) is planning CNA training in mid-June 2012, and JOIN will enroll at least five clients in it.

Another mainstay of the Ely JOIN office's program activities is our partnership with the Employment Security Division's (ESD's) Career Enhancement Program (CEP) and the Bureau of Vocational Rehabilitation (BVR). The ability for JOIN to work with those two agencies to leverage our resources has been of great benefit to our mutual clients. CDL training, a demand occupation, would not have been available to many clients had we not shared costs. All clients who have taken and completed that training are employed.

Classes offered by GBC also helped JOIN's clients achieve their goals. The college's remedial math and English classes are essential in bringing many of our clients up to an acceptable level of proficiency so that they can be competitive in the local job market. The computer classes at GBC also address a core skill many of our clients lack. Budget cuts at GBC have altered the number and variety of classes they are able to offer, but the Ely JOIN office's client's benefit from and use many of the classes that remain.

JOIN Elko – In School Youth

The Elko JOIN office has enrolled 23 new In-School Youth (YIS) clients during PY 2011, for a total of 41 youth served by the YIS Program since July 1, 2011.

Seven youth were placed on Work Experiences (WEXs) on the Summer Work Crew in 2011. They tackled projects at Elko High School, the Elko Charter School, and completed various projects for the City of Elko. Other youth were placed on WEXs at various businesses in Elko.

At Noah’s Ark Day Care, the youth worked with preschool-aged children while being mentored by the Day Care’s preschool teachers. Youth at Eden Medical Center learned medical front office skills. The Elko County Economic Diversification Authority’s program coordinator taught the youth there on WEXs to do on-line research and data entry. Got Ya Covered taught the youth skills relating to silk-screening by a screen printing technician. Youth at Callaway Carpet learned the ins and outs of good car detailing.



A new employer that is serving as a youth worksite this spring is the Boys and Girls Club of Elko, where four youth are currently working as program assistants for younger youth in six areas, including: Technology Stem Center, Fine Arts, Health and Wellness, Physical Education, Lifetime Skills and Education. Rusty Bahr, the new director of the Boys and Girls Club, has said that JOIN’s partnership with their agency is a “match made in heaven.” At Carol’s County Garden, another new employer currently serving as a worksite, youth are learning about their fresh, organic produce which is sold to many Elko County restaurants. The youth on WEXs at Carol’s are working as intern agronomists, and are learning many new skills, such as: crop culture requirements, greenhouse maintenance, food safety handling, soil management, tillage and crop rotation, and hoop house assembly.



Jerrilyn has successfully completed a WEX at the White Pine School District office. She has received two citizenship awards since she became a JOIN client.

Workshops held for the YIS clients have included: “Work Readiness,” “Leadership Development,” “How Career Ready Are You?,” “Scholarships, Financial Aid and More,”

and “Effectively Managing Your Time.” The workshops are well-attended, with a consistent turnout of approximately 10 youth per workshop.

On August 19, 2011, a front page article in the Elko Daily Free Press entitled, “Career Building: JOIN Celebrates Youth Work,” was published. The article stated that the opportunity for youth to work was invaluable, and an important educational experience.

JOIN Elko – Dislocated Worker

While most of Nevada is still stuck in a difficult economy, thanks to its mining operations, Elko County is enjoying one of its biggest boom periods in years. The unemployment rate in Elko is lower than the national average, at about 6.7%. This means that the Elko JOIN office has seen fewer Dislocated Worker (DW) clients during PY 2011. The dislocated workers who have come to the office this year often had skills that weren’t a good match for the local economy, and most were more appropriate for our Adult Worker Program. People are coming to Elko because they’ve heard there are jobs here. Unfortunately, not all of those who relocate to Elko tried to find out in advance what kinds of jobs there are here.

On the employer side, the Elko JOIN staff consistently hears that local employers have a hard time recruiting and retaining employees because they can’t compete with the wages and benefits offered by the mines or in mining-related jobs. Mines aren’t the only employment opportunities with which Elko’s small businesses compete. The economy is also attracting national chains like Ross, Joann Fabrics, and Famous Footwear. Even when a job-seeker’s primary goal is to work in mining, they haven’t been unhappy when they can get a job with these new retail stores.

In short, Elko has gone from a town with limited job choices a few years ago, to an economy with an abundance of choices. This year, JOIN’s individualized approach with clients has been more important than ever, and JOIN is able to work with our clients no matter what their goals are.

Most of our DW clients whose goal and abilities are a good fit for mining or mining support occupations have received Welding, Electrical, Millwright, OSHA, and MSHA training as participants in our Dislocated Worker Program. Commercial truck driving is the most sought-after skill for our DW clients. Getting a Commercial Driver’s License allows an individual to be considered for mining, mining support and over-the-road driving positions. Most of the DW clients only need to get the proper training to gain an occupation related to mining. Accounting and CNA classes have also been popular with our DW clients and result in employment.

The downside for JOIN in Elko’s current economy is that, where once it was difficult to find jobs for clients, this past year it has been difficult to find clients for jobs. Elko’s DW client numbers have been lower than expected and recruiting efforts were a major emphasis for staff in PY 2011. In April 2012, JOIN staff met with about 250 job-seekers at the annual Career Fair at Great Basin College.

The Elko JOIN office truly appreciates the opportunity to make a positive difference in the lives of our DW clients. We take the time to provide one-on-one service, and support to those who lack avenues of support and assistance. We don't just go through the motions of case management, but take a real interest in providing the best possible outcome for every client



Hyla M. originally came to JOIN in 2009 and was trained as a CNA. Because of her success and sense of accomplishment, she was driven to further her education. She continued classes at Great Basin College and earned her Certificate of Completion as a Substance Abuse Counselor. This accomplishment propelled her to reach for another goal. She is currently enrolled at GBC in the Social Worker Program. She keeps JOIN posted on her activities, and most recently received the President's Award recognizing the 2011-12 Outstanding Departmental Student in Human Services. Hyla has thanked JOIN many times, saying "it all started here with JOIN" for her. Hyla is pictured with her award.

JOIN Elko – Adult

As of mid-May 2012, the Elko JOIN office had enrolled 34 new Adult Worker clients and had served a total of 62 Adult clients, carry-over clients included. As is predictable in Elko's economy, much of the training JOIN has provided is related to hiring in mining and mining support occupations. However, with several national retailers opening in Elko in the last year, other occupations are emerging.

