



## Nevada's Workforce Investment System

# Annual Report

July 2012 – June 2013

**Coordinated by:**

*Nevada Department of Employment,  
Training and Rehabilitation*

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## Preface

The governor has reorganized economic development programs within Nevada to improve economic conditions. Changes to the Workforce Investment System include the revitalization of the Governors Workforce Investment Board to include Sector Councils focused on industry groups with high growth potential. These Sectors include Tourism, Gaming & Entertainment, Mining and Materials, Healthcare & Medical Services, Clean Energy, Information Technology, Logistics and Operations, Manufacturing, Aerospace & Defense and Agriculture.

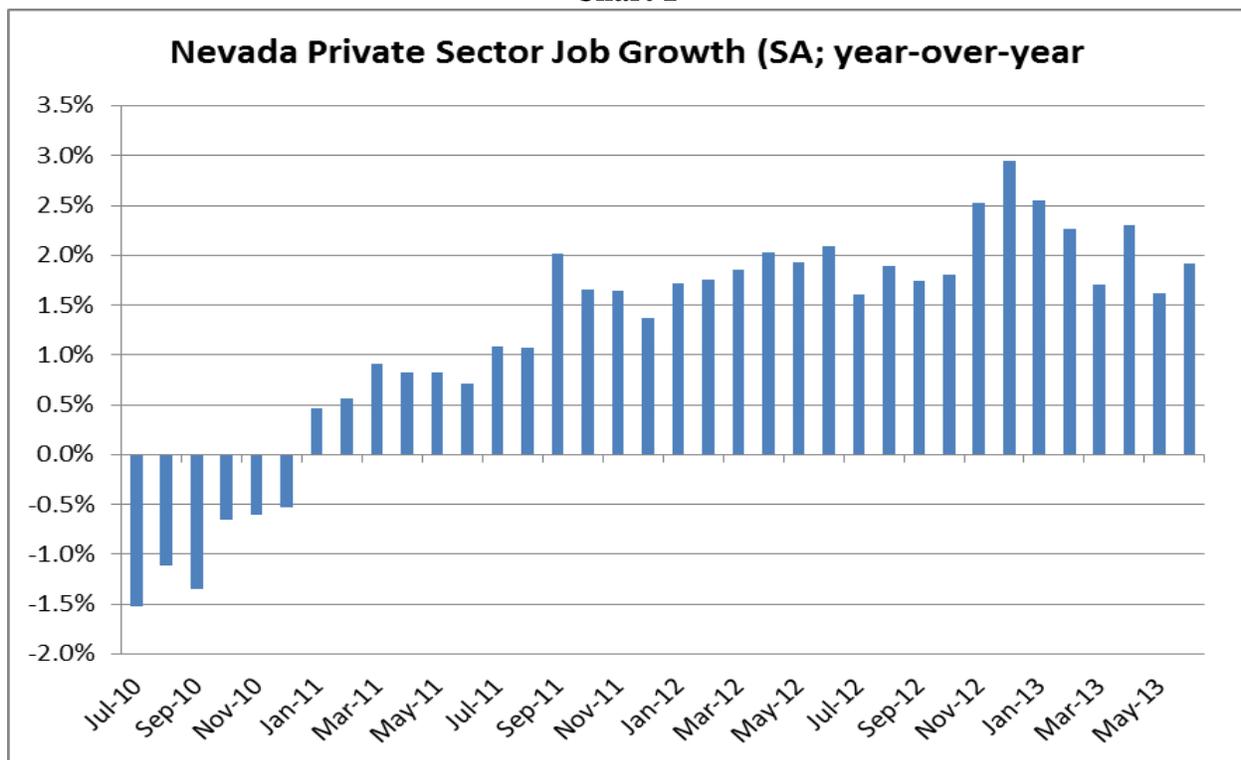
The Sector Councils are at varying stages of development, but are working to identify companies operating or considering operations within Nevada, identifying skill sets needed by industry, worker availability and training resources within the state. DETR and the two LWIBs (Nevadaworks and Workforce Connections) are assisting in the process including aligning the provider selection process with the Governor's intent, reviewing and updating the Eligible Training Providers List, and improving the provision of career information to WIA clients.

To develop the required workforce for this initiative, the State Board has mandated that a minimum of 25% of WIA funds be spent on direct client training and the Governor has allocated State resources to a Catalyst Fund to assist Regional Development Authorities, and a Knowledge Fund to assist the Nevada System of Higher Education and other partners in developing the education and training infrastructure to meet the increased demands for technical education required by these industries.

Nevada’s economy continued on a path of mild improvement over the July 2012 to June 2013 (PY12) 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 19,000 jobs over-the-year, averaging about 2,400 new jobs per month. The private sector added nearly 17,000 jobs, while the government sector added approximately 2,300 jobs to payrolls. The private sector has been adding jobs year-over-year for 30 consecutive months (see Chart 1), and government jobs have been on the rise for the past 9 months.

**Chart 1**



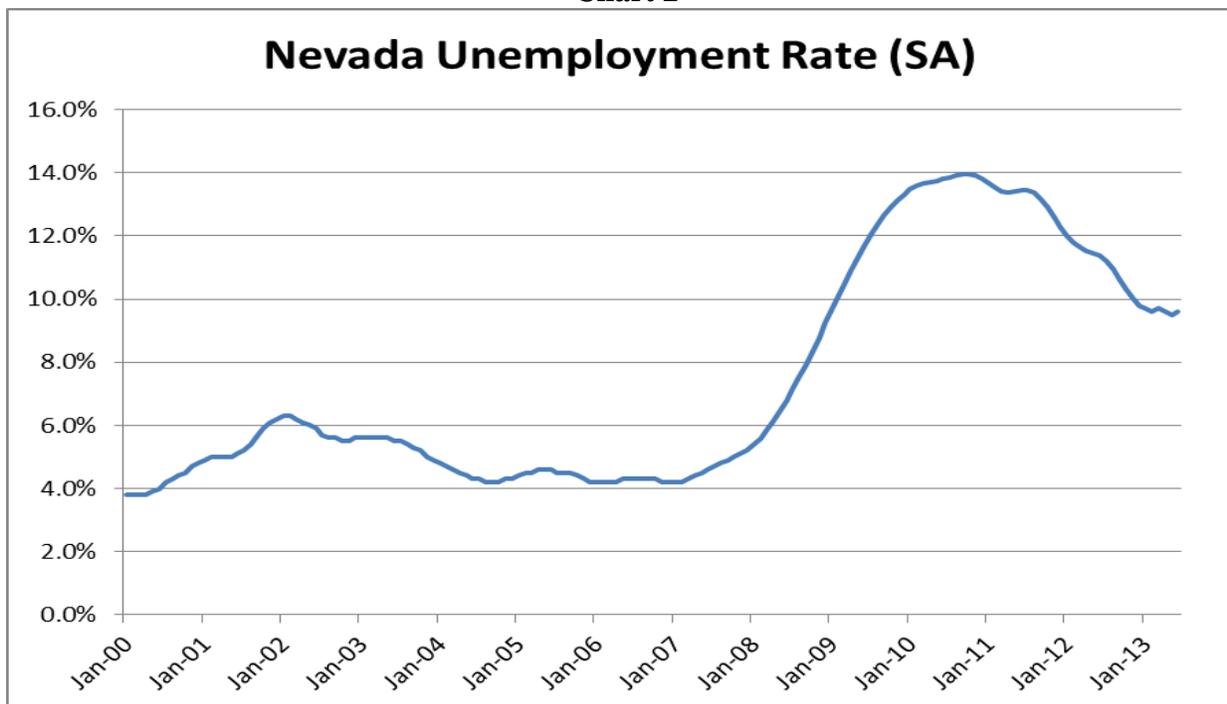
Job growth in Nevada’s keystone industry, leisure and hospitality, has not disappointed even after the spread of state-sanctioned gambling across the nation. Leisure and hospitality added about 6,200 jobs over the year, a growth rate of 2.0 percent. No other sector in the Silver State added as many jobs. Nevada’s other historically dependable industry, mining, has also performed well, increasing by approximately 7.1 percent since June 2012. Because this industry is relatively small, the addition of 1,100 workers in a mining industry of about 16,500 workers leads to the phenomenal growth rate of over 7.1 percent. The only sector to lose employment was professional and business services, which declined by 0.6 percent over PY12, a loss of approximately 900 jobs.

While employment is coming back to the state, it is not doing so in a uniform way. The Las Vegas metropolitan statistical area (MSA) and Nevada’s gold-producing counties enjoyed growth rates of 2.3 and 2.1 percent, respectively. For the Las Vegas MSA, this equated to a gain of 19,300 jobs, while the mining counties added 2,100 jobs. The Reno/Sparks MSA grew by a slower rate of 0.5 percent, adding only 900 jobs, and the Carson City MSA was flat over the program year.

As more jobs return to Nevada, the unemployment rate should fall. Chart 2 shows a historical series for Nevada’s unemployment rate. Although the unemployment rate has fallen by 1.6 percentage points, to 9.6 percent in June 2013, Nevada still has the highest unemployment rate in the nation, and has held this unfavorable distinction since 2010. In all but two months (March and June) of PY12, the unemployment rate has fallen.

However, there is still a trend of Nevadans 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 for some other reason. Compared to PY11, the number of unemployed people dropped from 159,300 to 137,050, a decrease of nearly 22,200 while the number of people holding jobs increased by only 16,460 over the same period. 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.

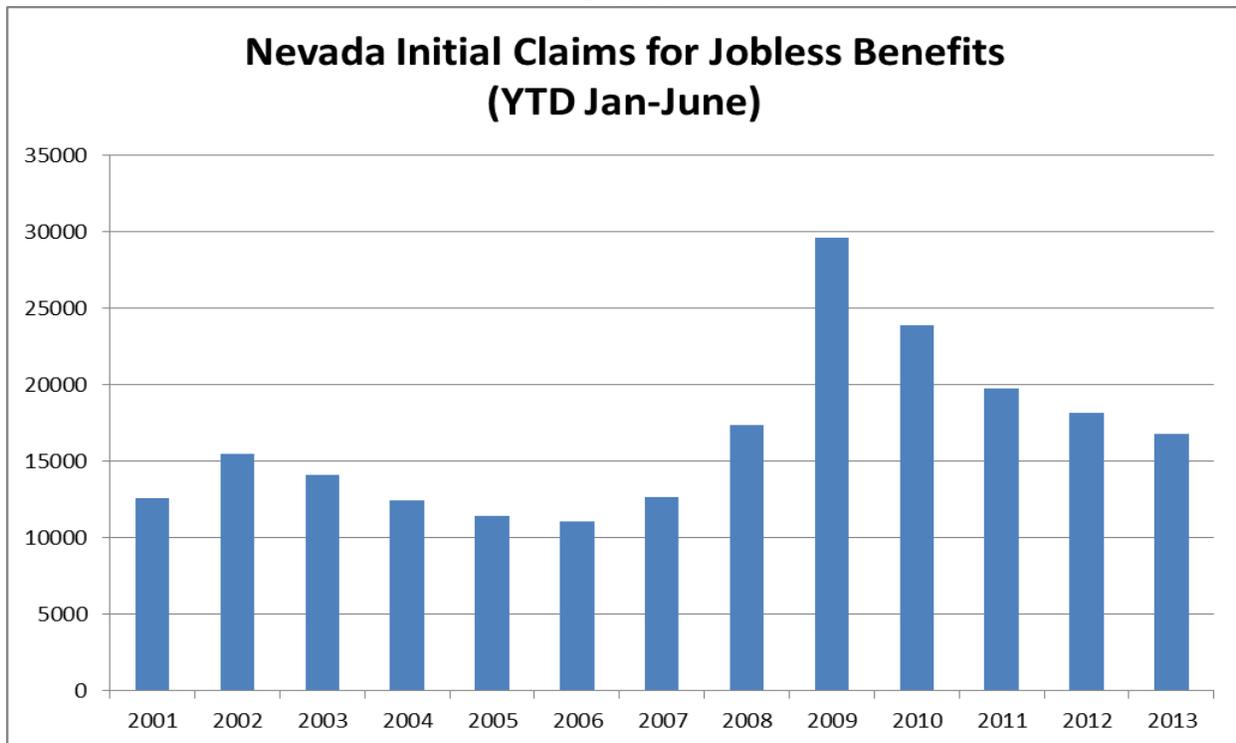
**Chart 2**



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 12,820 for the first half of the year. In 2013 the January to June average was 16,790 claims, which is 3,970 claims above the seven year average earlier in the millennium. Since 2009, initial jobless claims have been downshifting towards the long-term trend, but appear to be losing momentum. To illustrate, there were 19 percent fewer claims throughout the first half of 2010; in 2011, there were 17 percent fewer claims; in 2012, there were nearly 8 percent fewer claims; and in 2013 the rate of decline fell to 7.6 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 2.4 percent increase over the previous fiscal year-to-date; Statewide taxable sales for May 2013 represents a 6.1 percent increase for the fiscal year to date; Las Vegas is on track to receive nearly 40,000,000 visitors this year, and as of May 2013, visitor volume is up 0.4 percent program-year-to-date compared to last year; finally, Nevada’s gross domestic product, a measure of the State’s output, grew by 3.2 percent in 2012, preceded by a growth rate of 3.7 percent in 2011.

To summarize, Nevada’s economy is in the third year of a mild recovery. Private sector employment has shown steady growth, while government employment levels are slowly starting to pick up. 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, job 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 one standing committee, which has 51 percent representation from Nevada businesses. This committee is as follows:**

- Youth Council

**In accordance with NRS 232.935, the Governor's Workforce Investment Board shall:**

A. Identify:

- Industry sectors which are essential to this State; and
- The region or regions of this State where the majority of the operations of each of those industry sectors is conducted.

B. Establish:

- Regional goals for economic development for each of the industry sectors identified pursuant to paragraph (a); and
- A council for each industry sector.

C. Consider and develop programs to promote:

- Strategies to improve labor markets for industries and regions of this State, including, without limitation, improving the availability of relevant information;
- Coordination of the efforts of relevant public and private agencies and organizations;
- Strategies for providing funding as needed by various industry sectors;
- Increased production capacities for various industry sectors;
- The development of useful measurements of performance and outcomes in various industry sectors;
- Participation by and assistance from state and local government agencies;
- Expanded market penetration, including, without limitation, by providing assistance to employers with small numbers of employees;
- Partnerships between labor and management;
- Business associations;
- The development of improved instructional and educational resources for employers and employees; and
- The development of improved economies of scale, as applicable, in industry sectors.

**Each industry sector council established:**

- A. Must be composed of representatives from:
- Employers within that industry;
  - Organized labor within that industry;
  - Universities and community colleges; and
  - 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:

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

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

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



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

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

- The Southern Business Service Office coordinated the staffing for the new food court at the Excalibur Hotel and Casino in Las Vegas. The company, Sword and Spoon, provided the Business Service Office access to their online applicant tracking system to pre-screen and schedule interviews for a large 3 day hiring event in October of 2012. 220 Nevadans were hired and returned to work over the 3 days.
- Take Two Interactive recently relocated its Northridge, CA QA Testing Studio to downtown Las Vegas. The Business Service Office conducted a series of hiring events in March and April of 2013 for the video game giant. 92 people were interviewed over 3 days.
- The Southern Business Services office is currently working with Bodybuilding.com, the largest online retailer of supplements, as they open a distribution center in Las Vegas. They are running their entire hiring process through Nevada JobConnect.
- The Northern Business Services Office assisted IntelliSource, Inc. with their expansion in Northern Nevada. 835 JobConnect customers have been interviewed and 277 have been offered various positions.
- The Northern Business Services Office was awarded the Economic Development Authority of Western Nevada (EDAWN) Existing Industry – Community Partner Award for its involvement in countless meetings and recruitment assistance to employers which resulted in thousands of jobs for Northern Nevada. JobConnect was commended for its professionalism, responsiveness, accuracy, and willingness to participate in the acquisition, retention and expansion of companies in Northern Nevada.
- The Northern Business Services Office, in collaboration with the regional economic development agencies, was involved in 286 site selections for new companies looking to expand to Northern Nevada. Of the 286 site selections, 152 converted into new Nevada JobConnect employers.

- The Business Services Offices have broadened service delivery by increasing the number of onsite hiring events in the local offices. Over this last fiscal year 400 onsite hiring events were held in Nevada JobConnect Offices.

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

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

With the unemployment rate recovering, the Business Services Offices continue to see an increase in demand for Employer Services. 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
- Clean Energy
- Mining & Materials
- Logistics and Operations
- Aerospace and Defense
- Information Technology
- Manufacturing
- Agriculture

### **Customized Training**

During FY13, the JobConnect offices collaborated again with the local community college to provide a second class for Computer Numerical Controlled (CNC) operators. This is the third class of CNC Machine Operators that JobConnect has collaborated with the local community colleges to provide in response to the business community communicating a shortage of workers with these skills in the Northern Nevada service delivery area. The first class was facilitated by Western Nevada College and the current class and the FY12 class was facilitated by Truckee Meadows Community College.

The JobConnect offices performed the initial recruitment and screening for candidates for this training and subsequently funded the training for fifty five percent (10) of the attendees. The balance of the attendees had their training paid by DETR's Bureau of Vocational Rehabilitation, a WIA service provider or paid for the training themselves. The total class size is 18 students. The JobConnect Career Enhancement Program paid the tuition, books, lab fee, tools, and safety equipment for the ten clients that were ultimately selected to be sponsored by CEP to participate in this training. The course includes sixteen weeks of classroom and lab training and will culminate with a 128 hour internship with a local manufacturing company. Students will receive 25 college credits, an OSHA 10 certification, the WorkKeys National Career Readiness Certificate, and up to four National Institute for Metalworking Skills Certificates. It is expected that graduates will be hired by the companies providing their internships as evidenced by a 73% placement rate for the 2012 "Right Skills Now" training initiative.

