



Nevada's Workforce Investment System

Annual Report

July 2014 – June 2015

Presented by:

*Nevada's Workforce Investment
Boards*

Coordinated by:

*Nevada Department of
Employment, Training and
Rehabilitation*

Published:

September 30, 2015

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Preface

Through Workforce Investment Act (WIA) funding the Department of Employment, Training and Rehabilitation (DETR) and the state's two Workforce Investment Boards (WIB) provided an array of quality programs and services during Program Year 2014 (PY14). Individuals and employers benefited from well-established offerings. Opportunities around the state included unique approaches to engage youth, projects to assist veterans, and promising programs designed to further economic growth.

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

Nevada has been working diligently in cooperation with the Governors' Office to implement Workforce Innovation and Opportunity Act (WIOA) that was signed into law July 22, 2014. The steps that have been taken by the State will also be outlined throughout this report.

Governance of the Nevada Workforce System

The [Workforce Investment Act of 1998 \(WIA\)](#) provided the framework for states to build workforce investment systems that would vastly improve the delivery of employment services to the community. The goal of the system is to provide workforce investment activities through statewide and local workforce investment systems that increase the employment, retention and earnings of participants, and increase occupational skill attainment. Under the Act, the Governor's Workforce Investment Board (GWIB) was established in accordance with WIA Section 111 of the [Workforce Investment Act of 1998](#) (PL 105-220), and through the Governor's Executive Order.

On July 22, 2014, President Barack Obama signed the [Workforce Innovation and Opportunities Act \(WIOA\)](#) into law. WIOA reauthorized WIA, and is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers that they need to compete in the global economy. Under the Act, the Governor's Workforce Development Board (GWDB) was reconfirmed in accordance with WIOA Section 101, and was renamed the Governor's Workforce Development Board (GWDB) pursuant to the Governor's Executive Order 2015-08.

The GWDB, in accordance with WIOA Title I, Subtitle A, Chapter 1, Section 101(d) of the Act, is responsible for assisting the Governor in:

- (1) the development, implementation and modification of the State Plan;
- (2) the review of statewide policies, programs and of recommendations on actions that should be taken by the State to align workforce development programs in a manner that supports a comprehensive and streamlined workforce development system, including review and commentary on the State Plan for programs and activities of one-stop partners that are not core programs;
- (3) the development and continuous improvement of the workforce development system in the State, including –
 - (A) the identification of barriers and means for removing barriers to better coordinate, align, and avoid duplication among the programs and activities carried out through the system;
 - (B) the development of strategies to support the use of career pathways for the purpose of providing individuals, including low-skilled adults, youth, and individuals with barriers to employment (including individuals with disabilities), with workforce investment activities, education, and supportive services to enter or retain employment;
 - (C) the development of strategies for providing effective outreach to and improved access for individuals and employers who could benefit from services provided through the workforce development system;
 - (D) the development and expansion of strategies for meeting the needs of employers, workers, and jobseekers, particularly through industry or sector partnerships related to in-demand industry sectors and occupations;

- (E) the identification of regions, including planning regions, for the purposes of section 106(a), and the designation of local areas under section 106, after consultation with local boards and chief elected officials;
 - (F) The development and continuous improvement of the one-stop delivery system in local areas, including providing assistance to local boards, one-stop operators, one-stop partners, and providers with planning and delivering services, including, training services and supportive services, to support effective delivery of services to workers, jobseekers, and employers; and,
 - (G) The development of strategies to support staff training and awareness across programs supported under the workforce development system;
- (4) the development and updating of comprehensive State performance accountability measures to assess the effectiveness of core programs in the State;
- (5) the identification and dissemination of information on best practices for -
- (A) the effective operation of one-stop centers, relating to the use of business outreach, partnerships, and service delivery strategies, including strategies for serving individuals with barriers to employment;
 - (B) the development of effective local boards, which may include information on factors that contribute to enabling local boards to exceed negotiated local levels of performance, sustain fiscal integrity, and achieve other measures of effectiveness; and,
 - (C) effective training programs that respond to real-time labor market analysis, that effectively use direct assessment and prior learning assessment to measure an individual's prior knowledge, skills, competencies, and experiences, and that evaluate such skills, and competencies for adaptability, to support efficient placement into employment or career pathways;
- (6) the development and review of statewide policies affecting the coordinated provision of services and activities provided by the State's one-stop delivery system described in section 121, including the development of -
- (A) objective criteria and procedures for use by local boards in assessing the effectiveness and continuous improvement of one-stop centers described in such section;
 - (B) guidance for the allocation of one-stop center infrastructure funds under section 121(h); and,
 - (C) policies relating to the appropriate roles and contributions of entities carrying out one-stop partner programs within the one-stop delivery system, including approaches to facilitating equitable and efficient cost allocations in such system;
- (7) the development of strategies for implementing and funding technological improvements to facilitate access to, and improve the quality of, services and activities provided through the State's one-stop delivery system, including such improvements to -
- (A) enhance digital literacy skills (as defined in section 202 of the Museum and Library Act (20 U.S.C. 9101); referred to in this Act as "digital literacy skills";
 - (B) accelerate the acquisition of skills and recognized postsecondary credentials by participants;
 - (C) strengthen the professional development of providers and workforce professionals; and,
 - (D) ensure such technology is accessible to individuals with disabilities and individuals residing in remote areas;