Eleven Adult clients have trained as CNAs and become licensed and employed. Openings in CNA training classes are limited, and if there were more availability, JOIN could easily fill them. Since the CDL training at Great Basin College is limited, six of the clients were sent to Reno for CDL-training. All six successfully completed training, received their licenses, and are employed. CDL drivers are a high- demand occupation in Elko County.

Due to record gold prices, many employment opportunities are available in the region for clients skilled in mining and mining-related jobs. MSHA and OSHA training is mandatory for all skilled labor and related positions in the mines. When the clients have produced a letter of intent-to-hire by a local company, JOIN has assisted with scheduling and paying for classes that produce the certifications required for their jobs.

JOIN staff participates in job fairs and hiring events in our community. This allows them to remain in touch with what employers want, and with what new opportunities may be available for our clients. In April 2011, JOIN staff spoke to approximately 250 job-seekers at an annual Career Fair held at Great Basin College.

JOIN makes an effort to work with small local businesses to meet their employment needs. They often hear from these small local employers that they have a hard time recruiting and retaining employees. They are not able to compete with the mines and an influx of new national retailers coming to the area. With new retailers such as Ross Dress for Less, Joann Fabric, and Famous Footwear reporting record- breaking grand-opening profits, and offering attractive wage and benefit packages, the long-time small businesses

in Elko find times difficult. It is rumored that more national retailers are coming to Elko in the next few months. The goal for many of our clients is to eventually work for these businesses, or at an area mine, or mining support company, but the type of skilled training which JOIN can assist with, such as CDL, Welding, Electrical, Millwright, OSHA, and MSHA, is often required. However, for a number of the Adult clients, positions at small, long-time Elko businesses often provide the perfect opportunity to learn new skills and establish good employment records.

The Elko JOIN office truly appreciates the opportunity to make a positive difference in the lives of the Adult clients we serve. They take the time to provide one-on-one service and support to those who have no other avenues of support and assistance. They don't just go through the motions of case management, but take a real interest in providing the best possible outcome for every client.

JOIN WINNEMUCCA – Dislocated Worker

Like other JOIN offices, particularly those in the rural areas, the Winnemucca JOIN office has had a hard time enrolling Dislocated Worker (DW) clients. In addition to the vigorous economy in the Winnemucca office's service area of Humboldt, Pershing, and Lander Counties, one of the primary means of identifying DW-eligible clients, Rapid Responses, are rarely held. A check of records showed that only one Rapid Response has been held in this area in the last three-and-a-half years. Efforts to recruit DW clients have included an open house, to which seven potential DW clients came but none proved eligible to be enrolled, and a gathering of community organizations, which had lots of foot traffic, but no DW-eligible individuals in attendance.

For the first time ever, the majority of Winnemucca JOIN's DW enrollments were Displaced Homemakers. They also had a Dislocated Worker first: a male Displaced Homemaker enrolled as a Dislocated Worker. However, as of mid-May 2012, things may be looking up. They recently had three individuals who meet DW eligibility requirements come to the office for services, and should be enrolling them shortly. As of mid-May 2012, Winnemucca JOIN was serving 35 DW clients.

One unexpected consequence of the mining boom has been the loss of about \$900,000 of funding for the Humboldt County School District due to the increase in sales tax collected by the County. However, because School District administrators have been fiscally responsible, the District may not suffer as much as might be expected by the funding loss. JOIN will continue to partner with the School District to provide adult diploma classes for local residents.

Most of Winnemucca JOIN's DW clients are training in the health care sector (mainly for Certified Nursing Assistant certification), commercial truck driving, basic computer skills brush-up, or new computer skills to make them employable. Many come to JOIN for the in-house basic computer literacy training since Great Basin College has chosen to limit basic classes because of their belief that most people are computer literate these days. JOIN has not found that to be the case, due to the fact that, in our area, home Internet access can be cost-prohibitive to many of the clients. The Winnemucca JOIN office and

the public library provide many of JOIN's clients with their only Internet access, and only JOIN offers them both access and computer training.

Success story: Jessi S. came to JOIN with the intention of taking the medical transcription class offered by Great Basin College. While waiting for that class to start, she took our in-house QuickBooks class, which was added to our computer training curriculum this year. Suddenly, an occupation she had never considered became her new goal. She is now employed in two jobs: one at the local courthouse, as a data entry clerk for Lender Processing Service, and the other at the local dump, where she weighs loads as they are delivered.

JOIN Winnemucca – Adult

The economy in the Winnemucca JOIN office's three-county service area (Humboldt, Lander and Pershing Counties) has never been better, due mainly to the vigorous mining industry. The local hospital has completed external remodeling and has begun remodeling its interior. The hospital trustees are considering expanding the long-term care facility into a facility that meets the needs for active senior living, to assisted living, to long-term care. Housing is being built for seniors, and it's rumored that more housing is being planned to accommodate the influx of miners to the community. Taco Bell and FedEx are coming to Winnemucca, and the local population is expected to reach over 27,000 in the next few years.

In this dynamic economy, there is an increased probability that the individuals who come to the Winnemucca JOIN office will be among the hardest to serve. Often, they lack the skills and experience that local businesses, particularly those involved with mining, view as prerequisites. Sometimes, they have personal issues, such as misdemeanor or felony convictions, that prevent them from becoming employed in the area's new economy.

This does not mean that our office hasn't had viable Adult Worker clients during PY 2011. Most of our Adult clients have had attainable goals which our staff and JOIN's services have allowed them to reach. Among the most popular training requests this year have been those in the medical and health care sectors, commercial truck driving, clerical skills, and MSHA and OSHA certificates. Basic skills training, clerical skills training, and GED training, all performed in-house by JOIN staff, remain in demand. The comprehensive career assessments that JOIN staff perform are appreciated by JOIN clients because they can confirm the client chosen well, or can head them in a completely different direction.

Many of the Adult clients during PY 2011 have come from referrals from past or current clients. Great Basin College has also been a consistent source of clients. As of mid-May 2012, the Winnemucca JOIN office had enrolled 27 new Adult clients, and with carry-over clients from the previous program year, served a total of 59 Adult clients.

Success story: David P. came to JOIN as an underemployed, divorced man who moved to Winnemucca to be closer to his children. He had taken employment at a local Maverik store, but was finding it really tough to make ends meet. Working with JOIN, he was enrolled in CDL training. While in training, he worked with the company that was

providing the training to completely overhaul the company's Web site, to better highlight their course offerings. The training company was so impressed with David's skills that they asked him to come back to work for them as a trainer after he completed five years of driving. David was getting ready to go to work for Swift when he returned to Winnemucca to check on employment with a local manufacturer. When the manufacturer learned he had his CDL, they tested his David's skills and offered him a job as a driver. He is now a driver for the manufacturer, and delivers their finished product across the country. David is enjoying his work and his children, and a life that has taken a decided turn for the better.