### **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.

#### **Statewide:**

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

## **Gold Card:**

On November 4, 2011, President Obama announced the Gold Card Initiative for post 9/11 era Veterans. Both WIA one day Vets and 181 day Veterans are eligible. This new initiative does not change any current laws or procedures. The program requirements for Veterans' eligibility have not changed. The following general guidance was issued on November 9, 2011.

The major provisions of the Gold Card Initiative are:

- Up to six months of case management services with a minimum follow up period of at least 30 days or less,
- Eligible to receive skills assessment and interest surveys,
- Career Guidance,
- Job Search Assistance
- A mandatory six month follow up of all Gold Card Veterans has been implemented. (new) See attachment 2

Requirements:

- Instruction regarding Gold Card eligibility and documentation of specific NJCOS entries was previously sent to all offices and staff. Instructions with specific follow up procedures including the mandatory six month follow-up with the Veteran will be reissued to the field, including all offices and Veterans Staff.

## **Priority of Service:**

### **I. Introduction:**

With the passage of Federal Rule (Part II, 20CFR Part 1010) dated December 19, 2008, Veterans Program Letter 07-09 dated November 10, 2009 and Training and Employment Guidance Letter No. 10-09 dated November 10, 2009, Priority of Service will be provided to Veterans and their eligible spouses. Priority of Services means (with respect to any qualified job training program) that a covered person shall be given priority over a non-covered person for the receipt of employment, training and placement services provided under that program. The implementation of these rules calls for Priority of Service to be implemented by all "qualified job training programs". These are defined as "any workforce preparation, development or delivery program or service that is directly funded, in whole or in part, by the Department of Labor."

### **II. Key Definitions:**

**A. Covered persons:** Veterans or the eligible spouse of a Veteran.

**B. Veteran:** The definition for *veteran* specified at 38 U.S.C. 101(2) applies across all qualified job training programs for the purpose of priority of service. That definition includes two key criteria:

1. Service in the active military, naval, or air service; for a minimum of one day and,
2. Discharged under conditions other than dishonorable.

**C. Eligible Veteran (eligible to receive DVOP/LVER services)**

The term “Eligible Veteran” in paragraph 4 of 38 USC 4211 means a person who:

1. Served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge;
2. Was discharged or released from active duty because of a service-connected disability; or
3. As a member of a reserve component under an order to active duty pursuant to section 672 (a), (d), or (g), 673, or 673b of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge. (See the list of wars, campaigns, and expeditions that qualify for Veterans’ priority of service at <http://www.opm.gov/Veterans/html/vgmedal2.asp>)

**D. Eligible Spouse (Non-Veterans who are dependents of Veterans):**

1. The spouse of any person who died of a service-connected disability.
2. The spouse of any member of the Armed Forces serving on active duty who, at the time of application for assisted is listed in one or more of the following categories for more than ninety (90) days:
  - a. Missing in action;
  - b. Captured in the line of duty by a hostile force
  - c. Forcibly detained or interned in line of duty by a foreign government or power;
3. The spouse of any person who has total permanent disability resulting from a service-connected disability
4. Or a spouse of a veteran who dies while a disability so evaluated was in existence.

The United States Department of Labor (USDOL) provides additional clarification for “1” and “4” above by indicating that the re-marriage of the spouse would not terminate their eligibility. However, if a spouse becomes divorced from a Veteran under “2” and “3” above, eligibility for priority of service is terminated.

It is further understood that this policy does not exclude from eligibility spouses who were not citizens at the time that the Veteran was discharged or retired, nor does it stipulate that a spouse had to be married to a Veteran at the time of his or her discharge or retirement.

**E. Categories eligible to receive LVER and DVOP services:**

Only the following two categories are eligible to receive services from LVER and DVOP staff:

1. Eligible Veteran
2. Eligible Spouse

**F. Non-Covered Persons: Non-Veterans.**

**G. Point of Entry:** The point at which customers first come into contact with DOL-funded employment and training programs.

**III. Identifying Covered Persons at Point of Entry [20 CFR 1010 – §1010.300]:**

- A.** All recipients of WIA funds for employment and training programs are required to identify covered persons at the point of entry to programs and/or services so they can take full advantage of the priority of service.
- B.** To ensure covered persons understand their entitlement to priority of service and the full array of employment and training services available and any eligibility requirements the covered person must meet in order to gain entry into the program or to be provided services by the program.

**IV. Implementing Priority of Services Federal Rule (Part II, 20 CFR Part 1010)**

Priority of Service means the right of eligible covered persons to take precedence over eligible non-covered persons in obtaining services. Taking precedence may mean:

- A.** The covered person receives access to the service or resource earlier in time than the non-covered person; or
- B.** If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.
- C.** Priority of Services for Veterans will be provided in this order:
  - 1. Special Disabled Veterans,
  - 2. Disabled Veterans,
  - 3. All other Veterans,
  - 4. Eligible persons,
  - 5. Non-Veterans.
- D.** Eligibility for WIA Adult and Dislocated Worker programs are not affected by the Veterans' priority. Priority of services for WIA programs is only to Veterans/eligible spouses who meet the program's eligibility requirements.

**V. Priority of Referrals**

In making referrals of qualified applicants to job openings (with emphasis placed on the Veterans Head Start, and Silver State Works programs), the following order of priority shall be observed:

- 1. Special Disabled Veterans,
- 2. Disabled Veterans,
- 3. All other Veterans,
- 4. Eligible persons,
- 5. Non-Veterans.

**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 10th Annual Veteran Stand-Down hosted by U.S. VETS on March 27 & 28, 2013 held at the Cashman Center was a great success; this event hosted 128 agencies and over 500 volunteers providing Stand Down assistance to 911 veterans.
  - Veterans received housing, employment, medical assistance, legal assistance, counseling and treatment, as well as clothing, meals, haircuts, showers, dental care and many other services. During this event 16 Homeless Veterans were housed directly from the Stand-Down, 17 Veterans were hired on-the-spot and 86 potential future housing appointments were made.

- During this event the Salvation Army was named the Housing Provider of the Year for housing the most veterans during the Stand Down. Also 707 Property Management & Goodwill of Southern Nevada were named Employers of the Year for hiring most veterans during the Stand Down, and 707 Property Management also won Partner of Year. The Veteran staff at Nevada JobConnect provided service to 131 Veterans during the event.

### **Veterans' Performance Goals:**

Nevada uses data taken from the ETA 9002D and VETS 200 reports when determining outcomes and performance of certain goals. Performance goal categories of a very specific nature are assigned to the states. DOL-VETS dictate various performance categories. The following target goals are from the period 1/1/2013 through 3/30/2013. These are the most current reported numbers from the Vets 200 and ETA 9002D.

Here is a chart from the last Quarterly Report for the JVA grant and was submitted to DOL on 8/6/2013. Nevada's goals were met or exceeded in every category except one.

<b>Performance Targets for Jobs for Veterans State Grant Funded Staff 7-11-13</b>				
<b>Measure</b>			<b>Negotiated Levels of Performance</b>	<b>Actual #</b>
<b>DVOP</b>				
Disabled Veterans' Entered Employment Rate SAS (EER) <b>Line 19 Col. E (Source 200A)</b>			<b>42 %</b>	<b>38 %</b>
Disabled Veterans' Employment Retention Rate (ERR) <b>Line 25 Col. E (Source 200A)</b>			<b>73 %</b>	<b>79 %</b>
<b>LVER</b>				
Recently Separated Veterans EER	<b>Line 19 Col. G</b>	<b>(Source 200B)</b>	<b>52 %</b>	<b>56 %</b>
Recently Separated Veterans ERR	<b>Line 25 Col. G</b>	<b>(Source 200B)</b>	<b>78 %</b>	<b>78 %</b>
<b>DVOP/LVER Consolidated</b>				
Veterans' EER - Weighted	<b>Use attachment 5</b>	<b>(Source 200C)</b>	<b>48 %</b>	<b>52 %</b>
Veterans ERR	<b>Line 25 Col. C</b>	<b>(Source 200C)</b>	<b>72 %</b>	<b>78 %</b>
Veterans' Average Earnings (AE)	<b>Line 28 Col. C</b>	<b>(Source 200C)</b>	<b>\$13,800</b>	<b>\$16,059</b>
<b>Performance Targets for One-Stop Services for Veterans</b>				
Veterans' EER	<b>Line 6 Col A4</b>	<b>(Source 9002D)</b>	<b>47 %</b>	<b>52 %</b>
Veterans' ERR	<b>Line 9 Col A4</b>	<b>(Source 9002D)</b>	<b>70 %</b>	<b>78 %</b>
Veterans' Average Earnings (AE)	<b>Line 15 Col A4</b>	<b>(Source 9002D)</b>	<b>\$13,800</b>	<b>\$15,508</b>
Disabled Veterans' EER	<b>Line 6 Col D</b>	<b>(Source 9002D)</b>	<b>43 %</b>	<b>46 %</b>
Disabled Veterans' ERR	<b>Line 9 Col D</b>	<b>(Source 9002D)</b>	<b>70 %</b>	<b>78 %</b>
Disabled Veterans' AE	<b>Line 15 Col D</b>	<b>(Source 9002D)</b>	<b>\$14,000</b>	<b>\$15,574</b>

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

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

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

- **Veterans Homeless Stand Down:** This is the yearly stand down in Reno held for homeless veterans. JobConnect veterans' staff was on hand to assist homeless veterans' access services in the One-Stop System.
- **The Yellow Ribbon Reintegration Program:** This program was created to successfully return service members to families, work, school, and community life through community covenants. The program provides for more personal contact between servicemen and women and families with service providers.
- The Reno Day 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 Day Labor office DVOP participates 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 Day Labor office, in conjunction with the Reno/Sparks Job Connect offices, looks for homeless veterans and conducts an initial intake interview and provides services to these veterans. Typical services consisted of referrals to shelters, clothing, food, medical services, and other local assistance. Some of these homeless veterans may be eligible to enroll in the OSHA Ten certification process. This certification is required for any construction employment.
- The Reno and Sparks JobConnect Veterans Representative meets regularly with participants of the Washoe County System's Veterans' Court. This is a collaboration to provide re-employment services once veterans have addressed their legal issues.

## **ESD Ex-Offenders/Re-Entry Services**

The JobConnect system has been active in providing outreach re-employment services to both incarcerated individuals and those recently released from prison due to parole or expired sentences. Typically, incarcerated outreach is conducted for both veterans and non veteran offenders at state prisons. Its focus is on inmates who are expected to be released within six months.

The outreach services include group orientations to prepare the inmates for reentering the labor market and help them understand how to effectively overcome the barriers they will face. The outreach contacts focus on the following four areas:

- **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 the best possible 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.

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

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

## **ESD Collaborative Partnerships**

- **Sierra Nevada Job Corp Center:** Nevada JobConnect hosts orientations for parents and prospective students. JobConnect staff also provides weekly orientations for new and departing Job Corp students to share with them the services available in the JobConnect one stop offices.

- **Zonta Club:** Northern Nevada JobConnects collaborate with this organization to provide senior citizen women bus passes if needed to get to job interviews.
- **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.
- **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.

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

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

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

The TSA is responsible for selecting the individuals to participate in culinary program. Individuals selected are all from the Salvation Army Rehabilitation Program. The JobConnect Career Enhancement Program pays for the student's tuition, the required uniform, and the cooking utensils that are needed during training and to work as a cook following graduation. Those selected to attend the training are provided housing during the training, as well as substance abuse counseling and work experience. The program provides intensive training in cooking to individuals selected. CSN provides the facility for the training, the equipment, and the trainers. In addition to the training at CSN, the students are required to work in the dining facility of TSA. TSA's kitchen is a high volume dining facility that feeds hundreds of people per day. TSA also provides 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. Over 500 homeless people have been given the opportunity to participate in the program. Approximately eighty percent (80%) of those who attend, graduate and over eighty-seven percent (87%) of the

graduates found immediate field-based employment. At ninety (90) days, eighty-six percent (86%) of those employed remain employed at the same location. This is a great achievement considering the barriers and challenges these individuals faced prior to enrolling in the program. The program receives wide community support. Prior to the local economic downturn, many employers were contacting TSA to find out when the next class of cooks would graduate, as they were eager to employ them. The community continues to embrace the program. The collaboration is working to assist the homeless population through work readiness, transferable skills, and a hope for a bright future.

### **Whitney Elementary School Outreach**

The Whitney Elementary School – Nevada JobConnect partnership is unique and probably a one of a kind effort to extend DOL labor exchange services into an elementary school to target employment and training services to significantly disadvantaged parents for the purpose of assisting them in returning to employment and thereby improving the financial stability of their families. This financial stability of the families benefits the children and allows them to achieve better success in their learning environment.

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, CBS, Turning Point, and the Ellen Degeneres Show.

In February 2009, the Nevada JobConnect, in partnership with the Whitney Elementary School, launched a special outreach project to provide employment and training services to the parents of the children of this school. The goal of the outreach was to assist the parents to become employed by either providing them training or direct employment services. The over arching goal of the project was to assist the parents in securing employment. 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, 239 parents or relatives of the students have been registered to look for work. Of this, 76 have obtained employment and 13 successfully received their GED certificate. JobConnect also assisted parents with the following training and supportive services:

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

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

Nevada JobConnect staff in 2012 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.

## *Workforce* CONNECTIONS

# PEOPLE, PARTNERSHIPS, POSSIBILITIES

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## Executive Summary

This year was perhaps the best year ever for the Southern Nevada Workforce Investment Area. The agency did exceedingly well on its own measures, using key indicators leading to better overall performance. For example, for the first time in the agency's recent history, only a minimum number of findings or deficiencies were noted in this year's audit reports. More importantly, the total number of clients served far exceeded expectations and due to management's restructuring and resource allocation, the funding targeted for training was significantly greater in comparison to normal formula allotments.

One key feature or strategy introduced in Workforce Connections' tactical work plans was that of the Local Employer Advisory Panel (LEAP). The panel will provide the agency comprehensive intelligence that allows Workforce Connections to pinpoint demand-driven training and employment opportunities for job seekers. A direct result of Workforce Connections' LEAP initiatives will be increased wages earned by registered clients. Beyond this, Workforce Connections' staff and associated partners participated in community outreach initiatives throughout the program year. These initiatives included; 1) Town Hall meetings to hear and understand the employment and training concerns of local residents, 2) U.S. Department of Labor local Minimum Wage Forum hosted by the Acting Secretary of Labor; 3) Job Fairs supported and hosted by Nevada's U.S. Congressional Delegation and 4) the Nevada Hispanic Legislative Caucus which enabled Workforce Connections' management staff to submit critical inputs in support of State Legislature Bill Drafts resulting in Nevada Revised Statutes.

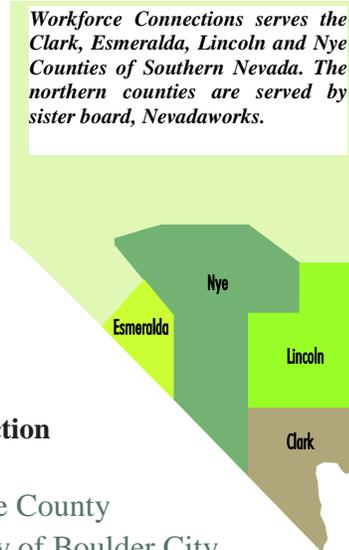
Most notably toward the latter part of this program year was the launching of Southern Nevada's Workforce Investment Area Comprehensive One-Stop Career Center. The Center's grand opening brought about a new wave of business customers and job seekers accessing critically needed employment and training services. This report highlights the strength of partnership in forming a consortium to collaborate to deliver better employment and training services to the residents of Southern Nevada. While there were many exciting initiatives during this program year, none can top the successful completion of the State Energy Sector Partnership Grant (SESP) which allows Workforce Connections' staff to excel in every area of service delivery and establishes sustained clean energy programs and services in support of the State's Clean Energy Sector.

# PEOPLE, PARTNERSHIPS, POSSIBILITIES

## Local Leadership to Fulfill Local Needs

### Local Elected Officials Consortium

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



#### Member

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

#### Jurisdiction

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

### Workforce Connections Board of Directors

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.