- (8) the development of strategies for aligning technology and data systems across one-stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability measures (including the design and implementation of common intake, data collection, case management information, and performance accountability measurement and reporting processes and the incorporation of local input into such design and implementation, to improve coordination of services across one-stop partner programs);
- (9) the development of allocation formulas for the distribution of funds to local areas for employment and training activities for adults and youth workforce investment activities to local areas as permitted under sections 128(b)(3) and 133(b)(3);
- (10) the preparation of the annual reports described in paragraphs (1) and (2) of section 116(d);
- (11) the development of the statewide workforce and labor market information system as described in section 15(e) of the [Wagner-Peyser Act](#) (29 U.S.C. § 491-2(e)); and,
- (12) The development of such other policies as may promote statewide objectives for, and enhance the performance of, the workforce development system in the State.

Representatives of the business industry, as required under the Act, shall comprise a majority (51%) of GWDB membership composition, and shall include business owners, business representatives from various industry sectors, and business trade associations.

The GWDB has two standing subcommittees: The *Legislative Subcommittee* and the *Strategic Planning Subcommittee*.

Nevada Revised Statutes ([N.R.S.](#) 232.935 requires the GWDB to establish Industry Sector Councils to identify job training and educational programs that best meet regional economic development goals. In accordance with [NRS 232.935\(2\)](#), the GWDB shall:

(a) Identify:

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

(b) Establish:

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

(c) Consider and develop programs to promote:

- (1) Strategies to improve labor markets for industries and regions of this State, including, without limitation, improving the availability of relevant information;
- (2) Coordination of the efforts of relevant public and private agencies and organizations;
- (3) Strategies for providing funding as needed by various industry sectors;
- (4) Increased production capacities for various industry sectors;
- (5) The development of useful measurements of performance and outcomes in various industry sectors;
- (6) Participation by and assistance from state and local government agencies;

- (7) Expanded market penetration, including, without limitation, by providing assistance to employers with small numbers of employees;
- (8) Partnerships between labor and management;
- (9) Business associations;
- (10) The development of improved instructional and educational resources for employers for employees; and
- (11) The development of improved economies of scale, as applicable, in industry sectors.

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

[NRS 232.935](#) requires the Governor's Workforce Investment Board (GWDB) 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 GWDB has established the nine councils identified below to reflect the industry sector strategy activities, avoid duplication of effort, and ensure coordination with existing policy bodies and advisory groups who provide input to the Governor on industry needs. These nine councils will align with the industry sectors managed by the Governor's Office of Economic Development.

The staff assigned to the Council from the Department of Employment, Training and Rehabilitation is the Research and Analysis (R & A) Bureau. R & A staff are responsible for preparing and distributing an agenda, after consulting with the Chairs, and in keeping with each industry sector's bylaws. R & A staff will work on implementation of policies, goals and activities approved by the Councils. Furthermore, the R & A staff will make regular reports to the Governor's Workforce Development Board.

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

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

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

The primary roles of the industry sector councils include:

- To develop a sector strategic plan to support sector businesses in meeting their human resources needs.
- To 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.
- To 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.
- To define career pathways for individuals that will ensure a continuous supply of qualified talent.
- To 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.
- To implement specific projects that will assist the sector in improving current and potential talent.
- To identify (and seek removal of) regulatory barriers that stand in the way of talent acquisition, expansion, and retention.
- To generate public and private resources (including, but not limited to, grants) to support the sector's work and projects.