Carson City JOIN – Dislocated Worker

The Carson City JOIN office enrolled 65 new Dislocated Worker (DW) clients and carried over 40 from PY 2010 as of mid-May 2012. Seventy-four percent of the enrolled DW clients obtained employment. This percentage is high considering Nevada's current unemployment rate of 11.7%. One hundred percent of the DW clients in our GED Lab successfully completed and received their GED certificates.

Dislocated workers, in general, provided our office with some challenges during PY 2011, in that they proved to be an elusive population, at times bordering on extinction. A great number of people have simply given up looking for work after being unemployed for a very long time. Some of our DW clients wait until the last few weeks of their Unemployment Insurance (UI) benefits to decide that the time may be right to upgrade their skills. This usually proves to be an unsuccessful strategy, as many of these individuals have no other source of income and must take emergency jobs to survive. New policies requiring UI participants to attend an orientation where training is presented as an option may help with this problem.

During PY 2011, the Carson City JOIN office has seen many clients who have exhausted their UI, and feel that the continuous effort to find a job, and the negativity that surrounds unsuccessful job searches, is no longer worth it. Many of our DW clients begin to encounter the same barriers to employment as our Adult Worker clients, once they have exhausted their UI and have no other source of income. Consequently, in PY11, the Carson City JOIN office has enrolled about 15 fewer DW clients than projected. Nine DW clients were placed on Work Experiences (WEXs), and one on an On-the-Job Training (OJT). Four of the nine DW clients placed on WEXs obtained employment.

As was mentioned in our PY 2011 Adult Worker Closeout Report, partner agencies have always been an important part of Carson JOIN's Dislocated Worker Program, and PY 2011 was no exception. Our primary partners included: Advocates to End Domestic Violence, Carson JobConnect, Douglas County Social Services Workforce Program, Carson City Partnership of Community Resources, and Healthy Communities Coalition in Lyon County, Friends in Service Helping (FISH), Carson Area Action Network (CAAN), Douglas Partnership of Community Resources, Nevada Rural Housing Authority, and Nevada State Welfare. Other partners we worked with this year were the Ron Wood Resource Center, Washoe Tribe TANF, Carson City Health and Human Services, and local temp agencies: Aerotek, A to Z Staffing, Blue Ribbon, Spherion, Kelly Services, and Hire Dynamics. Local temp agencies have learned from experience that if they don't have an immediate job for one of their clients, if the client is referred to

JOIN and eligible for services, we may be able to help the client with short-training that will make the referred job-seeker more employable. This partnership between local temp agencies and Carson City JOIN has been beneficial to our mutual clients.

One challenge facing Carson City, Douglas County, and Dayton residents is the scarcity of local jobs that match their skill sets. There are jobs listed for \$9/hour or less in Reno, or at the Reno Tahoe Industrial Park, that residents in our area might normally apply for, but the fact that they don't have viable transportation to commute, or that the cost of gas for an older vehicle to make a weekly commute is greater than the wages they would receive, often discourages them.

An issue where some of the DW clients' UI benefits were stopped when they were placed on WEXs was almost completely resolved when our former Branch Manager met with UI administration in the fall of 2010. Since that meeting, the Carson JOIN staff has access to the appropriate UI staff who are familiar with NUCS 4345N. If a DW client on a WEX reports that their UI benefits have been stopped, our staff can get the issue resolved with UI immediately, so that our client does not experience a cut in UI benefits as they seek to become more employable by learning new skills on a WEX.

JOIN Carson City - Adult

Carson City JOIN has enrolled 33 new Adult Worker clients as of mid-May 2012, and carried forward an additional 18 clients from the previous program year. Sixty-one percent of these Adult clients obtained employment. Considering the weak economy in Carson City and surrounding areas, and the barriers to employment the Adult clients faced, they are pleased with those outcomes. One of the barriers that many of the Adult clients faced is the lack of a high-school diploma. Eighty-eight percent of Adult clients in the GED Lab successfully completed and received their GED certificates.

An often overlooked component of the training provided in the Carson City office is the Adult Basic Education (ABE) program. The program serves both individuals who lack a high-school diploma and those who have a diploma but feel the need to brush-up their skills. Many clients choose to participate in the ABE program simply to improve their English and math skills, knowing this will improve the odds of passing State tests, testing done by employers, and improve their grammar for job interviews.

JOIN has also been very successful this year teaching or refreshing client skills in basic computer applications like Outlook, Word, Excel and Publisher. Clients who wanted to receive computer training through the Carson City JOIN Learning Lab were required to complete an English/Math review first. The purpose of this approach was twofold: to help prepare clients for the more stringent standards set by today's employers and testing; and because some of the computer application programs, such as Excel, require math skills in order to work through the exercises. Most clients balked at the idea of having to meet this prerequisite, but once they completed it, they found it was very beneficial, if not challenging, and felt better prepared for applying for jobs knowing the competition in the current labor market.

Partner agencies have always been important in making our Adult clients successful, and PY 2011 was no exception. Their primary partners included: Advocates to End Domestic Violence, Carson JobConnect, Douglas County Social Services Workforce Program, Carson City Partnership of Community Resources, Healthy Communities Coalition in Lyon County, Friends in Service Helping (FISH), Carson Area Action Network (CAAN), Douglas Partnership of Community Resources, Nevada Rural Housing Authority, and Nevada State Welfare. Other partners we worked with during PY 2011 were the Ron Wood Resource Center, Washoe Tribe TANF, Carson City Health and Human Services, and local temp agencies: Aerotek, A to Z Staffing, Blue Ribbon, Spherion, Kelly Services, and Hire Dynamics. Local temp agencies have learned from experience that if they don't have an immediate job for one of their clients, if the client is referred to JOIN and eligible for services, they may be able to help the client with short-training that will make the referred job-seeker more employable. This partnership between local temp agencies and Carson City JOIN has been beneficial to the mutual clients.

Among the local employers that hired JOIN Adult clients during PY 2011 are:

- Blockbuster Video
- Nevada Department of Education Licensure Office
- Nevada State Bank
- Western Nevada College Technology Department

A challenge that our Adult clients face is that many jobs which are viable for them require more than short-term training. For that, they need not only training, but a stable source of income or other support while they are completing training.

JOIN Carson City – Out of School Youth

The proposed PY 2011 goal for Carson City JOIN's Out-of-School Youth (YOS) Program was to enroll 25 new at-risk youth who needed educational and occupational assistance. As of mid-May 2012, the YOS Program surpassed that goal with an enrollment of 26 new youth.