## Workforce Connections Board of Directors

Board Members	Representing	Committees: ADW	Budget & Finance	Executive	Youth Council
Maggie Arias-Petrel	Global Consulting	●			
Michelle Bizé	Las Vegas Review Journal	●			
Hannah Brown	Urban Chamber of Commerce Workforce Connections Chair	●	●	●	
William Bruninga	Advance Energy Applications		●		
Matthew T. Cecil	Fisher & Phillips LLP	●			
Mark Edgel	Southern Nevada Laborers Local # 827 Training Facility	●			
Willie J. Fields	WJF Shoe				●
Dan Gouker	College of Southern Nevada		●	●	
Sonja Holloway	Sierra Nevada Job Corps			●	●
William Kirby	Rural Nevada		●		
Dr. David Lee	Taiwanese Chamber of Commerce	●			
Vida Chan Lin	Western Risk		●		
Valerie Murzl	Station Casinos	●		●	
Bart Patterson	Nevada State College				
Lynda Parven	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	●			●
Tommy Rowe	Rural Nevada				●

2012 WIA Participant Characteristics			
Characteristics of WIA Formula Adult			
		Number of Participants	Percentage of All Participants
<b>Total Number of Participants</b>		2,406	
<b>Gender</b>			
	Male	1,062	44.1
	Female	1,344	55.9
<b>Race*</b>			
	Latino or Hispanic	432	18.0
	Black or African American	740	30.8
	White	869	36.1
	American Indian or Alaskan Native	41	1.7
	Asian	161	6.7
	Hawaiian Native or Other Pacific Islander	42	1.7
<b>Age at Enrollment</b>			
	18-21	153	6.4
	22-54	1,990	82.7
	55+	241	10.0
Characteristics of WIA Formula Dislocated Worker			
		Number of Participants	Percentage of All Participants
<b>Total Number of Participants</b>		1,015	
<b>Gender</b>			
	Male	501	49.4
	Female	514	50.6
<b>Race*</b>			
	Latino or Hispanic	172	16.9
	Black or African American	299	29.5
	White	364	35.9
	American Indian or Alaskan Native	13	1.3
	Asian	36	3.5
	Hawaiian Native or Other Pacific Islander	13	1.3
<b>Age at Enrollment</b>			
	18-21	5	0.5
	22-54	812	80.0
	55+	197	19.4

Characteristics of WIA Formula Youth			
		Number of Participants	Percentage of All Participants
<b>Total Number of Youth Participants</b>		2,903	
<b>Gender</b>			
	Male	1,602	55.2
	Female	1,301	44.8
<b>Race*</b>			
	Latino or Hispanic	1,067	36.8
	Black or African American	1,243	42.8
	White	742	25.6
	American Indian or Alaskan Native	88	3.0
	Asian	100	3.4
	Hawaiian Native or Other Pacific Islander	70	2.4
<b>School Status (at registration)</b>			
	In-School	1,891	65.1
	Out-of-School	1,012	34.9
<b>Age at Enrollment</b>			
	14-18	2,125	73.2
	19-21	772	26.6
* Participants acknowledge more than one race			



**Re-entry Town Hall Event hosted by Commissioner Weekly**

# PEOPLE, PARTNERSHIPS, POSSIBILITIES

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## Strategic Workforce Development Initiatives

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

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

**Rural Support:** 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.

### Demand Driven

**Local Employer Advisory Panel (LEAP):** As part of our 2 year Strategic Plan we've assembled an advisory panel comprised of local employers within our local workforce investment area. Panel members will be employer representatives with decision-making and hiring authority from local industry sectors. This panel will deliver "real time" and locally relevant workforce intelligence for Southern Nevada's One Stop System and One Stop Career Center. The intelligence received will help ensure the delivery of a full range of relevant services for employers and job seekers.

**Training Providers:** Training will be added and/or removed from the Eligible Training Provider List (ETPL) and the Pre-Vocational List (PVL) as needed, according to demand information gathered from LEAP and WIA partners system-wide.

## Community Driven

Throughout the year, Workforce Connections facilitated and participated in events which brought the community together with our board members, elected officials and staff.



- **Re-Entry Town Hall Meeting**, hosted by Clark County Commissioner Lawrence Weekly. On August 1, 2012 at the request of Commissioner Lawrence Weekly (Board Member), Workforce Connections staff and service providers were on hand to listen to and provide program information to both male and female ex-offenders. The town meeting was held at the Pearson Center. During the two and a half hour discussion several ex-offenders spoke about how they got to prison, what happened while in prison and the difficulties they've faced since being released from prison. Several ex-offenders spoke about their successes and what it took to get there.
- **Minimum Wage Forum**, hosted by Acting Secretary of Labor, Seth Harris. The Acting Secretary of Labor, Seth Harris, moderated a minimum wage roundtable on April 18, 2013. Secretary Harris has traveled throughout the United States requesting feedback from workers to determine what an increase in the minimum wage would mean to them. The stories shared from the participating roundtable were a strong indication of how individuals with families struggle to make ends meet.

- **Job Fair**, hosted by Senator Harry Reid. Workforce Connections was on hand June 15, 2013, when Senator Reid’s office, together with UNLV’s Office of Veterans Services and Career Services, hosted the Veterans Career Fair & Workshops. In attendance at the event were 156 representatives from 88 actively hiring employers. The event was open to all veterans, service members and dependents and was well attended with 220 attendees. The Career Fair offered workshops on resume and interview skills, VA benefits, and ways to “turbo charge” the job search by effectively using social media.
- **Community Fair**, hosted by Nevada Hispanic Legislative Caucus (NLHC). On March 2, 2013 the NLHC organized a Workforce Development Community Fair at the Rafael Rivera Community Center. WC staff was present to provide information on WIA resources available through the One Stop System. The STEM-based Green Mobile Classroom was there as well to engage youth in attendance.
- **Community Fair**, hosted by State Assemblywoman Marilyn Kirkpatrick, County Commissioner Lawrence Weekly, and North Las Vegas City Councilman Anita Wood. Workforce Connections was present at the event “Standing at the Crossroads” at Goynes Park. Strong vendor turnout provided over 31 community agencies the opportunity to interact with residents and provide much needed information and resources to the area. All of workforce Connections funded partners were present.
- **Job Fair**, hosted by Congressman Joe Heck. During this last program year Workforce Connections assisted Congressman Joe Heck’s office with assisting with two different job fairs. The goal of these job fairs was to connect future members of Southern Nevada’s workforce with companies that were actively recruiting new workers. Over 40 employers participated in each event. Both job fairs also provided workshops for attendees that assisted them on the spot with resume and cover letter preparation and interview skills. A workshop was also conducted at each event that was specific to Veterans.



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## Formula Funds

### **Program Year 2012 service providers for Adult and Dislocated Workers**

#### **Bridge Counseling Associates**

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

- Logistics (Truck Driving)
- Clean Energy (Heating and Air Conditioner Repair & Refrigeration Repair)
- Healthcare (Substance Abuse Counselor Training)

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

#### **Easter Seals Nevada**

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

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

FIT provides job seekers with the tools necessary to find and maintain employment, while at the same time creating a deep and talented workforce that will help businesses succeed and grow the economy.

We work with any and all individuals lacking the skills required to compete in today's workforce, and who wish to obtain or advance a career in one of Nevada's identified high-growth sectors.

We achieve our goals through a combination of free in-house trainings in the areas of digital literacy, work readiness, and job search techniques, as well as training provided through vocational schools and partner employers.

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

FIT Re-Entry Initiative provides ex-offenders with the tools necessary to successfully reintegrate back into the workforce.

Services provided include the following:

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

### **GNJ Family Life Center**

GNJ's WIA program provides registered participants with labor market information, career assessments, community resources, GED testing, personal development classes and employability workshops. In addition, registered participants may receive support services, assistance with the cost of training and employment placement.

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

“A hand up, not a handout”, an idea conceived by Goodwill's founder 110 years ago, still guides Goodwill Industries of Southern Nevada, Inc. in fulfilling its workforce development mission today. At Goodwill, we believe that work creates the economic energy that builds strong families and strong communities.

Through our signature Career Connections Program we give job seekers year-round access to a comprehensive and holistic menu of job training and work readiness services, job search tools,

career advice, one-on-one counseling, job leads as well as critically needed supportive services. Our efforts are supported by an exceptionally qualified, compassionate and motivated staff providing services in three office locations.

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

The mission of the Latin Chamber of Commerce Community Foundation is to carry on and expand the social, cultural and educational program of the Latin Chamber of Commerce. Taking a family-centered approach, the Foundation provides services for persons throughout the lifespan. Youth programs provide GED completion, occupational and on the job training, tutoring, scholarships, culturally based leadership programs and programs to help out of school youth. Adult and Dislocated Worker programs provide unemployed and underemployed Nevada adults with workforce development and training, job placement, occupational training and supportive services. The Arturo Cambeiro Senior Center provides seniors in the Hispanic community with high quality adult day healthcare programs.

### **Lincoln Adult Workforce**

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

### **Nevada Hospital Association**

The Nevada Hospital Association's Health Care 20/20 Program focuses on the health care industry sector by transitioning unemployed new graduate registered nurses into professional practice. The program helps them with training, job placement and supportive services in order to allow them to be economically self-sufficient. Health Care 20/20 helps in bridging the gap between the new graduate nurse and the community hospitals' New Grad Nurse Residency Programs.

The program also helps employers find and retain competent and qualified workers through On-the-Job (OJT) training.

### **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.

### **Nye Communities Coalition**

NyECC Career Connections is committed to delivering quality accessible service in a number of sectors including: Manufacturing, Logistics & Operations, Healthcare, Mining, Clean Energy, Tourism, Gaming & Entertainment, Aerospace and Defense, Information Technology, and Agriculture. Through increasing collaboration with business, community, civic and non-profit organizations we strive to connect job seekers with employers through innovative strategies. Our program serves Nye and Esmeralda County which covers almost 22,000 square miles. To put this rural service area into perspective there are a little over two people per square mile. In addition to Adult Workforce the coalition offers Youth Workforce as well as Health and Wellness programs as we move towards the One Stop model.

### **Southern Nevada Regional Housing Authority**

Southern Nevada Regional Housing Authority focuses on the Green Economy and Health Care industry sectors by exposing participants to career development and work readiness training bundled with supportive services, career coaching, on the job training and job search assistance to help participants become self-sufficient. The typical participant is an unemployed or underemployed resident of the Southern Nevada Regional Housing Authority or an eligible individual 18 years of age and older in the Las Vegas metropolitan area.

## **Program Year 2012 service providers for youth**

### **GNJ Family Life Center**

GNJ serves the youth community through a mix of innovative practices including the following: Easy enrollment through a Quick Response code (QR). This QR code links to the enrollment questionnaire and enables the youth to complete the form from their cell phone any time or anywhere. GNJ's Career Simulation Center provides a hands-on classroom offering our participants real life employment simulations. This is done by immersing them in a physical work environment for either retail or a business office. We have also introduced an innovative track to employment titled; "Youth Industry Sector Bus Tour" that will introduce our youth participants to the industry sectors of Nevada.

### **Goodwill of Southern Nevada**

Goodwill of Southern Nevada's youth program, ELITE, provides educational, training and employment services to youth with disabilities and other barriers to education and employment. Services are tailored to meet the specific needs of each individual and can include tutoring, GED test preparation, career planning, on-the-job work experiences and occupational skills trainings where they can develop positive and productive work skills to help maximize their quality of life.

### **Help of Southern Nevada's WIA Youth Program**

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

### **Latin Chamber Community Foundation (Youth)**

The Foundation's Summer and Out of School Youth programs provide participants with assistance in completing high school or GED, career counseling, occupational training assistance work experience and job placement to help youth move from couch to career. Our goals with youth include assisting them with completion of a high school diploma or equivalent, entering the workplace, college or the military, and demonstrating improvements in literacy and numeracy. These goals are achieved using a one on one case management approach in which the following services are utilized:

- Tutoring
- GED/High School Completion
- Individualized career coaching
- On the Job Training in high demand job sectors such as Healthcare, Logistics, IT and Manufacturing
- Occupational training including truck driving, medical assistant, HVAC and many others
- Transportation, childcare, work-related tools, clothing assistance and other supportive services on an as-needed basis

### **Lincoln County Youth Career Program**

Our program works with both in school and out of school youth in rural Lincoln County. We provide career services as well as educational support such as tutoring and credit retrieval. Career services that we focus on are resume workshops and interview skills classes. We also do interest surveys and help youth figure out what careers interest them and what they want to do in the future. Tutoring and credit retrieval are helpful to youth here due to the lack of summer school and private tutoring services. We like to help the youth of Lincoln County succeed!

### **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 wellbeing, mental health and life skills.

### **Nye Communities Coalition**

The Youth WERKS program has been running for 5 years serving Nye and Esmeralda County. We focus on youth age 16 to 21 that have low-income and a second barrier preventing them from attaining employment or completing their educational goals. Youth WERKS staff work closely with youth by building positive work ethics, strengthening their personal development, and helping them become successful young adults. Staff are able to do this by providing trainings on: job interview skills, resume building, hygiene classes, group development, and activities involving communication skills, team building, and more. It is our goal to reach all eligible youth within our communities and provide the structure and support to attain their goals.

### **Olive Crest**

Project Independence is a program serving current and former foster youth, ages 17-21. The program is dedicated to helping our youth complete their high school diploma or GED, pursue a trade certificate or secondary education and to assist our youth with securing a job or internship that will match their individual interests and financial needs. Project Independence is focused on

helping every youth create a strong set of personal skills that will help them on their journey to become successful, self-supporting adults. We accomplish this goal by providing workshops related to resume building, interview preparation and overall work readiness.

### **Southern Nevada Children's First**

Southern Nevada Children's First has incorporated a unique wrap around program, with multiple services for their customers, with emphasis on all aspects of their development into adulthood. Participants are provided assistance in transitional housing, support service to the homeless youth and youth adults, eliminating the largest barrier to participation in mainstream society and programming, with intensive focus on self-sufficiency and independent citizens in their community. Southern Nevada Children's First provides intensive case management with an array of programs and trainings such as; mental health counseling, education and career planning, child care, life skills training, men's group, nutrition classes, anger management, high school tutoring on site, proficiency preparations classes; parenting classes, and virtual high school on site.

### **Southern Nevada Regional Housing Authority**

Southern Nevada Regional Housing Authority's YES Program provides educational and employment services in a comprehensive approach to help youth who have struggled to better be able to achieve their goals. The YES Program will create opportunities for youth in its program to explore career options in the fields of Science, Math, Engineering and Technology. Youth have access to a full range of services to support their goals of obtaining their educational credential and pursuing the career of their choice, including services that address barriers that may have stopped them from succeeding before.

### **Youth Advocate Program**

The Re-Entry program focuses on 17-21 year old youth that are at-risk/high-risk in the Clark County and Lincoln County area; a past with parole/probation, criminal history and/or homeless. We work with the Caliente Youth Center and Spring Mountain Youth Center to ensure high risk youth that are exiting these facilities succeed and act as a "step-up" program in assisting them with continued community support. This program focuses on job skill training, vocational skills and educational services to ensure that youth leave with gainful employment, techniques and knowledge to keep a job and/or a professional work reference. YAP has in house licensed social workers and counselors who counsel youth who are in need of Mental Health Services and Substance Abuse Services. Youth are assisted with obtaining their GED/High School Diploma, scholarships to technical trade schools, college and continued educational programs.

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## Non-Formula Funds

### YouthBuild Grant

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

In 2012 YBLV received its initial YouthBuild AmeriCorps award. Since YBLV is already serving communities, developing leaders and providing educational opportunities for young people, becoming a YouthBuild AmeriCorps program gave greater recognition to the service-orientation of its model and provided opportunities for participants to see themselves as change agents within their communities. In addition, upon successful completion of their service, members receive the Eli Segal AmeriCorps Education Award to put towards post-secondary education and/or advanced vocational training opportunities.



*Youthbuild participants get hands on experience and the opportunity to learn about construction.*

### SESP Grant

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

total 3,333 participants were served by WC (1,214 above and beyond the initial target of 2,119 participants). The original award was \$3,503,000.

In December of 2012 an additional SESP award of \$200,000 was received to serve participants specifically in the Healthcare Information Technology field, an emerging green practice. An additional 130 participants were served with the second award. 108 were Incumbent Workers and 22 were Job Seekers.

The grant period of performance ended on June 30, 2013. Here is a summary of the SESP grant outcomes (statistical data collected outside of RAD system):

- Participants enrolled in training: 3,463 (100%)
  - 502 Job Seekers
  - 1,326 Incumbent Workers
  - 1,635 Youth
- Participants that completed training: 3,013 (87%)
- Participants that received a certificate: 2,632 (76%)
- After completion of the training:
  - 382 Job Seekers (76%) were placed into employment
  - 1,323 Incumbent Workers (99%) retained their employment and/or received promotions
  - 1,439 Youth (88%) were on the path to post-secondary activity

As part of the SESP Sustainability Plan, all grant strategies and activities identified for sustainment have been incorporated into the WIA program model 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).*

### **Layoff Aversion Grant**

Layoff Aversion is a proactive upstream strategy on the continuum of Rapid Response. Operating at the intersection of economic development and workforce development, the objective is to assist businesses in high-growth industries that are experiencing operational challenges in an effort to avert layoffs and/or business closure.

In the last year, we were able to significantly impact businesses in the health care sector assisting physicians and their medical offices in the following specialties: Oral Surgery / Dentistry, Obstetrics/Gynecology, Cosmetic Surgery, Orthopedic Surgery, Pediatrics and Geriatrics. The challenges that these medical offices were experiencing includes the following: financial problems, declining patient load, operational inefficiencies, lack of workforce development and training, acquiring and implementing Health Information Technology (HIT), insurance contracting, Cross-training staff and Relocation to rural Nevada where health care is needed most.

As a result of our assistance, all of our clients not only survived their business challenges, but are now thriving in what many still believe is a difficult economy. With Workforce Connections' skilled business consultants and their use of dynamic community resources, the health care sector is stronger and more equipped to deliver the highest quality care available.

## **Department of Justice – “Get Out” grant**

Workforce Connections was awarded a Second Chance Act demonstration grant through the Department of Justice in the fall of 2010. The primary goal of this grant was to train ex-offenders in Photovoltaic Installation. This training consisted of 40 hours of classroom instruction, a final exam and preparation for the State of Nevada Photovoltaic Installers License administered by OSHA. For the past two years Workforce Connections has enrolled 391 ex-offenders into this program, and 372 ex-offenders completed the training successfully. Eligible trainees were identified with assistance from Nevada Department of Corrections at the following facilities: High Desert State Prison, Southern Desert Correctional Facility, Florence McClure Women’s Correctional Facility and Casa Grande Transitional Center. Upon the trainees’ release Workforce Connections assisted in referring to employers and other partnering agencies with further employment and training needs. This grant was successfully completed in December 2012.

# PEOPLE, PARTNERSHIPS, POSSIBILITIES

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## Possibilities Put to Work: Highlights from 2012

### Formulation of One Stop Career Center



In the midst of a challenging economy and the growing need for job opportunities in southern Nevada, Workforce Connections has implemented and opened the new Southern Nevada One Stop Career Center. Within a year of facing a myriad of challenges, the staff sought the support of independent consultants, with cumulative years of technical know-how and hands on experience, who guided them in the implementation and development of a cutting edge operation.

The success of this system is driven by the collaboration of many workforce system leaders and system partners who understand the demand driven economics of this area of the state and are willing to offer programs and services to meet these needs. The One Stop Career Center was designed to provide a full range of assistance to job seekers and employers under one roof.