Recent accomplishments and efforts include:

- The establishment of Silver State Solutions, Nevada's Employment, Career and Education Resource, which is powered by Burning Glass Technologies.
- The completion and implementation of strategic plans for each of the industry sector councils.
- The identification of occupations that have an immediate need in their industry for a pilot program.
- The identification of top, in-demand occupations by industry sector.
- The development of industry sector-specific webpages.

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

State of Nevada
GOVERNOR’S WORKFORCE DEVELOPMENT BOARD
 Workforce Innovation and Opportunity Act of 2014 (WIOA) – Section 101

	MEMBER NAME:	REPRESENTS:
1.	Mack, Luther (Chair)	Business Representative
2.	Banko, Debbie	Business Representative
3.	Bennett, Dana	Business Representative
4.	Bybee, Stewart (Mac)	Workforce – Labor Representative
5.	Cato, Jo	Business Representative
6.	Dalluhn, Jolene	Business Representative
7.	Delgado, Councilman Oscar	Local Elected Official
8.	Egan, Pamela	Workforce – Labor Representative
9.	Ellis, Dave	Business Representative
10.	Fisher, Michael (Max)	Business Representative
11.	Fisher, Steve	State Government Representative – WIOA Core Program (DHHS-DWSS)
12.	Hendren, Shelley	State Government Representative – WIOA Core Program (REHAB)
13.	Hunt, Cory	Governor’s Office of Economic Development Business
14.	Hutter, Collie	Business Representative
15.	Koch, Todd	Workforce – Labor Representative
16.	Lopez, Horacio	Business Representative
17.	New, Jim	Workforce – Labor Representative (apprenticeships)
18.	Raponi, Mike	State Government Representative – WIOA Core Program (DoE)
19.	Roberson, Michael (SENATOR)	Nevada State Senate
20.	Sheets, Patrick	Business Representative
21.	Silberkraus, Stephen (ASSEMBLYMAN)	Nevada State Assembly
22.	Soderberg, Don	State Government Representative – WIOA Core Program (DETR)
23.	Sommers, Sarah	Business Representative
24.	Weekly, Commissioner Lawrence	Local Elected Official
25.	Welch, William (Bill)	Business Representative
26.	Wells, Kris	Business Representative
27.	Willden, Michael	Governor and/or Governor’s Designee (CoS)
28.	Woodring, Bradley	Business Representative

Current Membership: August 2015

Nevada JobConnect: Employment Security Division

The Employment Security Division (ESD) is organizationally a part of the Nevada Department of Employment, Training, and Rehabilitation (DETR). The Nevada JobConnect offices are the employment services delivery system of ESD. Nevada JobConnect has ten (10) offices strategically located throughout the metropolitan and rural areas of Nevada, all of which provide 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 (2) Day Labor offices, one in Reno and one in Las Vegas.

The 2008 economic recession seriously impacted all Nevada communities. This past year Nevada has enjoyed a steady economic recovery both in the rural and urban areas.

While the State has enjoyed a steady economic recovery, unfortunately, there are a significant number of long-term unemployed individuals who are still attempting to reenter the workforce. Nevada JobConnect is continually reviewing its processes and services to refine its delivery of services to its business and job seeking customers.

Throughout the recession and continuing through the recovery, the labor exchange network established by the Wagner-Peyser Act of 1933 remains the most efficient and cost-effective means to put Nevadans back to work, and assist the business community in meeting their workforce needs.

The Wagner-Peyser funded labor exchange in each JobConnect office provides a comprehensive range of employment services for job seekers that include employment assessment, counseling, job readiness workshops, resume assistance, short-term skill training, and job referrals. The business customer receives recruitment assistance, applicant screening services, labor market information, and access to hiring incentives.

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

Over the past five (5) years, the JobConnect offices have experienced an increased demand by job seekers for staff-assisted services. 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.

Nevada JobConnect Business Services

The two Nevada JobConnect Business Service Offices continue to innovate and maneuver quickly while providing a dynamic range of services to the State's business community. Nevada JobConnect has established itself as an integral part of the Governor's vision to diversify Nevada's economy, becoming a valued member of the sales team for new companies looking to relocate to Nevada. The selection of Nevada for the location of the new Tesla Gigafactory demonstrates to the rest of the world that Nevada has positioned itself at the forefront of the new economy.

Over the past year, the Business Service Offices have also embarked on a series of projects that will place Nevada JobConnect at the forefront of the Governor's concept that Nevada be a "hotbed" for the jobs of tomorrow. In addition, Nevada JobConnect has begun a series of industry-targeted job fairs that have brought business and qualified job seekers together in a productive environment. Nevada also continues to offer an innovative and unique hiring incentive package with the Silver State Works Program.