The number one requested service by the YOS clients continues to be GED preparation. Of the 26 new YOS clients, 15 have obtained a GED, eight are currently in the GED Lab preparing for their tests, and three were unable to complete any portion of the program. The Carson JOIN office continues to be very proud of the YOS clients' high outcome rates for Literacy/Numeracy captured by the CASAS testing. Fifteen of our GED graduates have also passed the CASAS testing.

A review of the yearly outcomes clearly demonstrates that youth in need of GEDs, who were unsuccessful in obtaining them through other programs, almost always find success in Carson JOIN's YOS Program. The majority of our clients pre-test at a 2nd grade level or lower in mathematics. It's not unusual for YOS clients to tell the Youth Case Manager that they are learning how to do math for the first time in our GED Lab. The fact that the YOS Program easily engages youth who enter it with math and English skills as low as 2nd grade levels, and prepares them to be GED test-ready within weeks, is a testament to the exceptional instruction that goes on in our GED Lab, and the positive results that can be achieved when programmatic components are tailored to meet the individual needs of the YOS clients.

Experience has taught us that when the YOS clients are successful in obtaining their GEDs, that feeling of achievement helps build their self-esteem, and gives them the motivation required for job searches or to continue with their education. Youth are encouraged to take the Accuplacer at Western Nevada College after GED attainment in order to score higher and to qualify to register for courses related to a degree. Youth who are interested in and qualify for college coursework are assisted with FASFA completion by JOIN's Youth Case Manager.

Training related to employment goals is often provided in-house to the YOS clients. The new Learning Lab instructor has incorporated updated computer training courses that not only appeal to local employers, but target the younger job-searcher, into the Lab's curriculum.

The primary referral source for our YOS clients continues to be Juvenile Parole and Probation, but data collected during PY 2011 indicates that our program receives a large number of word-of-mouth referrals. Current and former YOS clients speak highly to others about JOIN's services, and this has resulted in an excellent referral source for new YOS clients. The Carson JobConnect always refers youth "walk-ins" to their facility to the Carson City JOIN office, regardless of the youth's education or job search status.

One difficulty encountered during PY 2011 was in placing appropriate YOS clients on Work Experiences (WEXs). Going forward, they plan to reorganize staff duties so that our office's Program Specialist II/Job Developer is not solely responsible for YOS clients' WEX placements.

JOIN Reno – Dislocated Worker

Though challenging, PY 2011 has been a rewarding one for the Reno JOIN office. Given the economic situation in the Reno-Sparks area, there was a noticeable drop in enrollments for both our Dislocated Worker (DW) and Adult Worker Programs. Rather than being passive, the Reno JOIN office "amped-up" outreach efforts to the unemployed, as well as to businesses. It was also important to let the community know that people are getting jobs. Staff revitalized contact with some long-time partners, such as the JobConnects, and established new working relationships, such as our partnership with the Washoe County Library System. Staff met with agencies to distribute JOIN promotional materials, explain JOIN training workshops, and connect cross-agency case managers for greater client service delivery. JOIN staff also reached out and met potential clients where they live, shop and play. JOIN flyers were displayed on community bulletin boards, at Laundromats, grocery stores, and thrift shops. Realizing that promotions take time to "take off" with the public, we have begun to see a significant increase in foot traffic and phone calls to our office as PY 2011 winds down, and our enrollments are up.

JOIN's Reno/ProNet Business Development Specialist met with an average of 120 local businesses per month to increase JOIN's visibility within the local business community, and to match and refer qualified JOIN job applicants for employer-suppressed job postings. The Reno JOIN office invited several local temp agencies into our office once

a month, on a rotational basis. JOIN clients met and registered with the agencies on-site at the JOIN office, which made the process easier for the agencies and our clients, alike. Each time an agency was scheduled at the JOIN office, all time slots were quickly filled in advance.

New workshops were created based on identified client needs:

Interview from the Employers' Perspective taught clients to approach interviews from three specific qualities looked for in an employee: Capability, Commitment and Compatibility.

Communications helped clients build self-esteem and confidence by identifying behavioral aspects of others and learning to appropriately respond, in the workplace or while job-seeking. This workshop included communicative soft skills required by employers.

Stealth evolved when we realized that certain clients came out of basic job search and got interviews but didn't get hired, or were hired but couldn't maintain employment because of the pace required by their jobs. "Stealth" helps clients to identify their current capabilities, and then "Job Club Turbo" accelerates them into applying for positions that are within their capability range.

A pilot program in collaboration with UNR-Extended Studies allowed JOIN clients to obtain certification in Fundamental Business Skills. This was a cross-training effort that addressed basic office skills required for anyone going into sector employment identified by state economic development groups. Those who graduated from this program could not say enough good things about it.

In general, training choices by clients trended to areas like CDL because a positive completion almost guaranteed job placement.

JOIN Reno – Adult

The Reno JOIN office has had an interesting yet challenging year within its Adult Worker programming thus far in PY 2011. Despite the dedicated efforts of JOIN's Business Development Specialist to promote Work Experience (WEX) and On-the-Job-Training (OJT) opportunities at no cost to local businesses, the economic climate made many employers "gun-shy" to commit to bringing on new employees. Consequently, only a few clients were placed in WEXs and OJTs. JOIN staff continued its efforts to promote programs and services through outreach with established collaborative agencies, such as Welfare (TANF/NEON), Bureau of Vocational Rehabilitation (BVR), law enforcement, and the Veterans Administration (VA).

The Reno office saw a rise in the number of ex-offenders seeking services. We served roughly 70 offenders during PY 2011. Typically, ex-offenders need help with basic life necessities, such as transportation and clothing (the most frequently requested). Training is relative to the employment direction and nearly always, the updating /upgrading to computer skills is not only requested, but required. Services entail intense one-on-one

interactions, counseling .and assessments. Outcomes show that, for the most part, these clients follow through with services, and are stable once securing viable employment. Many of JOIN's ex-offender clients bring valuable and transferrable skills, such as fire-fighting, carpentry, culinary arts, or supervision. Since the Reno office is serving more of this particular client population base, staff participated in an Offender Workforce Development training to raise awareness of ways to effectively case-manage felons and help them get placed into jobs.