The initial start of this project focused on developing a successful Center by hiring and training capable staff, seeking Consortium partnerships and developing key operational processes to affect a successful launch. The One Stop Career Center Consortium members which consisted of required partners (per WIA regulation) and community businesses and service providers worked diligently to craft the conceptual framework under which the center would operate.

Thirty-one (31) One Stop Delivery Systems Partnerships agreements were executed and all agreed to work toward common goals and measures in a “One Stop” partnership.

The majority of the required partners have signed on and we are constantly seeking partners to join our effort of serving the residents of Southern Nevada. The partners bring a myriad of occupational training options to the center such as:

- Careers in Culinary
- General Office training
- Medical Billing training
- Security Guard training
- Call Center training
- Administrative Assistant training
- Allied Health career training
- HVAC training
- CDL Trucking Certification

In addition to the aforementioned opportunities for training onsite classes will be held to develop or enhance skills for those customers who are underemployed or unemployed. Persons with Disabilities are also encouraged to visit our center to receive services from the State of Nevada's Vocational Rehabilitation Division.

Veterans receive first priority at the One Stop Career Center. The partners in the center will help Veterans find jobs and opportunities for which they qualify for by helping them translate their military job experience into civilian job criteria. In addition to priority referrals to jobs, vets can also enroll in the free job search workshops, find help developing a resume, learn about career training programs and get help understanding the network of veterans' benefits available through the Veterans Administration, state and local government.

The importance of selecting a site for the One Stop Career Center was also a critical consideration. Finding a location in an underserved area with high demand needs and accessible transportation was critical. The selected site is located across the street from the College of Southern Nevada, a two year college with an enrollment of 38,000 students, a perfect initial audience for the delivery of the One Stop Career Center's Core Services. (i.e. computer access, notary services, job search activities, resume building, assessment testing, employment statistics etc.)

Prior to the official opening of the Center, "casual drop-ins" averaged 45- 50 per day. On June 28th the Ribbon Cutting and Grand Opening took place and the Southern Nevada One Stop Career Center, located at 6330 West Charleston Blvd, was officially opened for business. In addition to the central location, an affiliate computer training site was set up in January 2013. This site offers local residents computer literacy training in an area where a large percent of the underserved and unemployed population reside.

Consideration is now being given for an expansion of these services by opening additional One Stop Career Centers to service residents throughout Southern Nevada. The One Stop Career Center is on the move in Southern Nevada and putting people back to work "Moving Nevada Forward".

## **Science Technology Engineering & Mathematics (STEM) Initiatives**

Since World War 2, half of the U.S. economic growth has been due to scientific and technological innovation. In the immediate future, employment in STEM based occupations will grow 70% faster than employment in other occupations. Occupations in STEM fields generally provide good salaries, benefits and advancement opportunities. However the U.S. is losing its status as a preeminent scientific and technological innovator. In 1970, 50% of the people who held science and engineering doctorates in the world were Americans. By 2010, it had dwindled to 15%. The international competitiveness of the U.S. fell from 1<sup>st</sup> to 7<sup>th</sup>. Foreign-owned companies and foreign-owned investors now account for nearly half of all patents granted in the U.S. Businesses in the growing sectors of the U.S. economy are encountering a shortage of qualified workers with STEM skills. STEM knowledge has become essential whether workers are on the factory floor or in the executive suite. Employers want both entry-level and managerial workers to have the types of critical-thinking, problem-solving and teamwork skills that study of STEM can develop. Furthermore, all youth and adults need these skills in everyday life to solve problems and make decisions.

WC's original STEM program "What's It Mean To Be Green?" exposes participants to careers in the clean energy industry, one of the Governor's identified industry sectors. WC has expanded its STEM programs to include activities that expose participants to careers in the other sectors as well.

The nine identified sectors are:

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



*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.*

## **National Job Shadow Day**



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

This year's National Job Shadow Day was expanded to include every level of high school student. On February 4, 2013, approximately 350 of these 9th-12th graders visited various businesses and got their chance to "view their future" while engaging workforce professionals about the necessary skills needed to work in a variety of career fields. Consistent with Governor Sandoval's State Plan for Economic Development, National Job Shadow Day 2013 focused its "job shadows" within the nine identified industry sectors. These include Aerospace and Defense, Information Technology, Clean Energy, Health & Medical Services, Logistics & Operations, Mining & Materials, Manufacturing, Tourism, Gaming & Entertainment as well as Agriculture. The nine sectors not only leverage Nevada's strengths, but also provide the highest potential of labor market opportunities in core and emerging sectors for the Silver State's future workforce.

## **Rural Development**

Workforce Connections is expanding efforts in the rural areas of Southern Nevada by creating an interconnected virtual support system. By coordinating with local elected officials, local chambers of commerce, economic development initiatives and educational institutions such as University of Nevada Cooperative Extension and Great Basin College, Workforce Connections is assisting rural areas create capacity in their communities that support both their local economies as well as connecting them to urban areas of Southern Nevada.

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## Success Stories

### Bridge Counseling Associates



A man came to Bridge Counseling Associates 04/04/2013 looking for work. During his initial assessment it was discovered that this participant was homeless and living in a shelter with no job or family. He had just been informed that he would no longer have a place in the shelter and needed to find another place to stay. His case manager immediately began looking up shelters and found him a place to stay. The only requirement was that he make strides toward self-sufficiency.

During the initial assessment it was discovered that this participant had many years of truck driver experience but it was too long ago to get a job in the field. Participant stated that he has been trying to get back into the field but could not afford to get his license and didn't have a truck to use for the driver's test. With help from his case manager, this participant was able to gather all eligibility documentation and was enrolled into the program.

BCA determined that this participant needed training in order to return to his desired career field. Participant with enrolled into training with Southwest Truck Driver Training and within 4 weeks had his class A CDL. Client completed training on a Thursday and left Las Vegas for orientation Sunday with Werner Enterprises. Client is now out on the road and living in his truck. He is ecstatic that all of his income is his as he has no expenses. This participant is well on his way to full self-sufficiency.



### Easter Seals Nevada

Easter Seals Nevada has enrolled an individual with a physical disability. She is a voluntary retirement and honorably discharged Veteran. This individual is a 50 years old, Hispanic female that would like to re-enter into an administration position whether in the tourism industry or medical services. She has physical barriers that limit her flexibility, stamina, ability to lift, kneel, bend, and overall be able to withstand the physical demands of a full-time shift within her previous position of healthcare. Through the assessment, development of an Individual Employment Plan the employment team discussed the types of jobs she would be best matched for due to her high level of customer service and management skills experience. She was very realistic in her pay range with transitioning into an entry level job with a company to then grow within. She was also flexible in changing fields and would consider training available to secure a new field of employment. The best practice of this enrollment was the candidate's participation and acceptance of responsibility for her own employment. The Job Developer was in weekly

contact with the individual following up on leads and developing other interview opportunities. The individual did accept a Reservation Coordinator position that had few physical demands, focused on customer service skills in the tourism industry, has medical & holiday benefits, overtime compensation, ability for sales compensation, and was full-time status. Individual was employed within thirty days of WIA enrollment.



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

Despite years of hard work in the fast food industry, 27 year-old Tysa could not bring in enough money to support herself and her 7 year-old son. She felt limited to a life of minimum wage jobs. At FIT, through vocational assessments and research, Tysa learned she was a great candidate for the dental field.

After Tysa enrolled in and completed free classes offered at the FIT office in computer literacy and introductory medical terminology - so that she would have the proficiency in those areas needed to be successful both in school and in the workplace - FIT paid for her books and tuition at an approved Dental Assistant training program. Tysa was also provided with bus passes to help with the added transportation costs getting to and from school. Despite the difficulty in balancing work, school and home life, Tysa was motivated by her son and maintained a 4.0 GPA through training.

Tysa is now employed as a Dental Assistant and is already in line for a raise. She is well on her way to a stable career that enables her to provide for her son!



### **Goodwill of Southern Nevada**

Las Vegas is a tough place to find work for a 43 year old who just moved to town, but add in two felony convictions, including a 12 year prison sentence for manslaughter and drugs, and the odds become even lower. This did not stop Goodwill's Career Connections and WIA client Marcus from working together to find a career.

Marcus was working as a welder in another state and was laid off from his job. He moved to Las Vegas looking to start over, and heard about Goodwill's Career Connections program from his family. He came in during April 2013 and met with our staff to talk about changing careers to less physically demanding work. Marcus was enrolled into WIA and was able to receive transportation assistance to evaluate training locations to fulfill his goal of becoming a truck driver. After researching his options, Marcus chose Southwest Trucking and Goodwill was able

to pay for his training with WIA funding and get him enrolled into a truck driver program within a few weeks of meeting with us. We were able to assist Marcus with his transportation needs while he attended school and provide encouragement along the way.

After graduating, Marcus was able to secure full-time employment with a Henderson based company as a driver and is now able to afford his own housing versus living with family. Marcus told Career Connection's staff he was "grateful for the opportunity and for someone to believe in him versus judging him for his past".



### **GNJ Family Life Center**

Mahogany Ducon has an astounding story of how a dream can be made a reality with the help of GNJ's WIA Youth Funding. Mahogany came into the program not sure if she could achieve her dream of becoming a Certified Nursing Assistant (CNA). She informed staff that ever since she could remember, she had dreamed of taking care of people who were sick. After researching several CNA programs she realized that she did not have the personal finances to attend the training, making it almost impossible for her to achieve her dream. After hearing about GNJ's youth programs and training services, she came to our office to ascertain if we could assist her with the cost of training. GNJ paid for her to attend the CNA training at CSN and through perseverance and determination, she successfully completed the course. Approximately a month after she graduated, she took the state exam and passed. Now she is a licensed CNA.



### **Help of Southern Nevada**

Michael, an 18 year old unemployed and high school dropout enrolled in HELP of Southern Nevada's WIA Youth Program at our Searchlight branch. His highest level of education was 10th grade due to being expelled because of behavior issues. After receiving supportive services to help remove some of his barriers, he slowly started getting back on track. He enrolled in an online High School and started taking a Mining course to further his education for a possible employment opportunity. Along with hard work and perseverance, he received a Certificate of Training from the U.S. Department of Labor Mine Safety and Health Administration. Shortly afterwards, he was hired as a Construction Laborer in the Mining Field at Skanska USA Civil West, Rocky Mountain District Inc. In addition, he studied to get good grades and obtained a High School Diploma from Jefferson High School. We are proud of this young man for perseveringly and being an excellent role model to the other youth in our program.



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

As a client enrolled in the Out of School Youth Program at the Latin Chamber of Commerce Community Foundation, William Llamas' story captures the essence of what wise investment in at-risk youth can accomplish. Mr. Llamas is one of four brothers raised by a single mother in Las Vegas. Without appropriate support and motivation, Mr. Llamas became increasingly disengaged from his studies in high school. He dropped out of high school before completing the eleventh grade. Responding to the Latin Chamber Foundation's recruitment efforts, Mr. Llamas learned about our Out of School Youth Program. Mr. Llamas was enrolled and provided with an individual plan for his development and growth. Through tutoring and supportive services, the Youth Case Management team helped William increase his literacy and numeracy skills. As an exemplary client, Mr. Llamas regularly attended tutoring sessions, complied with programmatic requests and remained determined to improve the prospects for his future through education, training and hard work. Not only did Mr. Llamas increase his demonstrated Literacy and Numeracy gains, he recently earned his GED. After completing the GED, Mr. Llamas entered into a Heating Ventilation and Air Conditioning (HVAC) Program to pursue work in this field. Mr. Llamas will shortly complete his HVAC training, and is sure to enter the HVAC field and enjoy a rewarding and productive career in service to the community.



## **Lincoln County Youth Career Program**

One of the success stories that we have for the youth program is an out of school youth that was interested in going to college to become a Veterinary tech. She was unsure how to do it and by the end of her time working with us we had her in college in Las Vegas at PIMA. She has been taking classes since March and has loved it. She went to the shelter the other day to work with the animals and is really happy with her choice to leave Lincoln County and pursue her dream of working with animals.

## **Lincoln Adult Workforce**

One of the Adult participants needed help finding full time work and wanted to take a bookkeeper class online. She was able to secure employment through the program by working on her resume and interview skills. She has maintained the job for over six (6) months and will be finished with her Bookkeeper class at the end of the month. With her certificate she hopes to find employment in the field and work full time. Without the support of the Adult program she would not have been able to get started and stay living in Caliente.

## Nevada Hospital Association



M. Martinez from MountainView Hospital stated:

“I always knew that I would be a nurse, but I placed my dream on hold for 21 years in order to raise my two sons. When my youngest son was a freshman in high school, I started taking nursing classes, one class at a time, and when he was off to college, I enrolled in a nursing program. After receiving my nursing license, I enrolled with Health Care 20/20 and was offered to train in the New Grad Nursing Program with MountainView Hospital.”

The Health Care 20/20 Program has proven to be very successful in developing excellent new grad nurses and employer partners have shown their satisfaction with the program’s outcome. It proves that dreams do come true.



NEVADA PARTNERS

lift someone up... today

### Nevada Partners (ADW)

One of the year’s greatest success stories is the story of Ms. Staten. Ms. Staten began her journey with Nevada Partners in March 2012, as a student in need of licensing and work supports. With the initial assistance she received, Ms. Staten secured employment in the healthcare sector at the tremendous wage of \$32.50 per hour. Within 90 days, Ms. Staten’s wage increased to \$68.00 per hour. After much success in the healthcare field, Ms. Staten opened her own business this spring. With firm appreciation for the value of workforce development services, Ms. Staten now supports on-the-job training for motivated individuals desiring to enter the healthcare field. Workforce Investment Act services are changing lives!



NEVADA PARTNERS

lift someone up... today

### Nevada Partners (Youth)

In January 2012, I. Smith enrolled with Nevada Partners as a young father and high school dropout. Reengaged in education through adult education services, Mr. Smith struggled with obtaining his diploma while overcoming challenges with family and financial support. Committed to Mr. Smith’s success, Nevada Partners enrolled Mr. Smith in the Academy of Human Development to provide additional support with attaining a credential. Along this journey, Mr. Smith attended tutoring weekly, job searched, and overcame bouts of homelessness. Through perseverance, solid partnerships and intensive case management, Mr. Smith has graduated, secured employment at a major grocer, and purchased his first vehicle. This fall, Mr.

Smith will attend the College of Southern Nevada. Workforce Investment Act Youth Services are changing lives.



### **NYE Communities Coalition**

The biggest success of the past year is the increase in collaboration with other agencies and organization. NyECC continues to take steps to move toward the One Stop model. With youth and adult workforce on the same campus we can serve job seekers of all ages and backgrounds. Our health, wellness and prevention division offers classes to quit smoking, manage diabetes or chronic disease and child car seat inspections and installations.

In the second half of the year we increased program reach by focusing on OJTs and hiring events. We were part of a group that organized a county-wide Job Fair that attracted 40 employers and 400 job seekers. This set the table for developing a monthly Job Fair on our campus. OJTs were setup with 21 clients at 10 businesses. The average wage was \$12.50 per hour.

Operating under the One Stop model we partner with Health and Human Services, VITA Tax Program and Vocational Rehabilitation on campus. A new initiative with the Pahrump library will establish a “Job Zone”. This will increase access by extending hours and days to available services.

NOW HERE is where NyECC Career Connections is at. We are here to make a difference in the lives of Nye and Esmeralda County residents.



### **NYE Communities Coalition (Youth)**

There are many success stories in our 2012-2013 program year. We would like to share the story of one particular youth who stood out. Dallas Kelley came to us as a 17 year old teen mother. She had not completed high school, did not have family support throughout her pregnancy, was unemployed and was filled with doubt.

Dallas has come a long way since then. She completed her GED by taking the classes offered on campus and receiving financial assistance to pay for the exam. Dallas gained a work experience in our Campus Café and was provided with assistance to become ServSafe certified. NyECC previously ran a restaurant on campus named “Campus Café” that later transformed into Campus Catering. This allows youth with a culinary interest to gain real-world work experience in their career choice. Shortly after, Dallas then became employed at two different restaurants in town. She recently received a promotion to management. Dallas has also had a goal to become a Certified Nursing Assistant. She is now enrolled and on her way at Great Basin College. All

Dallas needed was someone to hold her accountable, provide trainings and financial support in order to meet all her goals and become a successful WIA youth.



Removed from his parents at the age of 9 and placed with his grandmother until the age of 13, Jeremy was again removed from family and lived in 3 more foster homes by the time he turned 18. Jeremy was ready and eager to emancipate from the foster care system, but with his 16-month-old son, Jeremy Jr. at home, the need to make ends meet came with a much more significant price than that of other youth his age. Motivated to beat the odds and with a perseverance that Jeremy himself describes as a “Blessing from God,” Jeremy chose to stay voluntarily under the jurisdiction of the court. Jeremy was referred to the Olive Crest Project Independence program in May 2013. Since that time, he has received his high school diploma, secured a part-time job in the retail industry and is set to start college in the fall. With the knowledge that Jeremy is the recipient of a \$10,000 scholarship and working diligently towards his goal of becoming a therapist and providing for his family, Project Independence recently loaded him up with a new backpack full of school supplies, a gift card for graduating from high school, and a box of diapers for Jeremy Jr. With a grin that lights up any room he enters, Jeremy exudes humility and hope for his future. The team at Project Independence is grateful and honored to be a part of Jeremy’s journey.



### **Southern Nevada Children’s First**

Our success story for the month at Southern Nevada Children’s First is a client in our WIA program by the name of A. Carter. This young man’s journey began as a struggle. Carter came to us in the summer of 2012 and was chosen for the work experience training program. Although faced with many challenges, he excelled at his worksite at the 100 Academy, which resulted in him being offered permanent employment.

Upon completion of the employment process, Carter was involved in an altercation at the worksite that resulted in him not getting the permanent position. Feeling remorse, he wrote a letter of apology and took responsibility for his behavior in the incident.