This past year has been exciting with new business and new innovative programs that have positioned Nevada JobConnect at the forefront of the State's business community. Below are some highlights from the previous year as well as some exciting future projects.

New major market Businesses:

- **Tesla** - Construction of the Northern Nevada Tesla Gigafactory is ahead of schedule and the first phase should be completed by the end of the year.

The Northern Business Services Office has been busy with Tesla and its partner, Panasonic Energy Corporation of North America (PENA) in their recruitment efforts. A core group of managers has already been hired by Tesla and PENA.

In an effort to hire Veterans, Tesla Motors in partnership with JobConnect will be conducting two recruitment orientations on September 2nd, at the Reno Plumas Community Gymnasium. The purpose of the orientations is to describe how local Veterans can apply their military skills and training to the various Tesla positions available now (successful applicants will train in the Fremont, CA facility then work in the new plant once it's completed). Tesla has identified military skill sets that are the most valuable for upcoming positions and they would like to share this information with the veterans in attendance at this event. This is a first of many events, and Tesla wants the first just for veterans. It's important to note that Tesla Motors is not a government contractor but is very interested in hiring veterans. Their goal is to have at least 6 percent (6%) of their workforce to be veterans.

- **IKEA** - The Southern Nevada Business Service Office completed the first round of planning with representatives from IKEA to coordinate the upcoming recruitment for the opening of Nevada's first IKEA store in the summer of 2016. The recruitment is beginning the first phase late this summer, with the recruitment of the local human resources team, followed by the management team in the fall, and finally line level

supervisors and staff after the first of the year. IKEA is excited to partner with Nevada JobConnect on this project and will look to use JobConnect's recruitment and screening services.

Business Services Office – Job Fairs and Hiring Events:

1. Las Vegas Construction Hiring Event

On March 3, 2015, the Southern Nevada Business Service Office held a construction hiring event. Twenty employers and seven training providers were on hand to interview the over 1,200 construction workers at the event. Nevada JobConnect was able to collect 594 resumes and 642 applicant interest cards. This was the first of four industry specific job fairs statewide.

2. Reno Town Mall Manufacturing Job Fair

The Northern JobConnect Business Services Office conducted its first Industry Specific Job Fair on May 13th, targeting the Manufacturing Sector. More than 200 available positions from 30 manufacturers were on-hand to interview the over 700 job seekers who attended the event.

A major advantage of an industry specific job fair is the quality of applicants who attend. Most have familiarity and the necessary experience needed in the industry. In addition, JobConnect is able to plan the events to coincide with each industry's traditional hiring ramp-up schedules.

Due to the success of our first Industry Specific Job Fair, additional events have been scheduled. On September 15th, we will host the Warehousing and Logistics Industry Job Fair and the Retail Industry Job Fair on October 25th.

3. Reno Summit Mall Job Fair

The Reno Summit Mall retailers and restaurants expressed staffing difficulties and approached JobConnect to assist them with a Job Fair. The Northern Business Services Office conducted a job fair at the Reno Summit Mall on Wednesday, August 19th. Seventeen businesses were on-site to interview directly to fill their open positions. Responses from businesses and job seekers were very positive.

4. Carson City Fuji Park Job Fair

The Northern Business Services Office conducted a job fair on Thursday, August 20th, at the Carson City Fuji Park Exhibit Hall. There were over 300 open positions from the 30 employers who participated in the event. Many positions were filled and additional interviews have been set-up for the following week.

Attending job seekers were equally positive. They were pleased with the amount of direct-hire permanent positions that employers had available immediately. Many commented that most of the job fairs they have attended recently were comprised of staffing agencies with temporary jobs or filled with agencies promoting resources.

5. **Boulevard Mall Retail Job Fair**

The Southern Nevada Business Service Office is partnering with the Boulevard Mall in Las Vegas to hold a holiday season retail hiring event on October 17, 2015. The stores in the mall will all be invited, as well as other retailers on Maryland Parkway in Las Vegas. This will be a great opportunity for the retailers to staff their stores for the holidays as well as providing the mall with some much appreciated foot traffic.

Business Incentive Programs

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 (6) 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.