Collaboration with Soroptimist Reno continues to be a valuable outreach tool, helping less fortunate female clients of JOIN get a "leg-up" on their job searches. This year's event had the largest-ever attendance: Fifty-four women were able to participate in this annual, all-day affair. An excerpt from a thank-you letter from a client letter sent to JOIN after she attended the Soroptimist event reads:

What a great bunch of women I met; it was very grounding for me to see that I wasn't the only person in the same position. Also meeting all the women with Soroptimist was wonderful, EVERYONE was so very nice, and you could tell it was from the heart.

The Reno JOIN "Job Club Turbo" continues to fine-tune its program delivery for clients, while increasing the chances for participants to more quickly secure jobs. Our office documented that, of the 40 "Job Club Turbo" members, one-third were Adult clients. Twelve "Turbo" members left to employment through temp agencies, 11 to direct-hire full-time employment, nine are currently active, and three have permanently left due to non-participation.

Special "Job Club Turbo" functions, such as the Reno office's "Freaky Friday" events, featured low-to-no cost informational presentations to JOIN clients, guest speakers, and the chance to win meaningful "prizes," such as a free "Interview-Ready" make-over.

JOIN ProNet Reno – Dislocated Worker

ProNet, JOIN's branch that serves unemployed professionals, started PY 2011 with 180 existing clients and, as of the end of April 2012, had enrolled an additional 166 new Dislocated Worker (DW) clients. Our expectation to have enrolled new 171 clients during PY11 year will be met, if not exceeded, by June 30, 2012. Of the 346 DW clients ProNet served as of mid-May 2012, 174 have exited to employment.

During PY 2011, ProNet updated its training and education to more accurately meet the needs that employers and recruiters have indicated they seek in job candidates. Workshops offered continue to be directed at assisting clients with job search, helping clients deal with unemployment, and teaching clients strategies for remaining employed once they have found employment. Using the combined skills of staff, clients, and community members, a number of new workshops were developed, including: Business Writing Review for Professionals, Care and Feeding of Your Computer, and Protecting Your Identity. Outside speakers facilitated training such as: Interviewing from the Perspective of an Employer, TriMetrix Assessments, and Grant Writing. ProNet staff worked with staff from UNR to present certification and skills training classes which included exam preparation for UNR's course on Social Media for Business and Project

Management Professionals. A highly requested certification, DPR/First Aid and AED, was offered to ProNet clients and 40 attended.

Within the organization, staff efforts were concentrated on keeping clients focused on and engaged in their job search. A database listing job announcements was loaded onto a local intranet so multiple clients could use ProNet as their “offices” to do job search.

An additional emphasis was placed on raising awareness of ProNet within the community. ProNet has been featured on all four local network television channels, which either covered ProNet events, such as our blood drive, or interviewed staff and clients about services. Articles about ProNet were published in the Reno Gazette-Journal and the Northern Nevada Business Weekly, and local radio stations KUNR and KOH did on-air interviews with ProNet clients and staff. ProNet bought a long-running ad spot on the local CBS affiliate, KTVN. This publicity increased requests for client resumes from employers from an average of 19 to 32 a month. The receptiveness of employers when contacted by our Business Development Committee also increased.

ProNet’s Community Partner Committee served a dual purpose: it increased ProNet’s visibility within the community, and provided committee members with an outlet for their skills and exposure to groups of individuals who might have jobs. Volunteers manned booths at job fairs, volunteered hours at the Northern Nevada Food Bank, conducted workshops, and supported numerous charity events.

Finally, when the Nevada Community Action Association published “Nevada’s Resource Guide to Exemplary Employment Practices,” it named ProNet named as having a “best business practice” in two of the six categories measured: Accountability-Based Coordinated Services and Data-Driven Systems.

JOIN Fallon/Fernley – Out of School Youth

In the previous years that the Fallon/Fernley JOIN offices have run the Out-of-School Youth (YOS) Program, the youth who came to the offices have a hard time finding jobs. During PY 2011, however, competition with adults for “kids’ jobs” created new obstacles. Staff made changes in approach with our YOS clients and in service delivery. Since they were competing with adults for jobs, staff decided the YOS clients might as well know their competition. Youth were included in the same employability classes as other JOIN clients. This requirement proved successful. Our YOS clients learned required job-seeking skills, picked occupational areas in which they were likely to be hired, gained confidence, and increased their motivation.

The Fallon/Fernley JOIN’s YOS Program in PY 2011 has been very successful. Four youth were carried-over from the prior program year, and 15 new youth were enrolled. Eleven youth were placed with employers on Work Experiences (WEXs). The placements resulted in eight youth being hired. The remaining three youth are continuing at their WEX placements. Two youth are attending CNA training, and JOIN will assist with their license upon their training completion. One youth is working to get a driver’s license in order to work, and one completed his GED.

The success of this offices' "new approach" with our YOS clients is demonstrated by Billy's story: A recent high-school graduate, Billy had limited work experience. He has dyslexia, short-term memory loss, and a learning disability. He lives with his parents. Billy's family had been struggling to make ends meet after moving to Fernley from their longtime home in Hawthorne. They had once owned and operated a small retail store, but the economy forced them to close it. Billy wanted to get a job, both for him, and also to help support his family. Billy's mother accompanied him to the JOIN office. At first, staff wasn't sure whether it was truly Billy who wanted to work with us or if it was his mother's idea. We proceeded with caution. It didn't take long to determine that Billy really was motivated to work. We found a WEX placement for Billy at the Fernley Senior Center. Because of his various disabilities, he faced many challenges in getting his tasks at the Senior Center done. JOIN staff, as well as the Center staff, continued to work with Billy to find strategies that would allow him to accomplish his assigned duties. Along with the understanding and guidance of his WEX worksite supervisor, Billy was able to successfully complete his WEX placement. That gave him a successful employment situation for his job search. JOIN helped him create a resume and worked with him individually on job search and interview skills. His hard work and persistence paid off. Billy is now employed at a local restaurant as a bus boy, and just as important to him, he can help his family financially.

Seventeen-year-old YOS client, Jania, also found success working with JOIN. Jania spent much of her youth caring for a disabled mother and father. She dropped out of school in the 10th grade. After caring for her parents, she decided to become a nurse. With that goal, she got her GED, the first in her family to do so, and contacted Western Nevada College (WNC) to get into training. WNC sent her to JOIN, where staff helped her navigate FAFSA, required prerequisites, registration, and enrollment. She didn't need much coaching; she was a very determined young lady. Jania did everything she was supposed to do, while also helping to care for her toddler nephew. She studied hard, completed the Certified Nursing Assistant course at WNC, and was invited to apply for a position so she could complete her clinicals. She now works as a Nursing Assistant pending her state exam certification. At 18, she is working full-time and planning to go back to school to become a surgeon.