While in his last year of high school, Carter again faced and worked through several challenges. In the last month prior to graduation, there was yet another incident that involved Carter being expelled and told he would not be permitted to walk with his class at graduation. His mother and I teamed up and contacted everyone possible who could assist us in making sure he did walk with his class. We felt that he had worked very hard, overcame many challenges and deserved to walk with his class. He earned that privilege despite the struggles!

In addition to speaking with school staff and officials, Carter was also introduced to a mentor who made himself available to discuss any issues and challenges while awaiting word on whether he would be allowed to walk with his class. This proved to be a wonderful relationship as the two bonded and another positive role model was in his life who offered additional support and guidance.

Mr. Carter did graduate and was allowed to walk with his class! He is currently enrolled in Job Corps and will start that program in the fall of this year. He is also employed, staying out of trouble and will be attending college at UNR when he completes Job Corps.



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

In February 2012, M. Sunga, a 48 year-old female came to SNRHA, experience as a pastry baker in CA, having owned her own business. Although she had over three years in CA, she stated that her experience would not allow her to obtain and maintain employment in NV. She was enrolled into the Baker's Helper training at the Culinary Academy of Las Vegas in February 2012 and completed in May of the same year. She was hired at the Vdara, prior to her training completion, earning \$17.31 an hour.

One month following Mrs. Sunga's enrollment, her under-employed husband, N. Sunga, enrolled into the WIA program. He was working at a local convenience store approximately 20 hours per week and earning minimum wage. His desire was to work in the medical field where he could help others and earn more for his family. Mr. Sunga entered training for Phlebotomy at Medical Skills for Life in April 2012, and completed in August 2012. He obtained employment as a Lab Technician within the same month, working full-time, and earning \$10 an hour.



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

A 19 year-old female, out-of-school youth, enrolled into the GIFT Youth program in July 2012. The daughter of a single mother, she dropped out of high school and went into Job Corp during her tenth-grade year. Lasting a little over two months in Job Corps, she returned home. Her goal upon entering the youth program was to pursue her GED, become a Heating, Ventilation and Air Conditioning (HVAC) technician, and eventually enroll into the military with a skill. She attended several trainings that were offered through the GIFT program such as OSHA 10, "What's It Mean to be Green" (WIMTBG), Leadership Training, Tutoring, Comprehensive Guidance and Counseling.

Throughout her time in the program, Miss Johnson has increased her score by one grade level on the Literacy/Numeracy testing. She has performed Work Experience (WEX) in August 2012, at a local HVAC company which led to On-the-Job Training (OJT). Upon completing OJT she was offered her full-time employment. A short period after being hired in November 2012, Miss Johnson chose to leave her job and place more focus on obtaining her GED which she received in April 2013. She is now focusing and studying hard to score high on the Armed Services Vocational Aptitude Battery (ASVAB) test to enter the military.

### **Youth Advocate Program**

Alfonso had a rough upbringing as a child. His mother and father were both alcoholics, and his father was incarcerated. As a teenager both of Alfonso's parents passed away as well. Alfonso went to live with his older sister afterwards. Alfonso was arrested for various reasons and placed on formal juvenile probation. In the 11 months that Alfonso has been a part of the WIA program he has accomplished much. Alfonso started by working at Subway, he then enrolled in a GED program, and found a better job at Food-4-Less. Alfonso also has test anxiety, something he has been dealing with his entire life. With the mentorship and support provided by YAP, Alfonso overcame this and has successfully attained his GED. He has since enrolled in college with the help of a scholarship and desires to enter the military.

### **Workforce Connections – Layoff Aversion Grant**

As both a medical doctor and doctor of dental surgery, Mark Degen was able to offer his patients the most advanced medical and surgical techniques as well as the latest technology to ensure the highest quality care. But no one could pay for his expertise or technology. For Dr. Degen, employee layoffs were imminent and practice closure a possibility if something did not change.

Unfortunately, most independent medical practices are facing these same challenges.

Across the nation, doctors list shrinking insurance reimbursements, changing regulations, rising business and drug costs among the factors preventing them from keeping their practices afloat. On average, there's a 10 to 15 percent profit leak in a private practice. Much of that is tied to money owed to the practice by patients or insurers.

Dr. Degen's problems represented the complex business challenges of compounding factors: the national recession, Southern Nevada's record breaking unemployment and the inherent challenges of the business of health care.

According to Mark Degen, "Since initiating Workforce Connections' Layoff Aversion program in May 2012, Red Rock Oral & Maxillofacial Surgery Center has recognized a 10 percent annual increase over last year's numbers within six months; retained three employees for whom employment was at risk; and added an additional three employees as of December 2012 - a 100 percent increase in staff. Overall Red Rock Oral has been able to right our business and grow with the assistance of the Workforce Connections 'Dream Team' of consultants."



## [The 2012-2013 Northern Nevada Workforce Area Annual Report](#)

**Nevadaworks** is the Local Workforce Investment Board for northern Nevada's thirteen counties: Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine, covering over 70,000 square miles. Nevadaworks coordinates workforce development to meet the needs of employers in Northern Nevada.

The jobs picture in Nevada continues to improve slowly with the May 2013 unemployment rate at 9.2%, compared to 11.6% for the same period last year. Under the guidance of the Nevadaworks Board, the staff continues to develop, monitor and manage programs that are successful and responsive to the employment needs of the communities served.

The Nevadaworks Board is dedicated to furthering the Governor's economic development plan in Nevada. To provide for greater coordination of workforce efforts, the Governor's Workforce Investment Board (GWIB) has identified nine industry sectors essential to the continued recovery and further growth of jobs in Nevada. An industry sector council has been established for each of the targeted industries of:

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

Each Council is tasked with identifying job training and education programs that anticipate the needs of employers. The sector councils consist of 20 or more members each with at least 51% comprised of senior management from that industry sector. Other required members on each council include: Local Elected Officials from the north, south and rural areas; representatives from State Assembly or Senate; education and labor representatives; and, Governor's Office of Economic Development (GOED) industry representatives. Department of Employment, Training and Rehabilitation (DETR), Workforce Connections and Nevadaworks staff are assigned to each council as non-voting members.

The Program Year 2012 Performance Measure results, according to the Department of Labor guidelines, is presented here along with the annual summaries of some the training programs funded by Nevadaworks.

# YOUTH



Thirty five ACE high school students participated in the building trades, CADD, and diesel programs. ACE is in the process of completing the school's ninth student-built house. With a tech prep high school curriculum and a dual enrollment agreement students can earn up to 10 college credits in each program. Students earned college credit through Truckee Meadows Community College (TMCC) in all three programs. 18 Nevadaworks clients earned a State of Nevada High School diploma, which is a record high.

Ten Nevadaworks clients competed at the State Skills USA competition in Reno April 25-27. Students compete in team work, carpentry, plumbing, architectural and technical drafting, and diesel technologies. Through hard work and dedicated preparation Alexis and Paul won gold medals and qualify for the National Skills USA competition in Kansas City, Missouri June 24-28.

As the economy begins to regain power, this program will continue to grow, as it did prior to the recession.

The goal of **The Children's Cabinet's** Summer Work Experience (SWE) program is to give In School Youth the skills necessary to be self-sufficient through academic preparedness, occupational skills training and paid work experience. The SWE program targets at risk youth between the ages of 14-18 currently enrolled in high school.



All youth participating in the program received case management services focusing on educational and employment goals with emphasis on transitioning into college. The youth met at the Children's Cabinet monthly to discuss educational and work goals. A tutoring program was offered twice weekly during the traditional school year and every weekday during the summer.

The Children's Cabinet collaborated with Washoe County School District to create the School of Life and the Re-Engagement Center. The School of Life is a satellite school of Washoe High School, enrolls up to 30 students, and has 3 teachers, interns, and a school coordinator. Courses offered include a combination of intense computer-based credit recovery, using A-Plus, as well traditional teaching for English, Math and History courses. The Re-Engagement Center is designed to provide students who have not been successful in the traditional high school setting and have fallen behind on credits (thus, potentially at-risk for becoming disengaged from high school) opportunities for credit recovery to get back on track toward graduation.

The General Education Diploma (GED) is a last resort for the youth. Our pre GED testing allows the youth to determine if they are ready to pass the exam. If the youth and their family decide to take the GED, the Children's Cabinet's collaborates with Western Nevada College (WNC) to ensure a prompt registration for the next available test. Each youth is shuttled to and from the test to help eliminate any barriers of taking the test.

The Children's Cabinet has been in collaboration with TMCC and the Shepherds Scholarship to identify SWE youth who are eligible for the Scholarship program (The Success First Grant Initiative Bridge Program). Designed to give students a jump start on college by offering the opportunity to take two college courses and strengthen their college readiness skills, this scholarship offers youth the ability to attend TMCC at no expense to the youth or their family. The youth recipients are hand selected by Children's Cabinet staff and the donors, and meet the requirements of the donors. The youth are case managed while attending College to ensure their success.

*Juan has done a great job being accountable and outstanding while working in the program. He maintains a B+ average while attending school and athletics. Juan is an outstanding athlete and student. His hard work ethic translates to his job. Juan was recently challenged with a worksite issue when he and his supervisor had a miscommunication on Juan's work schedule. Juan communicated with his Children's Cabinet case worker and work supervisor about the issue, and responded well to the constructive criticism from his supervisor. Juan aspires to attend college as a student athlete following his senior year of high school. With his relentless work ethic and great personality, Juan will be successful.*

The Children's Cabinet's Achieving Work & Education Success (AWES) program completed its final year. The goal was to put Out of School Youth back into an educational setting where they can obtain their GED or high school diploma. Each youth participated in a work experience working 20-30 hours a week, either at the Children's Cabinet or an off-site location. The Children's Cabinet made great strides in the community working with employers to provide an exceptional work experience for our youth. Employers worked hand-in-hand with each youth and the case manager to teach the skills necessary for success in the workplace. At the end of the program each youth had the opportunity to receive a letter of recommendation from his/her supervisor. If the work site had an opening, the youth were encouraged to apply for the position.

This program developed several key components to ensure the success of these youth, including individualized case management, work readiness preparation, and individualized educational assessment. The case manager assisted youth in balancing personal and family life factors that interfere with accomplishing their goals. All youth were required to participate in work readiness classes offered at the Children's Cabinet. The classes focused on leadership, work ethic, and duties expected from each individual as a work team member of either the Children's Cabinet or an off-site location.

GED testing was offered to all AWES youth. The Children's Cabinet collaborated with Western Nevada College to ensure a prompt registration for the next available test. Each youth was shuttled to and from the test to help eliminate any barriers of taking the test.

The School of Life and the Re-engagement Center was another option for AWES youth who were disconnected from school and no longer attending. The School of Life gave them the confidence to obtain their GED or the ability to re-engage in school.

An additional resource for our youth was a tutoring program offered twice a week during the traditional school year and every weekday during the summer. Each AWES youth studying for the GED or attending some type of schooling was encouraged to attend.

*Miguel has been a part of the AWES program since December 2008. During that time Miguel worked the front desk at The Children's Cabinet and was in the process of meeting his educational goals. Unfortunately, he was detained in 2009 and no longer received AWES services. May 2010, Miguel was released from China Springs Youth Detention Center and became eligible to re-enter the AWES program. After completing goals set with his case manager, Miguel was given the task of running the Food Bank at The Children's Cabinet, while he studied for the GED test. Miguel passed portions of the GED test in 2011, but was unable to achieve the passing average needed. With determination, in August of 2012 Miguel passed his GED and expressed interest in attending college. With help from his case manager, Miguel was able to complete his FAFSA and sign up for classes at TMCC, where he will be attending in the fall.*

*Since returning to The Children's Cabinet in 2010, Miguel helped coordinate the Food Bank program, making it the success it is today. As of July 1, Miguel is the full time Food Bank Coordinator for The Children's Cabinet. When asked what the AWES program means to him, Miguel said, "Without the AWES program I would not be in the situation I'm in. It got me off the streets and inspired me to go to college." When asked about his future, Miguel said, "I want to help kids out in the community and give back, like The Children's Cabinet did for me."*



**The Community Chest, Inc. (CCI)** Comstock Youth Works In-School Youth Program has made a positive difference in the educational, life skills' building and work experience opportunities for 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 (VCHS), Dayton (DHS) and Silver Stage (SSHS) High Schools.

The program was expanded this year to include SSHS in Lyon County and ten additional youth at DHS, successfully serving 47 clients this program year. The credit deficient youth were able to supplement high school courses or attend summer school through their high schools. All eleven summer school youth successfully completed the classes. Youth activities and programs during their school year included: volunteer service; Stand Tall prevention teams that target drug, alcohol and tobacco use; Teens Against Domestic Violence; Every 15 Minutes; Get Real Day; Jobs for America's Graduates (JAG); student counsel; and, various sports. CCI held several workshops to assist the students with scholarship applications and grant writing for college or trade schools.



Youth also received supporting resources such as tutoring and study skills throughout the school year to graduate high school or advance to the next grade level. 19 youth graduated with 13 moving on to college (8 received scholarships). One client received an internship at the University of Reno (UNR). 28 clients advanced to the next grade level. CCI students earned 3 volunteer service awards, 2 academic letters of achievement and 1 citizenship award.

Summer work experience included employer evaluations scoring. From a scale of 100%, CCI youth collectively maintained a steady 80%, gaining work experience and job skills with adult mentoring. CCI prepared the youth for work experience building resumes, interview preparation and filling out job applications. Life skills' building was ongoing throughout the year with the largest impact during summer field trips. We saw team building and trust levels increase through the summer with activities that combined the three schools. Field trips included college campus tours, trade schools, and various professional locations to expose youth to career planning. The year ended with a CCI graduation ceremony honoring the youth for staying on task and completing the program. Families, employers, volunteers, school counselors and educators, CCI staff, and Nevadaworks representatives attended the ceremony.

The CCI Comstock Youth Works Out of School Youth Program assists youth in successfully completing a high school diploma or GED, gain employment skills/work experience, and acquire life skills tools.

The program served 7 youth this year. This was a diverse clientele from all walks of life. Clients came from Virginia City to Silver Springs, with some still living at home, or couch surfing with friends and other families (basically homeless). Some of the client's immediate needs were to acquire social security cards, birth certificates, driver's licenses or ID's. This year's youth chose to acquire their GED as opposed to a high school diploma. Clients were registered at Western Nevada College for the GED program where they were able to utilize tutoring at the college. They also accessed the tutoring staff at Community Chest. During this time we also completed the following components of the program: work readiness curriculum with speakers and workshops, on and off site; resume building; interview preparation; job skills building; and, work experience placement. CCI also worked with the youth on goal setting, filling out rental applications, budgeting, banking and personal hygiene. Three clients moved out of the area to other states. One client successfully received his GED and gained extensive work experience. He has started Western Nevada College in the welding program and decided to not work his first semester, but has been told that a job with a local automotive mechanic would be secured for him once he is ready to return to work. Two clients are doing great and will roll over into the next program year due to late registration. They will be GED testing in August remain employed.

*Brittany Miller became pregnant at 16 and dropped out of school. She had been in and out of trouble and on probation. She was living at her boyfriend's parents' house and was struggling with abandonment issues for many years. She came to us with such low self-esteem, we were not confident she would complete the program. Her commitment to her education, her employment, her son and herself has been remarkable. She has blossomed into an incredible young woman and mother. She is working on mending family relationships and having healthier relationships all around. She is less reserved and more confident. She is proof that all it takes are adults in her life that care and are willing to commit to her. Not once were we challenged to keep her on task quite the opposite in fact. She just turned 18, finished training for her position at a daycare and learning center, and works with her own group of kids at the center. She is getting stronger in her studies and more confident. She is a single mother of a one year old son. She is completing paperwork for a grant to go to Beauty College and will be starting in the fall.*



Jobs for America's Graduates (JAG) is one of the nation's largest and most successful strategies for helping the highest-risk, most disadvantaged young people succeed, both in school and on the job. Over the past 33 years, JAG has served more than 900,000 of our nation's at-risk and disadvantaged young people in 32 states and 1,000 communities.

The JAG Model was implemented in Nevada beginning with the 2012-13 school year. It was tested in 3 school districts and 6 schools across the state, with a focus on the 11<sup>th</sup> and 12<sup>th</sup> grades (approximately 200 students). The Governor's Office selected **Community Services Agency** to administer Nevada's program. Approximately 25% of the funding was provided by Nevadaworks.

School District	High Schools
Clark County School District	Bonanza High School
	Cimarron-Memorial High School
	Desert Pines High School
	Valley High School
Lyon County School District	Dayton High School
Washoe County School District	Galena High School

The JAG National accreditation team conducted a mid-year review of the progress and quality of the implementation of the JAG Model. This was the initial opportunity for the national organization to provide input and feedback that concludes with the awarding of standard, provisional or probationary accreditation. If this were a full accreditation review, JAG-Nevada representatives were told that they would receive the highest accreditation status to be awarded.

### Key Findings:

School administrators were supportive of the JAG Model program and highlighted the benefits of students that they suggested were “falling between the cracks”. Early success stories were shared ranging from significant improvement in the state proficiency exam to improvement in student attendance and changes in student behavior. Students shared a variety of reasons for their changed attitude toward school. Among the most common were:

“...with JAG I feel like I belong and someone really cares about me – not just my school work, but me.”

“...I never thought I could ever get back on track with my credits, but with the support of my JAG Specialist I can see a future for me, I need college and I need to graduate.”

Other JAG Nevada highlights include:

- **42** JAG students obtained employment since enrolling into the JAG program. The average wage is \$8.50 with an average of sixteen and a half working hours per week.
- **70%** of all JAG seniors attained a High School Diploma.
- JAG Nevada students received approximately **\$169,360** in scholarships and grants to pursue postsecondary education.
- At the beginning of the school year 135 JAG students were identified as not passing State Proficiencies Exams. **80** JAG students have passed one or more State Proficiencies Exams since enrolling in the JAG program.