Nevada JobConnect Job Seeker Services

ESD Career Enhancement Program

The Nevada Career Enhancement Program (CEP) is an integral part of the menu of services that JobConnect makes available to businesses and job seekers. The intent of this program is to expedite unemployed individual's return-to-work through short-term vocational skill training or the removal of financial barriers that prevent their accepting an offer of employment.

Financial barriers include expenses that are often incurred by a prospective employee prior to his being able to begin employment in an offered position. These include costs for health cards, gaming cards, background checks, security clearances, alcohol awareness classes and certifications, work clothing, safety shoes, and basic tools. While these costs seem nominal, they can be an insurmountable hurdle to an individual who is suffering financial hardship due to being unemployed. Their financial inability to purchase required items will often prevent some job seekers from being able to accept offered employment.

The flexibility and responsiveness of the CEP Program allows the JobConnect office to react quickly to the real-time needs of Nevada job seekers and Nevada employers.

The basic components of the CEP Program include the following:

1. Vocational Classroom Training (VCT)

CEP is designed to provide targeted training to job seekers for specific jobs that are in demand within local communities. The training provided by the CEP program is intended to be short-term training. However, CEP, which is a state-funded program often will dual enroll a client with a Workforce Investment Act (WIA) Title I provider to share training expenses. This can allow the client to attend longer term more expensive training. It also serves to leverage both WIA and CEP training dollars. The additional benefit is the practice of dual enrollment fosters cooperation between JobConnect and the WIA funded Title I service providers.

2. Training Related Expenses (TRE)

Individuals placed into vocational skill training are often required to purchase books or other training items. These are often purchased for the client by the CEP program.

3. **Academic Enhancement Training**

Recognizing that the workplace of today has few opportunities for individuals that lack basic skills or a high school diploma, the CEP Program has resources to assist individuals obtaining basic skill training or the assistance they need to acquire a GED or High School Equivalency diploma.

4. **Reemployment Related Expenses (RRE)**

Assisting an individual move from the ranks of the unemployed to the employed with a small amount of financial assistance is a good return on investment for the UI Trust Fund, the business community, individuals, families, and our community as a whole. The CEP program provides funding to assist individuals purchase work-related items that they could not afford, but which will allow them to accept offered employment.

The severity of the recent recession, and the fact that many residents of Las Vegas have migrated to Nevada and lack extended family that can provide them assistance has made the Reemployment Related Expense component a valued part of our service menu. It has proven to be a very cost-effective means of helping many individuals to become employed.

The CEP program focuses its limited training dollars on improving the skills of the Nevada workforce while meeting the workforce needs of 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 and Workshops

1. Platform to Employment - During FY14, the JobConnect offices launched the *Platform to Employment* (P2E) Program in collaboration with The Workplace, a Connecticut-based non-profit to provide intensive reemployment services to long-term unemployed individuals. The P2E program is nationally recognized. It is designed to provide an intense workshop for select long-term unemployed clients coupled with a business hiring incentives component and intensive job development to facilitate the participant's return to employment. The program is five (5) weeks in duration, and includes robust classroom instruction, coaching and mentoring. The program gives businesses a risk-free opportunity to evaluate and consider hiring participants during an eight-week work experience program. The P2E program in Nevada was the first time the Workplace

partnered with state government to implement this program. The cohort in southern Nevada had 24 participants of which 16 (67%) have returned to gainful employment.

2. 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 500 individuals move from a life of homelessness, hopelessness and substance abuse to one with career potential and employment.

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

The TSA is responsible for selecting the individuals to participate in the training. All participants are selected 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 at the TSA facility, as well as substance abuse counseling and work experience. The program provides intensive training in cooking to individuals selected. CSN provides the facility for the training, the equipment and the trainers. In addition to the training at CSN, the students are required to work in the dining facility of TSA. TSA's kitchen is a high volume dining facility that feeds hundreds of people per day. TSA also provides ten (10) weeks of Essential Employment Skills classes to the students, as well as practical work experience. TSA believes that the combination of academic training, soft skills classes, hands-on experience, and intense case management help the students achieve a higher level of marketability.

The partnership graduates two (2) classes per year. Upon completion of the required training, a dinner/graduation ceremony takes place. The students provide the dinner for guests at their graduation. The preparation of that dinner is their final grade for the training. Over 500 homeless people have been given the opportunity to participate in the program. Approximately eighty percent (80%) of those who attend graduate, and over eighty-seven percent (87%) of the graduates found immediate field-based employment. At ninety (90) days, eighty-six percent (86%) of those employed remain employed at the same location. This is a great achievement considering the barriers and challenges these individuals faced prior to enrolling in the program. The program receives wide community support.