JOIN Fallon/Fernley – Dislocated Worker Program

At the beginning of PY 2011, the Fallon JOIN Dislocated Worker (DW) Program carried-over eight clients from the previous year. Through mid-May 2012, they had enrolled an additional 39 DW clients. Of the 39 new clients, 24 are being served by JOIN's Fallon office and 15 are being served by JOIN's Fernley office. Despite the very sluggish economy in this service area, twelve of those clients have become re-employed. To date, besides the twelve clients who have returned to work, eighteen are still in training, four are on Work Experience (WEX) placements, one is on an On-the-Job Training (OJT) placement, and four are actively searching for jobs.

Because the economy in Fallon and Fernley has been dismal, there is intense competition for jobs. One of the JOIN staff's goals this year, particularly for DW clients, is making sure their job-seeking skills are top-notch. Lyon County Human Services and Nevada State Welfare partnered with JOIN to create and provide an Employability Skills Workshop. Led by Lyon County Human Services, excellent workshop presenters spoke

on the “rules” of job search, and gave hints specific to the Lyon/Churchill labor markets, and general encouragement for polishing presentations, maintaining an upbeat attitude, and identifying compatible employers.

The Fernley JOIN office has more flexibility than the Fallon office to invite in partners, create trainings needed by clients, and generally tailor in-house programs to meet client needs. Staff in our Fernley office teaches in-house computer classes including Word, Excel, Power Point, and QuickBooks. They have partnered with ABA Training Center and give them space in the Fernley office to teach accounting classes to clients. Because the Employment Security Division (ESD) office in Fernley is not open full-time, JOIN staff act in the absence of ESD staff to help individuals with job search and with setting-up email accounts so that they can access the UI website, and issuing gaming cards on behalf of CEP.

The economy is slowly improving in Churchill and Lyon Counties and has seen the following small businesses open during the past year: Aaron’s Furniture Store, Louie’s Dollar Plus, Dave’s Auto Sales, 66 Center Bistro, Comstock Casino, and Terrible’s Gas Station & Convenience Store. In the near future, the Pumpkin Hollow Copper Mine is scheduled to open in Lyon County. This will bring a boost to the county with the highest unemployment rate in Nevada. Also opening in the near future is a powdered milk processing plant in Fallon, which will employ over 300 people.

DW clients often found themselves in a “Catch 22” during PY 2011: When the job market crumbled, they realized they had to be willing to work for less money, but employers that considered them overqualified were reluctant to hire them. DW clients who waited until their UI benefits were exhausted needed more support services than usual to allow them to retrain. Staff has provided more client referrals to local mental health providers than in previous years. We continue to see an upswing in referrals to and from state and local welfare agencies, and the difficulty finding jobs remains, but we are looking forward to the new businesses and the opportunity to continue to help those in need.

JOIN Fallon/Fernley – Adult

As mid-May 2012, the Fallon and Fernley JOIN offices had served a combined total of 57 Adult Worker clients, 38 of whom were new clients. A number of these clients are shared by JOIN with Lyon County Human Services and the Nevada Department of Welfare and Support Services. Of these clients, twelve have found jobs, five are active in job searches, eleven are still in training, six are in Work Experience (WEX) placements, three have moved out of state, and one left for medical reasons. The slow economies in both Fallon and Fernley discouraged many people into from looking for work, and many have moved out of the area.

JOIN’s Fernley office is unique in that the staff provides Job Service assistance when Fernley’s part-time Employment Security Division office is not open, in addition to providing JOIN’s services to residents who request them. During PY11, they provided services to an average of 432 job-seeking individuals per month, including job referrals, resume assistance, on-line application assistance, and set-up and use of e-mail accounts.

In addition, they provided space for ABA Training Center to hold accounting classes in the office so that the clients didn't have to travel to Reno to attend the classes.

JOIN Fernley's in-house computer lab provided classes Word, Excel, PowerPoint, QuickBooks, Keyboarding and Internet Job Search. Twenty-four individuals earned Certificates of Completion for computer classes during PY 2011. Making our computer classes available to the public allowed us to earn a small amount of program income from referrals from our partner agencies.

JOIN's Fallon office sponsored a Chamber of Commerce luncheon where staff spoke about the services JOIN can provide to employers. The presentation was well-received and we established several new partnerships that resulted in new Work Experience (WEX) and On-the-Job Training possibilities. Of the ten Adult clients placed on WEXs by the Fallon/Fernley JOIN offices, eight were hired.

A few small businesses opened in the Fallon/Fernley service area during the past year: Aaron's Furniture Store, Louie's Dollar Plus, Dave's Auto Sales, 66 Center Bistro, Comstock Casino, and Terrible's Gas Station & Convenience Store. In the near future, the Pumpkin Hollow Copper Mine is scheduled to open in Lyon County. This will bring a boost to the county with the highest unemployment rate in Nevada. Also opening in the near future is a powdered milk processing plant in Fallon, which will employ over 300 people.

Helping the clients find jobs was the biggest challenge in PY 2011. As high unemployment rates persisted, the Adult clients often needed more support services than usual to allow them to train. Staff has provided more client referrals to local mental health providers than in previous years. We continue to see an upswing in referrals to and from state and local welfare agencies and the difficulty finding jobs remains, but they are looking forward to the new businesses and the opportunity to continue to help those in need.

Communities in Schools

CIS Fellows Academy is an in school youth development program that connects struggling students with the community to provide them with the strategies, life skills training, interpersonal tools and inspiration they need to succeed. CIS Fellows Academy worked with the community to ensure the program provided its students with the most effective and efficient services. Students were referred to the program based on criteria such as, low income, offender status, and credit deficient. Students participated in a Leadership and Resiliency Curriculum. Through this curriculum, students learned cognitive/behavioral techniques, leadership training, resiliency skills, career exploration, workforce readiness training, and academic development through credit redemption, proficiency preparation and tutoring.

Fellows Academy students participated in various activities throughout the year to enhance what they learned or experienced in the Fellows Academy classroom. This year Fellows Academy students were presented with the Punch Card Goal Incentive program. This program is designed to help motivate students to become more successful. Students were given four different cards based around the Fellows Academy Motto: Integrity,

Service before Self and Excellence in all we do. The four cards cover the areas of: Attendance (increasing student attendance), Academic (students focus on individual academic goals), Service before self (providing a service for others), Excellence (going above and beyond both in and out of school). Students were positively reinforced as they attained their individual goals. Throughout the year a total of 46 cards were fulfilled.