*Edgar received \$25,000 in college Grants and Scholarships to attend Universal Technical Institute (UTI) in Sacramento, California in the fall. His dream is to work with the latest equipment and vehicles. Once this student completes his training, he will have endless employment opportunities; he will be certified on the latest technology, immediately becoming employable to dealers, manufacturers and other vehicle-related businesses.*



This year **Communities In Schools Academy** continued to strive for academic success, providing students opportunities to build character, responsibility and the ability to trust in themselves to achieve the goals they set, either for the school year or the next chapter in their life.

CIS Academy continued to use the framework of life skills and resiliency training curriculum; focusing on leadership training, career exploration, workforce readiness training, credit redemption, and proficiency preparation. Students entered this program having met the criteria of low income, offender status, and/or credit deficient. To start the school year our Academy class participated in the “Above the Influence” campaign. The idea was to challenge students to rise above the influence of drugs, alcohol, peer pressure, and everyday logo’s used to sell fashion. Students created a logo and motto that described themselves and the mark they intend to leave on others. They were invited to attend an open panel discussion that was a live feed program through Washington D.C. Our students were such a captive audience that they were asked to be part of a commercial for rising “Above the Influence.”

Several community members volunteered their time throughout the year to inform our students of life experiences and the education that contributed to success in their career field. Guest speakers varied from real estate agents, a cosmetologist, Barrick Gold Mines employees, Great Basin College Nursing instructors, a wildlife biologist and dental hygienist. We worked to create positive relationships in the community to provide students with exposure and opportunity to learn about multiple career fields. A service learning project our students thoroughly enjoyed was the “Buckaroo Breakfast.” Students volunteered to serve breakfast to a nearby elementary school’s students. This project allowed the youth to see what helping others can do; their efforts were appreciated by principals, teachers and most of all the elementary kids.

Barrick North America provided students an opportunity to take an educational field trip to Bald Mountain Mine. They experienced the travel time, safety requirements, as well as educational requirements for the positions at the mine site, and witnessed first-hand that mining is an effort by many different people with a variety of educational backgrounds. Students were fascinated by the heavy equipment used and process of gold extraction. During this field trip they learned valuable information for mining careers.

To prepare for their end of year bowling party, students had to identify their strengths that will help create the path to achieving their goals. They created posters displaying characteristics, motto, and or symbols to define themselves. Students also wrote letters explaining where they were academically and socially upon enrollment into the program versus where they were at the end of the school year.





Youth formed bonds with other students, teachers and case managers. They began to self-actualize and accept responsibility for where they are and where they want to go. Finally, a close to a busy year was celebrated with 30 youth receiving diplomas from the Elko County School District. Case managers put in a tremendous amount of effort to provide students with information on grades, credit recovery and graduation progress. Students showed amazing effort with a combined total of 79.5 credits earned through credit recovery this year.

The CIS Academy had a successful year providing students with academic assistance, opportunities to learn about college and career fields, and social/life skills.

The Communities In Schools Workforce Academy was implemented to re-engage Out of School youth, offering access to an alternative program for Spring Creek area youth and assisting youth in earning a GED or adult/regular high school diploma, as well as prepare them for post-high school life through resiliency and workforce readiness training. The model elements for the Workforce Readiness Academy focus on developing employability skills. The framework consists of Academic Development, Workforce Training, and Individual Case Management. The program targets youth ages 14-21 not attending high school who meet the WIA low income criteria. As we embarked on our first year of operation, we anticipated enrolling 15 students with 70% becoming re-engaged into the education system over the course of the school year, obtaining a GED, adult diploma, high school diploma, or promotion to the next grade level. Additionally, the goal was for these students to become successful members of the workforce.

The Workforce Readiness Academy enrolled 13 students into the program. As the youth became familiar with the program framework, it was clear that this was the environment these students needed all along. They were able to focus, develop goals, and work towards their goals in a more effective manner than when previously enrolled in high school. Academic assistance was primarily completed online through the A+ credit recovery system; students were able to complete courses at their own pace, but also had the convenience of having a licensed teacher and case manager to assist with their educational needs. Outside of the online curriculum students were able to work through the Bridges: Transition from School to Work Activities program. These lessons were guided by the case manager and allowed students to learn and discuss workplace decisions, such as, hourly pay versus salaried; creating their own business with issues such as, location, advertising, and the costs required to own and successfully run a business. Students explored the fastest growing career fields, and education and experience required. They discussed standard benefits that come with many jobs, such as paid and unpaid leave, health benefits, and retirement plans. This curriculum allowed students many opportunities for self-evaluation and personal interest inventories to research how their interests can and should fit into a career.

Dean McCabe from Great Basin Community College (GBC) visited the youth and provided

important information on the Maintenance Trainer Cooperative (MTC) scholarship program. This program allows students to earn an accelerated Associate Degree in one of the following areas; Diesel Mechanics, Electrical Systems, Industrial Millwright, Instrumentation or Welding. Students were provided the opportunity to attend a two-day MSHA training and attain their MSHA certificate to be better prepared to qualify for a majority of the work positions in this area. Four students from the Workforce Academy completed and received their MSHA certificate.

The students earned a total of 35 credits, five students received their adult diploma from Elko County School District, one student completed all components of the GED, and one student is currently awaiting results for the GED. Five students have continued on to find successful employment in the Elko area. Lastly, we want to wish our ECSD instructor, Ms. Boyer, the best of luck in her retirement! Thank you for your continued dedication to the students in the Workforce Readiness Academy.



The **Fallon/Fernley JOIN's** Out of School Youth Program has been very successful in the 2012-13 year. Ten new youth were enrolled in Fallon and one in Fernley. In Fallon, seven clients were carried forward from the prior year. During the year, thirteen youth were exited, six found employment and three earned credentials.



The age distribution of the new enrollees was three between 14-18 and seven from 19-21 years old. One of the youth served was disabled. Five youth were placed on work experience (WEXs) and one on an on-the-job training (OJT).

With the current economy in Fallon and Fernley, it has been difficult to get employers to take a chance on youth employees. They have stiff competition from adults, and employers tend to hire adults when given the choice. As instructed by the JOIN Board, all youth that have not finished high school are required to enroll in either adult education classes or pursue a GED. Some youth are so opposed to school that it is a difficult sell. Fallon and Fernley staff worked individually with the youth to determine their goals, interests, capabilities and educational need, both academic and vocational. JOIN will continue to work with those that have not been exited in the coming year.

*Akira had no job experience before coming to JOIN. He had been looking for employment since his graduation from high school in 2011. His mother had recently divorced and was supporting 3 children with only a part-time job. Akira needed to find employment to help his mother and siblings. We placed him on a WEX at the Galley at NAS Fallon, but he didn't get hired because of the fast-paced environment. We placed him on a second WEX and after successful completion of 300 hours; he was hired as a permanent employee. Although he was only working 5 hours per day, he was able to contribute to the support of his family. Akira expressed an interest in going to college to work in the radiology field. After he proved to his grandfather that he could find and keep employment, his wish will come true. His grandfather has agreed to send him to college this coming fall semester.*



The **Elko JOIN** office enrolled 20 new In-School Youth during the program year. Twenty-six were carried forward from the prior year, for a total of 46 youth. Twenty youth were placed on WEXs at the following businesses: Hilton Garden Inn, Got Ya Covered, Elko High School Maintenance Department, City of Carlin Public Works, Ruby Mountain Resource Center, the Boys and Girls Club, a Chiropractic office, Callaway Carpet, Carol's Country Garden and Khoury's Fresh Market Place.

Youth held positions as host/busser, silk screen assistant, cashier, program assistant, file clerk, cleaning tech, agronomist intern and produce assistant. Got Ya Covered taught the youth skills relating to silk-screening by a screen printing technician. Youth at Callaway Carpet learned the skills of good car detailing.

Regularly scheduled workshops were held for the youth. The workshop series highlights career, character and education essentials to help youth succeed in school, at work, and in life. It is based on the concept of "Becoming the Best Me." The intent was to provide information and a forum for discussing the issues that plague youth. The plan was to have ten youth in each workshop. For some reason, yet to be determined, many of the youth never attended. The probability is that age and other interests interfered. We are in the process of talking to some of the youth and re-thinking our year-round activities.

The good news is that 13 youth graduated and received high school diplomas this year. Four are enrolled in advanced education and five are employed.

*Brandon was enrolled with JOIN in July of 2009. He did a WEX at J.R.'s Bar and Grill, training as a table busser. After his WEX ended, J.R.'s hired him on permanently. He remains employed there today and has been given several more responsibilities. He is well liked, and goes out of his way to make both customers and co-workers feel at ease. He is content doing what he does, and fondly remembers JOIN. Over the past two years, he has successfully completed some general education classes at GBC. He said, "I'm still deciding what to do for a career, but thank you for helping me out. This job is exactly what I want to do right now. I love it here."*

The proposed goal for **Carson City JOIN's** Out-of-School Youth Program was to enroll 25 new at-risk youth who needed educational and occupational assistance. As of the end of the program year, enrollment was at 33 new youth. Twelve clients were also carried over from the prior year. Twenty-four youth clients, 53%, completed their Learning Lab studies and received their GEDs. One youth client was placed on a WEX, and four youth clients were exited to employment. We encountered some difficulty again this year in placing appropriate youth in work experience. The staff is looking at ways to alter the approach and create more flexibility for both the youth and the employers.

This program year additions were made to the GED learning lab materials and monitoring techniques used as teaching tools during job search and training plan development. Additional computer courses designed for our youth participants and new workshops were offered. The services were changed to keep our youth program relevant to today's youth job seekers. Youth made up the largest contingency in the JOIN's GED program. They also made up the largest

number of graduates, with 24 receiving their GED. For the graduation ceremony, the shyest participant asked to be a speaker to express her gratitude for the teachers' patience with her and their faith in her. Every youth talked to at the graduation ceremony expressed their gratitude for both the patience of the JOIN staff, especially the teachers, and for the confidence they now have that they can conquer anything. And no, there wasn't a dry eye among the staff!

The Work Readiness Certificate was as successful, if not more so, with youth as with adult clients. The youth liked the practical applications they learned and the situational judgment piece because it raised their confidence and self-esteem, both issues sorely lacking in the youth. As can be seen from the number that attained their GED, the JOIN youth staff have a remarkable way of reaching these youth.

*Ashanti was the first youth in Carson City to earn the Work Readiness Credential! She was referred to JOIN by her juvenile probation officer. Ashanti was a young adult going through the motions to satisfy her probation officer, lacking enthusiasm and self-confidence. She began her studies by attending the JOIN Learning Lab for GED preparation. Within weeks in our program, Ashanti's true personality, capabilities and self-confidence began to shine through. Ashanti obtained her GED several weeks before her estimated completion date and immediately started on the second phase of her training plan; to secure employment and attend college. She participated in both the Work Readiness Credential and Accuplacer testing preparation in our on-site Learning Lab. Ashanti will be taking the Accuplacer test in May, complete FASFA and register for fall courses at WNC. She also just passed her driving test so I told her there is no test that she cannot pass!*

*Ashanti hand-wrote the following:*

*"Before I decided to come to JOIN, I had no intention in getting my life together. I felt like I had already hit rock bottom and there was no hope for me. I wasn't going to school or trying to find a job. I wasn't doing anything with my life. I was honestly prepared to live my life as a high school drop out with no goals. Until I got into trouble, and thank God I did.*

*My probation officer said I had to be in school. There was no chance of me going back to high school and I also tried many different types of GED schools. None of them worked. I hated all of them and I didn't have the motivation to stick it out. My probation officer told me about JOIN. She told me it was a great everyday program. I heard every day and said, "F\*\*\* that!" JOIN was definitely a last resort for me. At the end of my search, my last resort was my only option. So I went in and signed up. After getting signed up and ready to go, they had me doing work instantly! The best part was I was actually understanding it. Out of nowhere I had all this motivation to get to school and do all my work! Augusta was great. She actually helped me understand it. She didn't just give me the answers. She really cared about my success. And within a month and a half of being at JOIN I had my GED! They didn't quit on me after that. A week after they had me back in the classroom working on my WRC and my Accuplacer for college. Now I have passed my WRC and I'm scheduled to take my Accuplacer in 2 weeks. I also start college in August. I wouldn't have been able to do any of it if it wasn't for this place. The people here helped me dig my way out of the hole I was stuck in. They gave me hope, and made me believe that I can go far in my life.*

*Because of JOIN I have realized how smart I really am, and that I can accomplish anything if I set my mind to it. Thank you Tamara for this amazing opportunity you have given me, and I don't know what I could ever do to repay you for everything you have done for me."*

# DFS

**N** Dean's Future Scholars  
University of Nevada, Reno

The **Dean's Future Scholars** (DFS) program is an academic outreach program that has been serving over 300 Washoe County School District students over the past few years through mentoring, tutoring, and academic preparation.

The expansion of the In School Youth program enabled us to serve three different program components in summer including our Summer Enrichment Program, Summer Academic Program and Youth College Internship Program. The Youth College Internship Program has been possible because of the Nevadaworks grant, allowing our students to take two college courses while participating in paid internships on campus. The students get a head start by earning college credits and familiarizing themselves with the campus before attending college. Furthermore, students get first-hand experience attaining a job and learning the skills necessary to maintain their job. The work internships introduce and teach students professionalism, organization, responsibility and communication skills, all of which are needed to be successful in the workforce. The income gives our students the opportunity to earn money to save for school expenses in the future.

To ensure students learn the importance of accountability and professionalism, we have taken several measures to monitor for success. Students and their supervisors complete a work site agreement and the students receive weekly mentoring from graduate assistants (GAs). Each week, the GA visits the students' worksites to ensure students are fulfilling their work tasks and are doing well with their academic courses. The weekly meetings identify problems or concerns early, which simplifies resolution.



Thirty-seven students successfully completed their first session summer classes, and today all are beginning their second session summer courses. The majority of our high school graduates are enrolled in post-secondary education for the fall, either attending UNR or TMCC, with the exception of two, who will be attending college out of state.

*Edith is a great example of a student success. She graduated from Hug High School as valedictorian and participated in the Youth Internship last year. She claims that her work and academic experience from last year and the opportunity to participate this year have contributed to her passion and devotion to doing well in school. Edith feels fully prepared for her fall semester; she will have 12 credits completed before even starting college.*

While we have been successful with our In-School Youth over the years, we wanted to reconnect with previous DFS students who dropped out of high school for various reasons or finished high school, but have not entered the job market or have not enrolled in college.

This new Out of School Youth grant brought challenges for the program we did not anticipate. DFS recruited 10 students to participate in our Out-Of-School Youth Grant to take two college courses while obtaining a paid internship. All participants received mentoring from the DFS GAs

throughout the year to ensure the participants were keeping up with their work obligations and staying committed to the college classes the participants were enrolled in at TMCC.

The work internship introduced and taught our students the importance of professionalism, organization, responsibility, and communication skills, all of which are essential to be successful in the workforce. For many of our students, this was a first time experience for either taking college classes or having work experience. We tried to match students at job sites of their interest; to acquire new skills needed for maintaining that job.

Our participants benefited from weekly mentoring they received from their GA who focused on academics, work challenges, and support for this new experience they were encountering. Students faced numerous challenges that made their work and academic experience difficult. However, our students succeeded and successfully completed the tasks given to them.

Two participants received their GED's since their participation in the program. Many of our students found employment opportunities after participating. Four students will be enrolling at TMCC this fall either as full-time or part-time students to continue their education and ultimately transfer to UNR.

Without the help of Nevadaworks it would not have been possible for DFS to assist these youth with their future endeavors.

*Trino had the opportunity to keep his job even after the completion of his work hours with the grant. His work supervisors offered to hire him on for the remainder of the summer as they truly saw the growth and willingness to learn within him. Furthermore, Ricardo took it upon himself to volunteer his time at his worksite after the completion of his work hours to add volunteer work to his resume.*

# Dislocated Worker



The funding provided by Nevadaworks allowed the **Nevada Hospital Association (NHA)** to assist new graduate/re-entry nurses financially while they transitioned into clinical practice. NHA provided supportive services to the participants at a time when they faced many barriers to employment. Some of the challenges included paying bills and student loans, and in some cases, simply struggling to make rent or pay mortgages.

Most new graduate/re-entry nurses were stressed financially, but all were strained professionally in feeling confident as new nurses. The additional training the HC 20/20 Program provided, made a difference in how they viewed themselves and their profession, as expressed by many of the participants. The mentorship and support provided by both the Health Care Training Academy staff and the case manager served as a much needed safety net for most. The training provided a safe environment for communication without judgment, and the confidence to influence nursing care in advocating for patients.

Eighteen clients were enrolled in the 2013 Dislocated Worker Program. All participants completed Health Care Training Academy Occupational Skill Training. Fourteen completed On the Job Training contracts at five Northern Nevada Hospitals. Fifteen became fully employed among six Northern Nevada Hospitals, the most at Renown Regional Medical Center. Over \$15,722 was provided in supportive services to help eliminate barriers to employment.

Participants and employer partners indicate a high level of satisfaction with the program and the outcomes related to new grad nurse preparation and transition.

One participant, Devon, from Renown Regional Medical Center states,

*“I want to thank you so much for all the support and help. The NHA program was a real help for me in the first weeks of my new job. The extra training and the financial support made a huge difference for me. I could concentrate more on the learning through your program as well as through Renown’s orientation program.”*

**Another participant, Shelly, at Saint Mary’s Regional Medical Center, stated:**

*“I don’t even have enough words to tell you how much gratitude I have for the NHA and your great program to help new nurses. You are awesome. What a relief that is for us, to have this gift of services help with the rent, scrubs, BLS, etc. I can’t wait to meet everyone on the 5th and to get started in my new career as a Nevada nurse.”*

**The Community Chest** Rural Liaison Program provided a newsletter to about 50 local businesses each month. Our VC Tips Newsletters provided advice on developing and maintaining a successful business. Topics included how to be a successful leader, increase sales, hire right, customer service, etc. The goal of our newsletter is to not only provide tips, but also to build relationships with the small business owners, ultimately, using the relationships to support employment programs so the business will contact us directly to fill their positions. Several businesses have started to do this and we want that bond to continue.