ESD Veteran Services

The Jobs for Veterans Act (JVA) grant funds employment representatives who perform specialized case management for hard to place veterans and eligible spouses. All statewide veteran representatives receive congressionally mandated specialized training at the National Veterans Training Institute (NVTI). This ensures skills are developed to encompass all aspects of the Job Search procedures. The JVA funded employment representatives are trained to be

subject matter experts, as well as being versed regarding the numerous state and federal programs designed to serve the Nevada veteran population.

The statewide JobConnect system continues to assume an active role in serving Nevada veterans by ensuring that veterans receive Priority of Service. The veteran employment representatives, throughout the state, work with hard to place veterans and eligible spouses having one or more significant barriers to employment (SBE). Veteran employment representatives not only work with the veterans most in need of receiving intensive services, but they are also involved with community partners by way of outreach and involvement with veterans' specific events. The Department of Labor (DOL) refocused the duties of both the Disabled Veterans Outreach Program (DVOP) specialists and the Local Veterans Employment Representative (LVER). DOL directed the DVOP staff to work only with veterans having one or more Significant Barriers to Employment (SBE). DOL also directed LVER staff to work only with employers and instructed the LVER staff not to provide direct services to veterans. In an effort to focus employment efforts on veterans with an SBE, Nevada elected to convert all veteran representatives to DVOP positions. This refocusing move allows all veterans staff to work with veterans having an SBE.

Statewide Veterans Activities

Nevada JobConnect is working closely with the National Guard and Reserve Readiness units by providing information and attending reintegration and yellow ribbon events.

All DVOP representatives receive a daily report listing veterans who opened an unemployment insurance account the previous day. These veterans are contacted by the DVOPs, and are encouraged to come to the local JobConnect office and make use of the employment services.

All Veterans with a significant barrier to employment (SBE), as defined by federal regulations are enrolled into the state funded Career Enhancement Program (CEP). This provides the DVOP access to state funds for items such as work and sheriff's cards. Also, if small hand tools or uniforms are required as a prior condition of employment, these items can be purchased through the CEP.

Southern Nevada Veterans Activities

1. The Southern Nevada Inter-Service Family Assistance Committee fair (ISFAC): This event is a community resource forum for networking on behalf of the men and women of the Armed Services. The Veteran staff from the three southern Nevada JobConnect Offices provided services to 115 veterans and 8 guests during the event.
2. The 2014 Veteran's Service Fair was held on October 1, 2014, at the Cambridge Community Center. This event was sponsored by the VA Southern Nevada Healthcare System & Southern Nevada Veterans Coalition. The purpose of the event was to provide a variety of services to prevent homelessness and to assist those who are homeless. Services provided included assistance with housing, employment and medical assistance, legal assistance, counseling, and treatment, as well as clothing, meals, haircuts, showers, dental care, and many other services. This event serviced 265 Veterans and 20 guests. Over 80 volunteers donated their time to help this event become a success. JobConnect

provided resource guides, employer website listings, job market information, and Job Connect office locations to 75 veterans and their family members to help assist with their job search.

3. The southern Nevada JobConnect veterans' staff attended 10 job fairs where they registered 453 veterans for services. These job fairs were sponsored by veterans' organizations. Two were sponsored by congressional representatives.
4. JobConnect veterans' staff participated in the 12th annual Standdown for Homeless Veterans hosted by US VETS. The event was a great success. 825 veterans received assistance with housing, employment, medical assistance, legal assistance, and counseling. Direct personal services were available which included clothing, meals, haircuts, showers, dental care, pet care, and many other services. As a result of this event, 22 homeless Veterans were provided housing and 51 were assisted with housing assistance/counseling

Northern Nevada Veterans Activities

1. Veterans' staff participated in Project Homeless Connect at the Reno Events Center in January 2015, to reach out to homeless veterans.
2. Veterans' staff also participated in The Yellow Ribbon Reintegration Program in conjunction with the National Guard. 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.
3. In March, veterans' staff participated in a Hero 2 Hire event at the Reno Town Mall (RTM) sponsored by the National Guard Armory. This event brought employers, service providers, military and their dependents together in one location to highlight services, organizations, employment opportunities, and available resources. A total of 36 employers and 115 veterans attended the event. Employer representatives from a range of industries and fields including heavy construction training programs, law enforcement organizations and local hospitals attended. By partnering with other local agencies, veterans' staff had the opportunity to market JobConnect services not only to those seeking employment, but those seeking employees as well.
4. In September, Veterans' staff participated in the Health Care for Homeless Veterans Stand Down at the Veterans Administration Medical Center in Reno.
5. In November, Veterans; staff provided assistance at the Hiring Our Heroes Veterans Event at the Atlantis Casino in Reno. Total number of employers seeking to hire Veterans was 46. A total of 91 Veteran job seekers participated in person with another 395 resumes being submitted electronically. There were 71 interviews conducted on location and resulted in 21 firm job offers.