SCHS and EHS students participated in the “Festival of Trees Charity Event,” helping to design, create, and decorate school spirit themed trees for the annual event. The trees were successfully auctioned off to assist local non-profit organizations. SCHS students volunteered to serve breakfast at Spring Creek Elementary annual “Buckaroo Breakfast” during Cowboy Poetry Week. Students had various duties and found their assigned jobs to be very rewarding as school staff, students, and parents were very grateful. EHS students served breakfast weekly to a local elementary student helping to ensure young students have the nutrition needed to have a successful experience in school.

Over the course of the school year we have had numerous guest speakers covering a variety of topics. Students were actively engaged in presentations on finances, budgeting, credit scores, and smart financial decisions. Inspirational speakers covered the importance of thinking positive and how we all, “become what we think,” and the importance of surrounding yourself with encouraging influential people to create a life that is more positive and uplifting. Several businesses /organizations came into the Fellows Academy classroom to either inform or recruit students into their respective career field. Bureau of Land Management presented on various summer employment opportunities which several of the students have taken advantage of and gained successful summer employment.

Closing the school year, students were provided an end of the year Recognition Banquet in which the students were provided a formal dinner, certificates of recognition, and several stand out awards for students completing the most Punch cards goals. Students prepared for the banquet by participating in lessons on etiquette and communication skills. In the spirit of recognition, students were asked to bring one influential person in their life for which they created a small gift and letters addressing their appreciation for their involvement in their life.

This year has been very successful for Fellows Academy. Students enjoyed the curriculum, left understanding the mission of Fellows Academy and have academically and behaviorally made vast improvements. Overall, our students have made many great improvements in the areas of ISS, OSS, credits earned, and number of absences by our first semester statistics. Through continued case management and support, three clients will earn their Adult Diploma, and six will earn their GED. Fellows Academy anticipates that 17 seniors will earn their High School Diploma on June 1st 2012.

Community Services Agency – Adult

CSA met its program enrollment goal of 30 and has already found employment for nine program participants. Upon meeting with, and listening to, local employers, Community Services Agency (CSA) developed a customized program to train workers in the Manufacturing, Warehouse and Distribution industries. CSA collaborated with Truckee

Meadows Community College (TMCC) to deliver training that covered a combination of the following topics:

- Warehouse terminology
- ISO 9000 terminology
- RF Scanner terminology and overview
- Pick and packing simulation
- Overview of Outlook
- Overview of Excel
- OSHA 10
- Forklift Safety

CSA made great strides with developing relationships with local manufacturing, warehouse and distribution companies. A key factor to the expansion of CSA's relationships with companies in these industries was the agency's collaboration with the Economic Development Authority of Western Nevada (EDAWN). At EDAWN's invitation, CSA participated in several meetings with new companies relocating to or expanding operations in Northern Nevada. The relationship with EDAWN is noteworthy not only because of its impact on jobseeker placement, but also because it demonstrates increasing coordination across/between economic development and workforce development systems.

Success Story:

Jobseeker obtained a job at AVA Logistics as a Freight Broker. An On-the-Job Training wage subsidy was offered to the company and the jobseeker was hired. At enrollment in CSA's training sector program, jobseeker was working part time at a restaurant and earning \$7.25 an hour plus tips. Jobseeker's new pay rate at AVA Logistics is \$17.50, which is a 141% increase in pay.

Community Services Agency – Dislocated Worker

CSA met its program enrollment goal of 30 and has already found employment for 14 program participants. Upon meeting with, and listening to, local employers, Community Services Agency (CSA) developed a customized program to train workers in the Manufacturing, Warehouse and Distribution industries. CSA collaborated with Truckee Meadows Community College (TMCC) to deliver training that covered a combination of the following topics:

- Warehouse terminology
- ISO 9000 terminology
- RF Scanner terminology and overview
- Pick and packing simulation
- Overview of Outlook
- Overview of Excel
- OSHA 10
- Forklift Safety

CSA made great strides with developing relationships with local manufacturing, warehouse and distribution companies. A key factor to the expansion of CSA's relationships with companies in these industries was the agency's collaboration with the Economic Development Authority of Western Nevada (EDAWN). At EDAWN's invitation, CSA participated in several meetings with new companies relocating to or expanding operations in Northern Nevada. The relationship with EDAWN is noteworthy not only because of its impact on jobseeker placement, but also because it demonstrates increasing coordination across/between economic development and workforce development systems.

Success Story:

Jobseeker obtained a job with Pomeroy Distribution as a Junior Tape/Print Computer Operator. She completed the warehouse training and received her OSHA 10 and Forklift Safety certifications. CSA has helped her with gas for the first couple weeks of employment. Prior to obtaining employment, she also participated in a Mock Interview in which she did very well and attended the Interviewing for Success workshop.

Community Services Agency (CSA) staff worked with Dislocated Worker jobseekers that were carried over from PY11 for close out. Employment Specialists worked one-on-one with jobseekers, continuing to eliminate barriers to employment by offering supportive services, training and case management services. In parallel, Employer Development Specialists worked with employers to identify opportunities for this pool of job seekers.

Jobseeker presented with significant barriers to employment at the time of enrollment (suspected disability, poor presentation). Entire CSA workforce team worked together to provide jobseeker with the necessary support and resources to achieve employment. After many stops and starts (over a year and a half), jobseeker was finally placed and will be eligible for benefits after a three-month probationary period.

Workforce Solutions Unit

SB 239 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 or will establish the eight 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 eight 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 eight 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:

- Green, Renewable and Energy Efficiency Council
- Health Care Sector Council
- Leisure, Hospitality and Retail Trade Council
- Manufacturing Council
- Mining Council
- Business IT Council
- Logistics and Operations Council
- Aerospace and Defense Council

The primary roles of the eight 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 to sector's work and projects.

Recent accomplishments and efforts include:

- Inter-agency collaboration between the Governor's Office of Economic Development and the Employment Security Division
- Sector council use of data from DETR's Research and Analysis department to provide intelligence regarding needs for sector workforce development
- The addition of Local Elected Officials to each sector council membership
- The identification of additional funding resources for workforce training
- Sector Council have identified subcommittees that will be in the following areas:
 - Legislative/Regulation/Policy
 - Data/Evaluation/Research
 - Economic Development
 - Education/Training
 - Special Projects Committee
 - Grants

Performance

Nevada's Performance Levels for Program Year 2011

In spite of Nevada's record high unemployment rates throughout Program Year 2011, which reached 13.5%, overall, the 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 the negotiated levels of performance.