This program also allows CCI to maintain and staff our Business and Educational Development Center, housing 5 computers with internet access and word processing software. It also has access to printing and faxing for our clients and community. The Center is generally used for job searches, resume building, copies, school work, faxing, web search, internet use, research, meeting with our employment case managers and more. There was an average of 18 users with an average of 35 different instances of use each month. The Center always has someone available to assist with computer help, troubleshooting and general questions.

*One new business that has contributed to the quality of life for locals and tourists in Virginia City is a micro-coffee roaster called The Roasting House. It has ambience, wonderful coffee and food, and actively contributes philanthropically to the life of the community. This is the kind of success story we'd like for every business in Virginia City to have!*

The CCI Adult Works program was successful meeting its goals for this program year. Although the program had a late start due to staffing, 23 clients were recruited with 16 attaining permanent employment in only six months after getting the program off the ground.

The clients served live in rural areas and often have more severe barriers than those in urban areas. Several of our clients do not have transportation, access to medical care, presentable clothing for interviews, and are unable to maintain proper hygiene due to lack of resources. Many live 15 miles or more away from decent job opportunities. Their limited skills make it hard to obtain a job that pays enough to drive the required distance. By working closely with our clients each week to provide continual support in their job search with resume building, interviewing skills, and financial skills, we removed many of their barriers.

*One client was able to move to an urban area with more resources and opportunities to continue to grow. She had been unemployed for 2 years with extensive office experience. She had applied to several jobs in driving distance with no success. She was falling behind on bills and selling personal mementos to pawn shops just to keep a roof over her head. After becoming a client she received help with gas and her electric bill to support her job search. We got her a job that paid enough to move out on the rural area. On her 90-day follow up, she was still working there and even caught up on her bills.*



The Back2Work program, founded in 2009, is an employment readiness workshop centered around 5 key points to success. The program 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 needed 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 key point, some reviewed for two days based on importance.

Specific skills reviewed over the 5 day course are: the Introduction to Points of Success, Personal Job Skill Assessment, Resume Writing, Interviewing, and Tailored Job Search Procedures. Enrollment requirements include two case management interviews with the B2W Case Manager to ensure individuals selected 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. Clients receive a \$100 clothing stipend to purchase interview appropriate attire. Each client receives a username and password to access and search Nevada JobConnect on the Back2Work computers. In addition, the B2W Case Manager provides job leads and conducts frequent job matching searches through Nevada's One-Stop System.

Back2Work spent the past year fine tuning the program to run even more effectively. The Bristlecone Family Resources relocation to a new building provided Back2Work with a new office and conference room/tech center. Clients now have a designated area for their use as well as a place for staff to present workshop material in a quiet setting with fewer distractions.

*Individuals, who attend the workshop and meet with Back2Work regularly, usually gain employment in 3 months. Eric was one of these clients this past year. Eric came to the program after completing his treatment for meth addiction. He was determined to change his life and regain his commercial driver's license. Back2Work helped Eric find an appropriate truck driving school that would give him the refresher skills needed to pass the test. He feels Back2Work helped him gain the confidence he needed to obtain his license. Eric succeeded and passed with a 95%. He is employed driving a tow truck and loves his job!*

The Back2Work program has provided services for 262 clients over a 4-year span successfully placing 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 provides motivation as well as skills that increase the employability of clients dramatically. The Back2Work program is goal oriented and whole-heartedly focused on helping dislocated workers find and qualify for meaningful employment.

**Community Services Agency's** Dislocated Workers program was a great success this year. Almost half of all customers enrolled received at least one type of training and/or certification which directly resulted in increased employment opportunities and placements. Performance measures included placing 54 of 66 clients served into employment.



*Ambrosia was unemployed and struggling to support her family when she enrolled with CSA. Since enrollment she has passed her GED, obtained a Work Experience placement with Tahoe Call Center, and addressed a number of barriers to employment such as transportation and appropriate work attire. Upon completion of her Work Experience, the Call Center offered her the position as a permanent employee.*

*Matthew was an unemployed veteran and looking to work in the warehousing sector. CSA was able to provide warehouse training for him and because of having all of his new warehouse certifications; he was hired by Amazon working as a picker. He is now able to better provide for his small family.*



**Disability Resources New2u Computer's** Computer Technician Internship program assisted participants in developing necessary computer skills for diagnosing, troubleshooting and repairing computers, peripherals and other technical hardware. Clients also learned warehouse organization and proper warehouse safety, rules and procedures. Through our retail store, interns were trained in customer service skills along with phone etiquette and professionalism.

Individuals were able to purchase professional business attire for interviews. Some expressed that they did not own business clothes prior to this. They were shown how to get properly fitted for a dress shirt, blazer and how to tie a tie. They also received resume building and interview training to demonstrate the skills and experience they now have to offer perspective employers. Along with a fresh smile and new attitude, they were given the proper tools of the trade. Each received a computer repair kit along with a power supply tester to ensure job readiness.

Currently, 10 successful students passed the CompTia A+ certification with another 3 taking the test soon. Through the efforts of New2U staff, the immersion with hands-on materials and applications through our training program, and instruction received through New Horizons, 100% of our applicants passed the test on their first try.

New2U Computers helped 15 interns find employment through this program. Christian and Daniel were so confident with their new skills, that they have opened a local business doing mobile onsite computer repair. One participant was hired as the technician for a local ski resort. Six of the participants have come to work for New2U Computers, sharing the same passion and effort that made us successful in helping out our community.



The **Winnemucca JOIN** office served more Dislocated Worker (DW) clients than planned this past year. A total of 18 new DW clients were enrolled. Fourteen were carried forward from the previous year. Most DW clients got jobs right away. Seventy percent of the clients that exited did so with jobs.

The Winnemucca office serves Humboldt, Lander, and Pershing Counties, and overlaps with the Fallon/Fernley JOIN offices for Lovelock, and the Elko office for Battle Mountain. Housing continued to be a struggle. The developer of Caughlin Ranch in Reno is building a new development. Another company is getting permits to build 250 housing units. Unfortunately, nothing completed this year. Currently, motels are renting by the week and month with no vacancies. The sheriff's department plans on hiring a new Deputy due to the projected population increase. Candlewood Hotel and Taco Bell are building in the area.

Our counties have been fortunate to have a strong economy, due mainly to the mines growth projected for the foreseeable future. Mining and health care top the list of jobs. MSHA, OSHA, CDL (truck driving) and CNA (certified nursing assistant) certificates are in high demand. Great Basin College (GBC) in Winnemucca is starting an Industrial Electrician program. Jobs abound in those fields and there is no indication that they will slow down.

There is also no longer a Welfare office in Winnemucca. The Winnemucca office did have an open house in March to remind local residents of our services.

*Mary, a young mother with one child when she came to JOIN, received a notice of layoff from her job as a personal banker at a local bank. She was working on her Bachelor's degree to become a Registered Nurse and since she was now eligible for JOIN services, she asked if JOIN could help her reach her goal; she obtained her degree as a Registered Nurse this year. While working on her degree, she had two more children and lived on a ranch approximately 40 miles away from Winnemucca. Thank goodness for on-line and interactive classes! With her degree and license, she is now working as an RN at the local hospital making \$26.00 per hour. She has family in town and can work three 12-hour shifts without having to travel home and she can spend the rest of her week with her young family.*

Unemployed professionals continue to be served out of the **JOIN ProNet** branch office. ProNet has a good working relationship with JOIN's Reno branch office. When a Dislocated Worker doesn't qualify for ProNet, they are referred to the Reno office for services and vice versa.



ProNet started the year with 102 existing clients and enrolled an additional 171 new clients for a total of 273 clients served. ProNet exited 84% of the DW clients served to employment. One client was placed on an On-the-Job Training this year at the Professional Institute of Technology (PITA) and is still employed.

Referrals for services from JobConnect and other sources nearly doubled this year. Volunteering in the community is highly encouraged for ProNet clients and involving them in the community is having an effect on referrals. Examples include: job fairs, ACE High School mock interviews,

Reno Air Races and blood drives through United Blood Services. This year, ProNet was the #7 contributor of man hours at the northern Nevada Food Bank.

A ProNet survey conducted this year of 121 clients regarding their educational background showed 4 clients with PhDs and over 50% of clients having advanced degrees. ProNet provides emotional and psychological support to clients as well as in-house training on finding and keeping jobs. However, the staff views ProNet's offering of 106 graduate workshops this past year as its biggest accomplishment. They believe the workshops expanding job search tools, increasing managerial skills, and providing introspective tools resulted in the high employment rate of the clients.

ProNet started a clothes closet and has been getting donations regularly for clients needing interview clothing because what they have is out of date or no longer fits. Despite having experience and jobs as professionals, ProNet members don't always have the money to afford new clothing.

*Fred came to ProNet in September 2012 and attended workshops. As part of the core material, each student is given a copy of the book "Strength Finder 2.0" by Tom Roth to assist in determining strengths, positions, companies and bosses to work for. At the end of the workshops, each student is recognized with a "magical and powerful ProNet Pen." It is referred to as the "ProNet Sword" as each is ordained into the "Order of ProNet as Knights of Professionalism." Below is a letter from Fred regarding ProNet services.*

*"Yes, I am still employed and with the same employer (my first week in training). I am also actively using social media, especially LinkedIn. I have a success I would like to share with you. As part of the interview/screening process I went through for my new job, I had to describe my strengths for the position I applied for. I emphasized my 5 top themes, and explained that I found them through Strengths Finder 2.0. Also I explained the online test, and where I received this book from. My new employer was so impressed with this, that not only did he hire me, but he also purchased copies of Strength's Finder 2.0 for his entire team. In addition he integrated the Strengths Finder book & test into the training program for his company. This was very well received by the entire team, and reaffirming for me to review the material again. This evening the team was treated to a delicious dinner at the Blue Mesa restaurant in Addison, TX. My new employer asked to borrow my pen to sign for the meal. I was proud to lend him my 'ProNet Sword' to purchase our meal! Thank you again for all of the help you and your team provide. There is no doubt in my mind that it made a big difference in my life."*

# ADULT



The Ridge House workforce development program managed to meet our goals by utilizing our resources as well as knowledge of prisoner re-entry. We created a workforce development department that was able to put each client to work within an average time of three weeks from orientation to employment.

The agency hosted two Career Resource Fairs in July 2012 and May 2013. Classes provided for attendees included Dress for Success, Financial Planning and Job Readiness. The classes were taught by community partners from JOIN, Job Connect and Charles Schwab Bank. Both Career Fairs were successful; they brought in about 135 clients and employment and resource agencies.

During this fiscal year we served over 125 clients, both inpatient and outpatient, who received help with building resumes, job readiness information and life skills training. The Workforce department put 69 of these clients to work. A total of 33 clients participated in the On the Job Training and Work Experience programs. The agency continues to build relationships with the following employers; Gandolfo's Deli, A Doggie's Dream, House of Bread, Reno Lumber, Carl's Junior, Taco Bell, Blazing Wrenches, Pinnacle Paint, and Johnny Rockets.

*Danny is a 35 year old addict who had spent over half of his life in correctional facilities. He had a long his history of drug use and drug related criminal behavior. He also has 2 children, both under the age of 4, that he had no contact with since their birth. Danny had no significant work history or education. Upon his arrival to the Ridge House in February 2013, he had spent years in and out of prison and various treatment facilities with little success. He came to us with little expectation of himself and a tremendous fear of failure. Within 2 weeks Danny managed to secure a position at The Pizza Baron. We established an On the Job Training contract with the employer in an effort to provide Danny some life skills, work ethic and employment training. Danny began working as a dishwasher but quickly worked his way up to prep cook, then lead cook. In May 2013, Danny moved into his own apartment. He successfully completed the OJT contract Pizza Baron hired him permanently. At a site visit to the pizza parlor last month his boss told me that Danny did not know it yet, but he was being promoted and would be in charge of the kitchen of the new store.*

*Probably the most exciting event is that in June 2013, Danny was awarded full custody of his children. He continues to check-in weekly and last week brought his children along. Danny has made enormous progress and strives to provide a safe, healthy and loving life for his kids. He learned that there is no shame in asking for help but has also learned the value of things earned.*



The goal of **Great Basin College** was to provide training for up to 30 WIA qualified under-employed/ unemployed adults in targeted healthcare areas. A total of 27 new clients, and one JOIN client were recruited and trained.

**Certified Nursing Assistant:** Seventeen clients were registered in CNA courses between July 2012 and June 2013. Clients received training in Elko, Winnemucca, or Battle Mountain. The training completion rate was 15/17, but not all clients have tested to become licensed, yet. Three are scheduled for their CNA licensing exams mid-July, and should be eligible for employment within days of passing. Due to budget cuts to the college, CNA exam dates have been reduced. This has been a frustration for many clients, as they cannot be hired in most locales until licensed; clients have been/are on a several-month waiting list to take the licensing exam. We offer a “CNA review” for the clients that have to wait to take their exams.

Eight of the CNA students are single parents who had low job skills and poor employability. Several of them are now working as CNAs; several more are awaiting their exam. Five clients are currently employed in long-term care, and another was just hired July 2.

*One client sent an email after working for a month as a CNA:*

*“My job is going great. I love it there and love the staff...I’m spoken of very highly at work. It makes me feel really good... I’m loving my job and all the wonderful nurses and patients.”*

*Another success is the 52-year old client whose life circumstance changed and she suddenly needed to work; in addition to low job skills, age-discrimination was likely working against her in her job search; she completed the CNA training, and is now employed.*

**Medical Administrative Assistant:** Eight clients were registered in the MAA training, a one-semester on-line course. Six clients successfully completed the course and passed the final. All received job search skills training and resources and are currently being assisted with notice of job openings. This has proven to be a difficult field to break in to. Future plans are to discontinue this particular program, and offer instead a combination of the CNA training plus a 3-credit Medical Office Procedures course for students who are interested in this career and have adequate basic computer skills/experience.

**Medical Coder/Biller:** Two clients were registered in this two-semester training program. Both successfully completed all of the courses; one passed the final in June; one has to re-take the exam. Both are seeking employment in the field at this time.

**Pharmacy Technician-in-Training:** This on-line training is being discontinued. The one student enrolled Fall 2012 had taken a basic college math course prior to being admitted to the Pharm Tech training, but was unable to pass the final exam. Inability to pass the final exam is an on-going problem with students in this course. Finding employment in this field has also been difficult.

**Carson City JOIN** enrolled 43 new Adult clients, and carried forward an additional 20 clients from the previous program year. A total of 36 clients were exited this program year and 19 of them were exited to employment.



One Adult client was placed on an On-the-Job Training at Team Sport Inc. and was hired. The local employers hiring JOIN Adult clients were: Swift Trucking; Department of Employment Training and Rehabilitation; Roehl Transportation; Lowe's; Labor Max; AARP Foundation Work search; and, Evergreen Carson City.

July 2012 the Carson City JOIN office became the first official test site in Nevada for the Work Readiness Credential (WRC), a national, portable certification which provides a common, business defined national standard for work readiness. The staff completed a week long training to provide the training and credential to clients. A total of 17 clients completed WRC training and received a credential, a 95% success rate. Among clients who took the training, there was consensus that WRC was the best job search preparation they have had. Several directly credit it, particularly the Situational Judgment component, for their current employment.

Nine Adult clients completed the Learning Lab's individualized course and received their GEDs. The learning lab also provided services to individuals who completed high school but needed to brush up basic skills, like Math and English, and gain additional job related certificates in a variety of computer operations and skills.

JOIN's Board of Directors adopted a position statement this year to guide JOIN personnel in working with clients, and to assure employers that JOIN understands the necessity of education in today's labor market. The Board directed the staff that any client lacking a high school diploma will be required, as part of any training received, to pursue a high school diploma or GED. With that in mind, Carson City JOIN held their very first GED Graduation Ceremony for the 9 clients who obtained their GED. The Ceremony was held at the Governor's Mansion. The keynote speaker was Brad Deeds, Adult Education Director for the Nevada Department of Education. The crowning moment for JOIN staff was when Mr. Deeds mentioned that JOIN Carson City had more GED graduates than Western Nevada College's GED program! Financial constraints prevented buying caps and gowns for the graduates. However, staff donated two caps and gowns that were used for pictures. There were over 100 family and friends with few dry eyes, including JOIN staff. Of the 9 Adult graduates, the oldest was 63.



Training in specific employment sectors has become a JOIN focus. Clients received training in the following sectors: Logistics/Operations, Leisure/Hospitality/Retail, Manufacturing/Mining and Health/Medical. Partner agencies are integral to Adult clients' success. Primary partners are: Advocates to End Domestic Violence, Carson JobConnect, Douglas County Social Services Workforce Program, Carson City Partnership of Community Resources, Lyon County Healthy Communities Coalition, Friends in Service Helping, Carson Area Action Network, Douglas Partnership of Community Resources, Nevada Rural Housing Authority, Nevada State Welfare, Carson Adult Education, and Nevada State Adult Education.