6. 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.
7. The Veterans' staff visit the bus station, the Restart Homeless Shelter, Vitality Center, abandoned buildings, and any other area used by homeless veterans for shelter. The Reno/Sparks JobConnect offices searches 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.
8. Sparks and Reno Veterans' staff made efforts to contact over 240 self-identified veterans reported as applying for State of Nevada's Unemployment Insurance. Outreach efforts focused on contacting the veteran using one of three methods - telephone, email or U.S. mail. In all cases, when a veteran responded, they were provided information concerning State of Nevada JobConnect locations and invited to come to an office to explore JobConnect services.
9. Veterans' staff participated in Engage Veteran's Networking Breakfast events. This monthly event is an excellent opportunity for JobConnect veteran Staff to market JobConnect services and capabilities to local community organizations. Each breakfast features at least one guest speaker. Past Engage Networking guest speakers included Nevada Attorney General Adam Laxalt and Congressman Mark Amodei, both Nevada veterans.
10. Veterans' staff attended a town hall meeting sponsored by Senator Dean Heller and focused on changes to Tricare and United Healthcare, and received information on the possible effects of the Affordable Care Act on veteran's health services.
11. Veterans' staff participated in Nevada Offender Employment Services training program focusing on assisting those recently released from incarceration obtain meaningful employment.
12. Veterans' staff participated in the Veterans Legislative Summits 2015 hosted by the Office of the Governor and the Nevada Department of Veterans Services (NDVS) in a town hall meeting at Reno City Hall. Veterans and veteran advocates were invited to attend these summits which unveiled various veterans' initiatives to be pursued during the legislative session in addition to generating awareness for NDVS state wide veteran efforts through 2015.
13. Veterans' staff in Fallon works closely with Fallon Naval Air Station and provides monthly hiring events at the Fallon JobConnect office for openings on base including food and beverage, recreational aides, housekeeping and maintenance.

14. On November 17, two Sparks JobConnect veterans' representatives participated in the Hiring Our Heroes Veteran hiring event in Reno. Total number of employers seeking to hire Veterans was 46. A total of 91 Veteran job seekers participated in person with another 395 resumes being submitted electronically. There were 71 interviews conducted on location and resulted in 21 firm job offers

JobConnect Ex-Offenders/Re-Entry Services

The growing national concern with providing second chance assistance to men and women leaving our city, county, state and federal correctional facilities is shared by Nevada JobConnect.

As an integral part of the public workforce system, Nevada JobConnect understands that the workforce of today and tomorrow must include and provide career opportunities for these individuals. Nevada JobConnect not only welcomes those who are released through parole or expired sentences to our offices, staff of Nevada JobConnect perform focused outreach into the correctional facilities to "connect" with these individuals prior to their release.

JobConnect staff in both southern Nevada and northern Nevada performs regular visits to state correctional facilities and work camps to reach out to incarcerated veterans and non-veterans. The outreach is directed to those inmates who are within six months of expiring their sentence or achieving parole.

This outreach includes both individual and group meetings with prisoners to prepare them to reenter the labor market. The goals of this outreach are:

1. Labor Market Awareness - Provide prisoners with an awareness of what to expect in the labor market upon their release. This includes information on unemployment as well as labor supply and demand. Information is provided to the individual on the labor demand for the type of work he or she will be seeking. The purpose is to assist the individual in realistic occupational planning prior to their release.
2. Workforce System Awareness - Staff educate inmates on the various services available upon their release through WIA funded program and non WIA programs.
3. Resume Preparation - During the first visit, the JobConnect staff member will begin developing a resume for the prisoner with the intent of having a resume completed for him or her prior to their release. Inmates are not provided access to personal computers during their incarceration as a result they cannot create their own resume.
4. Skill Assessment - During the outreach sessions, the JobConnect staff member initiates an assessment of the inmate's occupational qualifications with the intention of developing a plan of service upon their release.
5. Point of Contact-Post Release - During the outreach the inmate is advised of the full range of services available at Nevada JobConnect offices with the suggestion that they visit JobConnect soon after their release. They are provided the address of the

JobConnect office closest to where they expect to be living and may also be given the name of a staff member who will assist them in that office.