All three of the three youth common measures exceeded the negotiated levels by 17 to 23 percentage points. This can be 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. Nevada is very proud to announce that it had a 22 percentage point increase over last year's performance with Literacy and Numeracy Gain.

Nevada exceeded in all areas of performance and plans to review if there should be increases requested in some areas for the next program year.

PERFORMANCE MEASURE	NEGOTIATED LEVEL OF PERFORMANCE	ACTUAL LEVEL OF PERFORMANCE	PERCENT OF NEGOTIATED LEVEL
Adult			
Entered Employment Rate	63%	69%	110%
Employment Retention	70%	79%	113%
Average Earnings Gain	\$11,500	\$12,871	112%
Dislocated Worker			
Entered Employment Rate	70%	75%	107%
Employment Retention	80%	83%	104%
Average Earnings Gain	\$14,500	\$15,856	109%
Youth			
Placement in Education/ Employment	40%	63%	158%
Attainment of Degree/ Certificate	40%	57%	143%
Literacy/Numeracy Gains	29%	46%	159%

Current improvement efforts

Technical assistance by Workforce Investment Support Services (WISS) has been on-going throughout the year, including Nevada JobConnect Operating System (NJCOS) data entry training and common measures training for new adults, dislocated workers and youth service providers. WISS staff also distributes on a monthly basis a report entitled “WIA Projected Performance Report”, which provides both LWIBs the levels of performance for the next quarter. These early notifications provide additional time for the LWIBs to review, correct and/or update records to ensure accurate and up-to-date data is used for reporting and the calculation of performance. In addition, LWIBs and service providers have access to the Local WIA Management Report (LWIAMR) which provides a number of case manager’s reports to review NJCOS records and to ensure the accuracy of data.

In support of the LWIBs, WISS staff conducts on-going random reviews of NJCOS records. When issues are identified, LWIBs’ staff members are notified of the necessary corrections or updates that need to be completed. This process assists in identifying additional technical assistance and/or training needs of their service providers.

Nevada’s Approved Waivers

Nevada had eight approved waivers during Program Year 2011:

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

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

Both LWIBs took advantage of this waiver during Program Year 2011, transferring 25 percent of the dislocated worker formula funds to adult funding.

2. Seventeen Statutory WIA Performance Measures:

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

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

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.

To date, neither local board has taken advantage of this waiver, which may be attributed to the continued high unemployment and very low job growth statewide.

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 2011, 483 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.

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 due to the current economic climate in Nevada.

6. WIA Section 134(a)(1)(A) to Permit a Portion of the Funds reserved for Rapid Response Activities to be used for Incumbent Worker Training:

This waiver permits use of rapid response funds to conduct allowable statewide activities as defined under WIA Section 134(a)(3).

To date we have not been able to utilize this waiver.

7. 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 will expand the service delivery options for older and out-of-school youth. It will allow 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 workers.

Eliminates the need for co-enrollment in either the adult or dislocated worker program, and streamlines the process for youth assessed to be in need of training services.

This waiver increases efficiency and customer choice for the older and out-of-school youth, while reducing some of the administrative costs of procuring training providers for youth.

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

8. WIA Section 134(a)(2)(B)(iii) and CFR 665.200(e) to exempt a state from the requirement to provide local workforce investment area incentive grants:

This waiver will allow the state to maintain a sufficient level of funding for the other required statewide activities.

State Evaluation Activities

No statewide evaluations were conducted for Program Year 2011 other than normal monitoring activities, as Nevada was evaluating its current structure and applying for a waiver to Department of Labor. The waiver request was to permit the State to apply the WIA regulations of 20 CFR 661.300 (f) to the two local workforce investment areas (LWIAs) described in the Nevada State Plan. The state was seeking this waiver to permit the Governor to designate the state board carry out the roles and responsibilities of the two local boards for the State's two LWIAs. This waiver was denied August 31, 2012.

The State of Nevada is now in the process of creating an evaluation that will address the effectiveness of WIA programs and their successful outcomes. It is anticipated that these evaluations will be implemented in the third or fourth quarter of PY2012.

Initial questions may include the following:

- Employment outcomes for WIA participants vs. non-participants
- Wage increases for WIA participants vs. non-participants
- Graduation rate for WIA youth participants vs. state averages
- Post program employment rates for WIA youth participants vs. non-participants

Cost of Program Activities in Relation to the Effect of Participant Outcomes Program Year 2011

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	5,330	2,428	1,579	\$9,782,482	\$6,997,205	\$6,676,309	\$1,835	\$2,882	\$4,228
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	4,173	1,924	548	\$9,782,482	\$6,997,205	\$6,676,309	\$2,344	\$3,637	\$12,183
Cost Per Entered Employment = total Costs by Year / Total Exiters Entering Employment in the Same Year									
	Total Exiters Entering Employment		*Total Expenditures			**Cost Per Exiters Entering Employment			
	Adults	Dislocated Workers	Adults	Dislocated Workers		Adults	Dislocated Workers		
Statewide	1627	1676	\$9,782,482	\$6,997,205		\$6,013	\$4,175		
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 Participants Retaining Employment			
	Adults	Dislocated Workers	Adults	Dislocated Workers		Adults	Dislocated Workers		
Statewide	1604	1597	\$9,782,482	\$6,997,205		\$6,099	\$4,381		

Adult and Dislocated Workers	Youth Services
<ul style="list-style-type: none"> • Outreach, intake • Initial assessment • Job search and placement assistance • Career counseling • Provision of employment statistics information • Information on eligible providers of training services • Supportive services • Establishing eligibility • Follow-up services • Comprehensive and specialized • Diagnostic testing and use of other assessment tools • Development of an Individual Employment Plan (IEP) • Group career counseling • Individual counseling and career planning • Case management for participants seeking training services • Short-term pre-vocational services • Literacy activities • Internships • Work experience • Occupational skills training • On-the-Job Training • Entrepreneurial training • Adult education and • Customized training 	<ul style="list-style-type: none"> • Basic skills • Occupational skills • Prior work experience • Employability, prior work experience • Interests • Aptitudes; interests and aptitudes for nontraditional jobs • Developmental needs • Supportive service needs • Develop an individual service strategy • Tutoring, study skills training • Summer employment opportunities • Paid and unpaid work experiences • Occupational skill training • Leadership development opportunities • Supportive services • Adult mentoring • Comprehensive guidance and counseling • Follow up services • Exposure to postsecondary educational opportunities • Peer mentoring and tutoring • Leadership training • Training in decision-making • Citizenship training, life skills • Soft skills • Internships and job shadowing • Entrepreneurship