*After reading a JOIN flyer, Mercedes' mission was to see if JOIN could help her obtain her GED. Mercedes is a single mom, raising three children and lacked self-confidence. She had tried unsuccessfully, several times, to pass the GED test, but always had issues with the math and science. Mercedes received her GED certificate with the assistance of JOIN's ABE instructor. This gave her a boost in confidence and she felt a huge weight had been lifted off her shoulders. She is now enrolled in basic computer classes and in the pilot program for the Work Readiness Credential. Mercedes is progressing quickly in her computer classes. She started with virtually no knowledge of using the computer and is now creating tables in MS Word. When Mercedes completes her training with JOIN, she will have completed three separate training programs: GED; Certificates of Completion in computer classes; and, last but not least, Work Readiness Credential. This will be quite an accomplishment for someone who started the JOIN program by picking up and reading a flyer.*



*P.S. As if her training and studies at the JOIN office weren't enough, Mercedes works part-time, is a single mom, and has been volunteering for over a year at the Sheriff's office. One of her main responsibilities is setting up visitation appointments between inmates and family members. Mercedes was recently honored for her volunteer efforts with the President's Volunteer Service Award.*

*Forty-three years ago, Linda made the decision to drop out of high school. She thought school wasn't important and going to work would be more glamorous, plus you got paid. Working in the gaming industry was fun and a great way to make a lot of money. With the economic downturn, Linda found herself unemployed. She also discovered finding a job without an education wasn't what it used to be, either.*



*As Linda told her case manager, "That bad decision will finally be corrected." She was enrolled in GED studies at WNC, completed her studies, and received her GED certificate despite the fact she obtained employment shortly after enrolling with JOIN. Linda said, "I'm not going to make the same mistake I made 43 years ago." She was very excited participating in JOIN's first GED graduation ceremony on June 21st. She brought her grandchildren to graduation to show them the value and power of education...no matter how old you are!*

In Program Year 2012, the **JOIN Reno** office served a total of 219 Adult clients, 105 were carried over from the prior year, and 114 were new enrollees. An uncounted number of Reno residents took advantage of JOIN's self-service employment research resources, too. Four Adult clients received their GED and one client was placed on an On-The-Job Training and is still employed.

A primary focus of the Reno office was to expand ways to involve clients in their own job search activities, should they become unemployed again. The most aggressive effort toward that end has been the implementation of Job Club Turbo. As the name suggests, it is a high energy, client driven job search methodology. Under the guidance of a JOIN staff member and sharing information and suggestions with each other, the members of Turbo create individualized plans for their job search. Mock interviews, personalized coaching sessions, client self-review and videography of their activities provide instant feedback on their approach to job search and their presentation of information to potential employers. The participants learn to become their own best critic, to alter their approaches when necessary, to change their approach or round out rough edges, and improve their self-confidence. It teaches the clients the hard work of job search and how to guide themselves through rough spots. Clients get to know each other well and share jobs they find that may benefit a fellow member. The camaraderie and support among group members is invaluable. It creates a quicker buy-in from clients and expands their network for job search. Word of mouth among the members to the outside community serves as continuous promotion of what JOIN can do to help others find that perfect job.

In addition to Turbo, JOIN teaches soft skills, social media and other job search techniques through less intensive Job Clubs and workshops. Reno JOIN continues to work with the two local JobConnect offices. JOIN often steps in to help JobConnect case managers to serve clients in cases where clients need more services or training but are limited under JobConnect policies. The most in demand training requests are CDL, OSHA, Warehousing, Forklift Operation, and Healthcare, all of which fall into the State emphasized Sector initiatives.

*One gentleman held solid employment until a vehicle versus bicycle accident November 2008. He had numerous surgeries and extensive rehabilitation over four years. He wasn't able to work, and although his medical was covered, he had no income. He became homeless and was living at the Record Street shelter. The Bureau of Vocational Rehabilitation couldn't help him because he wasn't determined to be permanently disabled. He was referred to JOIN and funding was approved to provide him a Class A CDL. He completed training and secured permanent fulltime employment as a long haul truck driver with Swift Transportation.*

*Repeatedly, the client has expressed his thanks to JOIN for giving him the help he needed. This month, he let us know that he had been awarded the Platinum Safety award from Swift Transportation - no small feat! This is an award, bronze, silver, gold and platinum being the highest, given to select company drivers based on their performance. Our client is receiving the platinum award after only 90 days with the company, along with a \$1000 cash bonus. The awards are based on safety, on-time delivery, quality of his log book entries and other factors. He has also been approached to teach safety courses to newly hired drivers. This gentleman needed help and JOIN was able to provide that help.*



**Truckee Meadows Community College** enrolled 6 students in the **Geothermal Plant Operator (GPO)** Scholarship Fall 2012 program. Two graduated in December 2012, both are employed with \$22.00/hour entry level pay. One graduated in May 2013 with \$24.00/hour entry pay. The three remaining only need two more classes each and will graduate in the Fall 2013.

The Spring 2013 semester program had 12 students. Six graduated in June 2013. One is employed by Enel Energy at \$23.00/hour (was homeless). Five are currently interviewing with energy companies, with two currently waiting to hear back from the companies HR this week. The remaining are graduating in the Fall 2013 and Spring 2014.

There has been a tremendous amount of interest in our GPO program from community colleges in Southern California, the USAID in Washington, D.C., the African Rift countries, and an energy company in Mexico. We were contacted last week regarding our graduates for possible work in Mexico. We have received a Certificate of Commendation from Senator Dean Heller's office; two articles in the Reno Gazette-Journal, two articles in Nevada Business Weekly, and an article in the Department of Energy's Geothermal Energy Association (GEA) newsletter. In addition, we will be able to offer our Certificate of Achievement for the Geothermal Plant Operator (GPO) program, as a more generic Power Plant Operators Certificate of Achievement. We are modifying two courses and anticipate this new certificate will be offered in the Fall 2014 semester. This will open additional career opportunities across the country for graduates of our program—it won't be just limited to geothermal energy.

**The Dental Assisting Program** at **Truckee Meadows Community College** began the year with 6 students. One dropped due to life issues, but was replaced with a student who went on to complete the program. Another student who began the program did not pass her radiology courses even with a great deal of tutoring, but she was assisted in getting an entry-level sterilization job in a dental office and she plans on completing the program next year.

The remaining 4 students and spring addition have done well academically. Three are already working as full-time dental assistants. The remaining are being actively assisted in pursuing employment opportunities. They are armed with updated resumes and cover letters as well as interview techniques. One of our students will be moving to Utah and should have no problems gaining a position there. The students are in the process of taking their national board examinations. No results as of yet.

Throughout the program the students worked hard to excel in class and volunteered at many events in our community:

At Dentistry from the Heart, a day of free dental care provided by Sala Family Dentistry and Dr. Scott Boyden, over 120 patients were treated and \$60,000 in treatment was donated by the dentists. Our students assisted doctors and patients to enable the dentists to treat the large number of patients in one day.

Give a Kid a Smile Day, was a nationally recognized event to provide x-rays and preventive care including cleaning, sealants and examinations to uninsured children. Our students took the x-rays and assisted with all of the other procedures.

Northern Nevada Dental Society Charity Golf Tournament proceeds benefit children of northern Nevada. Our grant students assisted the Society Director by registering golfers, setting up the venue and attending to the golfers.

AT&T Pioneers Elementary School Oral Health Presentation, partnering with AT&T Pioneers provided oral health kits, our Nevadaworks students developed age-appropriate presentations for Roger Corbett Elementary school in Reno. The school is an At-Risk school and benefited by the student interaction with the children and the kits given to each child. Over 300 children were present at the presentations.

At the Northern Nevada Dental Society OSHA and Infection Control Conference, students assisted the Society Director by registering participants and delivering continuing education certifications to the dentists and staff members.

Students also donated their time to take dental x-rays for patients who could not afford a full set taken in a dental office. Twenty+ patients were the recipients of this service by our students.

The students performed well in their clinical sites earning solid evaluations and many good comments from both dentists and staff members. They were dependable and demonstrated professionalism and a strong work ethic in their clinical sites. Several of the Nevadaworks students earned grades that placed them on the Dean's List. Thank you for this opportunity to serve students who have done a great job and will be assets to our dental community.

## **DETR 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 nine councils identified below to reflect the industry sector strategy activities, avoid duplication of effort, and ensure coordination with existing policy bodies and advisory groups who provide input to the Governor on industry needs. These nine councils will align with the industry sectors managed by the Governor's Office of Economic Development.

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

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

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

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

- Develop a sector strategic plan to support sector businesses in meeting their human resources needs.
- Map the talent pipeline for the sector and identify where that talent needed will come from now, in the near-term, and in the future.
- Analyze and apply workforce intelligence to develop sector-wide strategies to improve the talent pipeline.
- Seek to increase the quantity and quality of the talent pool for the sector so individual employers will have a better talent pool to tap.

- Define career pathways for individuals that will ensure a continuous supply of qualified talent.
- Communicate the skills needed by the sector to public and private workforce, education, and training organizations so these suppliers may improve responsiveness and better prepare workers for the sector.
- Implement specific projects that will assist the sector in improving current and potential talent.
- Identify (and seek removal of) regulatory barriers that stand in the way of talent acquisition, expansion, and retention.
- Generate public and private resources (including, but not limited to, grants) to support to sector's work and projects.

**Recent accomplishments and efforts include:**

- Inter-agency collaboration between the Governor's Office of Economic 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

## Self-Appraisal System (SAS)

The State of Nevada is pleased to report a re-organized Self-Appraisal System that is better aligned with current initiatives and goals. The new system will be implemented Program Year 2013.

Nevada’s Employment Services implemented a best practice initiative which is intended to support staff in practicing new innovative ways to improve job seeker’s reemployment. The services offered are job readiness activities such as resume, interviewing and job search workshops parallel to employer services by matching client’s skills to quality job orders, referrals and hiring events.

Nevada anticipates these improved business processes along with the goals of the new Self-Appraisal System will improve Nevada’s outcomes.

<b>Quarterly &amp; Annual Numeric</b>
JobConnect Services
<ul style="list-style-type: none"> <li>• # of Obtained Employments after providing value added services</li> <li>• # of Obtained Employments following Career Enhancement Program or Silver State works enrollment enhanced services</li> <li>• # of Placements</li> </ul>
Labor Exchange Services
<ul style="list-style-type: none"> <li>• Job Orders from Employers</li> <li>• Job Openings Received</li> </ul>

<b>Annual Non-Numeric</b>
Qualitative Review
<ul style="list-style-type: none"> <li>• Local Office Qualitative Review</li> <li>• Admin Office Qualitative Review</li> <li>• Local Office Case Management Review</li> </ul>
Employer Services
<ul style="list-style-type: none"> <li>• Employer Survey results review</li> </ul>

## Performance

### Nevada's Performance Levels for Program Year 2012

Economic conditions improved significantly in Nevada during Program Year 2012 and adult and dislocated worker employment related measures remained relatively stable. The entered employment rate, retention rate and average earnings gain for both adults and dislocated workers met or exceeded the negotiated levels of performance.

All three of the three youth common measures met the negotiated levels. 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 met or 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
<b>Adult</b>			
Entered Employment Rate	71.5%	73.1%	102%
Employment Retention	81.5%	81.6%	100.1%
Average Earnings Gain	\$13,600	\$13,494	99%
<b>Dislocated Worker</b>			
Entered Employment Rate	75%	75.2%	100.3%
Employment Retention	84.5%	82.9%	98%
Average Earnings Gain	\$16,200	\$15,366	95%
<b>Youth</b>			
Placement in Education/ Employment	65%	64.6%	99%
Attainment of Degree/ Certificate	57.5%	57.4%	99%
Literacy/Numeracy Gains	41%	33.9%	82.7%

## **Current improvement efforts**

The LWIBs have sponsored program training during the year for sub-grantee providers. Additionally, Workforce Investment Support Services (WISS) continues to provide technical assistance throughout the year. WISS staff has briefed the Local Boards on appropriate recordkeeping requirements and procedures.

WISS staff continues to conduct random reviews of NJCOS records. As issues are identified, LWIB staff members are notified of necessary corrections or updates that need to be completed. This process also aids LWIB staff in identifying technical assistance and/or training needs of their service providers.

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

## **Nevada's Approved Waivers**

### **Nevada had eight approved waivers during Program Year 2012:**

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

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

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

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

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

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

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

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

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

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

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

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

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

In Program Year 2012, 137 clients participated in on-the-job training.

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

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

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

**6. 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).

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

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

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

**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:**

The Governor has taken significant actions intended to reform/revitalize the Workforce Investment System within Nevada and this waiver allowed the state to maintain the level of funding required for these activities.

## **State Evaluation Activities**

Statewide evaluations conducted during Program Year 2012 consisted of normal monitoring activities of all WIA programs. DETR is currently reorganizing its Monitoring Team to conduct program and financial examinations of WIA and other Department activities. New monitoring position standards will require audit training and experience, including experience with Federal audit and program regulations. Staff selection for these revitalized efforts will occur soon as well as the development of enhanced monitoring guides and documents which are also under review.

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

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

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

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

### **Customer Service Evaluation**

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

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

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

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

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

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

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

Currently the questions asked are as follows:

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

7-1-12 to 6-30-13

Questions 3-7

Rating 1-5, 5 being highest score

	5	4	3	2	1		5	4	3	2	1
<b>Carson City</b>						<b>MPW</b>					
Question 3	94%	4%	1%	0%	1%	Question 3	84%	10%	3%	1%	2%
Question 4	92%	4%	2%	1%	1%	Question 4	92%	5%	3%	0%	0%
Question 5	89%	7%	2%	0%	2%	Question 5	86%	9%	3%	1%	1%
Question 6	84%	10%	3%	1%	2%	Question 6	83%	11%	3%	1%	2%
Question 7	93%	5%	1%	0%	1%	Question 7	87%	8%	2%	1%	2%
<b>Elko</b>						<b>NLV</b>					
Question 3	92%	6%	1%	0%	1%	Question 3	89%	7%	2%	1%	1%
Question 4	91%	6%	1%	0%	2%	Question 4	92%	5%	1%	0%	2%
Question 5	92%	6%	1%	0%	1%	Question 5	86%	9%	3%	1%	1%
Question 6	87%	10%	2%	0%	1%	Question 6	89%	7%	2%	1%	1%
Question 7	93%	5%	1%	0%	1%	Question 7	91%	6%	1%	0%	2%

<b>Ely</b>						<b>Reno</b>					
Question 3	94%	5%	0%	0%	1%	Question 3	87%	7%	2%	2%	2%
Question 4	97%	2%	0%	0%	1%	Question 4	92%	4%	1%	1%	2%
Question 5	95%	5%	0%	0%	0%	Question 5	87%	7%	2%	0%	1%
Question 6	91%	7%	2%	0%	0%	Question 6	82%	11%	3%	3%	1%
Question 7	94%	5%	1%	0%	0%	Question 7	87%	7%	2%	3%	1%
<b>Fallon</b>						<b>Sparks</b>					
Question 3	89%	7%	2%	1%	1%	Question 3	89%	8%	2%	1%	0%
Question 4	95%	4%	0%	0%	1%	Question 4	92%	5%	1%	0%	1%
Question 5	89%	8%	2%	0%	1%	Question 5	88%	9%	2%	1%	0%
Question 6	85%	11%	3%	0%	1%	Question 6	81%	13%	4%	1%	1%
Question 7	91%	6%	2%	0%	1%	Question 7	89%	7%	2%	1%	1%
<b>Henderson</b>						<b>Winnemucca</b>					
Question 3	89%	9%	1%	0%	1%	Question 3	94%	5%	0%	0%	1%
Question 4	93%	5%	1%	0%	1%	Question 4	97%	1%	0%	1%	1%
Question 5	91%	5%	2%	1%	1%	Question 5	95%	3%	1%	0%	1%
Question 6	84%	12%	3%	0%	1%	Question 6	92%	6%	1%	0%	1%
Question 7	91%	7%	1%	0%	1%	Question 7	93%	5%	0%	1%	1%

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

### **Employer Customer Survey**

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

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

The questions asked are:

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

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

Did Nevada JobConnect meet your expectations?

Employers are given the option to rate the service as: poor, fair or excellent. Currently, the response rate is at 10%.

**Cost of Program Activities in Relation to the Effect of Participant Outcomes**  
**Program Year 2012**

<b>COST PER PARTICIPANT = TOTAL COSTS BY YEAR / TOTAL PARTICIPANTS IN THE SAME YEAR</b>									
	<b>Total Participants</b>			<b>*Total Expenditures</b>			<b>Cost Per Participant</b>		
	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>
<b>Statewide</b>	<b>3,418</b>	<b>2,214</b>	<b>3,511</b>	<b>\$11,544,422</b>	<b>\$7,474,672</b>	<b>\$9,595,940</b>	<b>\$3,378</b>	<b>\$3,376</b>	<b>\$2,733</b>
<b>Cost Per Exiter = Total Costs by Year / Total Exitors in the Same Year</b>									
	<b>Total Exitors</b>			<b>*Total Expenditures</b>			<b>Cost Per Exiter</b>		
	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Youth</b>
<b>Statewide</b>	<b>2,146</b>	<b>1,304</b>	<b>779</b>	<b>\$11,544,422</b>	<b>\$7,474,672</b>	<b>\$9,595,940</b>	<b>\$5,380</b>	<b>\$5,732</b>	<b>\$12,318</b>
<b>Cost Per Entered Employment = total Costs by Year / Total Exitors Entering Employment in the Same Year</b>									
	<b>Total Exitors Entering Employment</b>		<b>*Total Expenditures</b>				<b>Cost Per Exiter Entering Employment</b>		
	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Adults</b>	<b>Dislocated Workers</b>			
<b>Statewide</b>	<b>1,223</b>	<b>998</b>	<b>\$11,544,422</b>	<b>\$7,474,672</b>	<b>\$9,439</b>	<b>\$7,490</b>			
<b>Cost Per Retained Employment = Total Costs by Year / Total Number of Participants Retained in the Same Year</b>									
	<b>Total of Participants Retaining Employment</b>		<b>*Total Expenditures</b>				<b>Cost Per Participant Retaining Employment</b>		
	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Adults</b>	<b>Dislocated Workers</b>	<b>Adults</b>	<b>Dislocated Workers</b>			
<b>Statewide</b>	<b>1,391</b>	<b>1,230</b>	<b>\$11,544,422</b>	<b>\$7,474,672</b>	<b>\$8,299</b>	<b>\$6,077</b>			

Cost of Program Activities  
Program Year 2012 – Annual Report  
(This report is based on Department of Labor 9090 and contract financial information data)