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

Community Outreach/Networking

Nevada JobConnect is proactive in attempting to engage with hard to service populations to provide employment and or training services: During the past year these outreach locations included the following:

1. Whitney Elementary School - Whitney Elementary School is a Title I school which has a significant population of homeless children and children whose families meet the poverty guidelines. Nevada JobConnect in its commitment to public education understands that stabilizing at risk families with employment can enhance the living environment of children and allow them to be more effective learners. To accomplish this, Nevada JobConnect operated an outreach employment office at the Whitney Elementary School one day per week. JobConnect staff at this location assisted parents with employment, GEDs and training opportunities.
2. Safe Nest - Safe Nest is a women's shelter which provides housing to women and children who have been victimized by domestic violence. JobConnect staff members visit this shelter biweekly to assist the women in residence with employment with the goal of their eventually leaving the shelter.
3. Correctional System Outreach - Nevada JobConnect is committed to assisting individuals leaving federal, state and local correction facilities achieve employment and become active members of the workforce. JobConnect staff periodically visit prisons and correctional system work camps to engage the inmates who are within six months of their release.

Nevada JobConnect also co-locates a staff member four (4) hours per week with the Hope for Prisoners office in Las Vegas. That staff member provides employment, job development and training referrals to the former offenders engaged with that program.

Hope for Prisoners has gained national attention as a model program, which involves a collaboration with experts in the field of reentry, faith-based institutions and the Las Vegas Metropolitan Police Department. It is a program that has wide support of State and local governments, the judiciary, correction and the faith community. The Hope for Prisoners program provides former offenders 18 months of mentoring, intensive workshops, leadership courses and counseling.

Nevada JobConnect enrolls a considerable number of their clients in this program and has a staff member that provides employment services at this facility four hours per week. This partnership has proven very effective with the program having below average rates of recidivism.

Day Labor Offices

The Division operates two day labor offices in Reno and Las Vegas. Nevada JobConnect veterans' staff conducts outreach to these day labor offices weekly to attempt to connect with veterans who have become homeless and survive through day labor. Their goal is to assist these veterans break out of the cycle of homelessness and day labor by referral to housing or stable employment.

ESD Collaborative Partnerships

1. **One-Stop Career Center:** DETR/JobConnect co-locates three positions in the Southern Nevada One-Stop Career Center. The staff provides employment and training assistance to One-Stop clients.
2. **Sierra Nevada Job Corp Center:** JobConnect staff provides weekly orientations for new Job Corp students to share with them the services available in the JobConnect offices. Staff is on the Community Relations Board for the Center.
3. **Zonta Club:** Northern Nevada JobConnects collaborate with this organization to provide senior citizen women bus passes, if needed, to get to job interviews.
4. **Western Area Council of Apprenticeships (WACA):** Northern Nevada JobConnect offices participated in the Building Women Career Fair where women receive hands-on experience in different aspects of the construction trades. JobConnect metro offices also host monthly orientations for WACA where prospective students learn about the various construction trades and apprenticeship programs.
5. **Statewide Re-Entry Coalition:** The JobConnect staff participates in the planning board for this offender re-entry coalition and supports re-entry issues.
6. **Herlong Federal Correction Institute:** JobConnect staff participate in the Release Preparation Program Seminars at the Herlong Federal Correction Institute in Herlong, CA. Staff is on the Community Relations Board for this organization.
7. **AARP's Senior Community Service Employment Program:** AARP provides outreach on-site at two Northern Nevada JobConnect offices to recruit enrollments from senior population.
8. **Department of Welfare and Supportive Services (DWSS):** JobConnect and DWSS have exchanged speakers at employee staff meetings to develop program familiarity with the staff. Fallon JobConnect staff and their counterparts in DWSS are working collaboratively in a pilot project to assist DWSS clients.

9. **Carson Valley Social Services:** JobConnect conducts outreach to their facility to provide employment assistance to clients.
10. **Fallon training roundtable:** JobConnect is participating in a monthly roundtable discussion with Western Nevada College (WNC), Churchill County Social Services, DWSS, Bureau of Vocational Rehabilitation (BVR) and Job Opportunities in Nevada (JOIN) to enhance training opportunities to job seekers and improve service delivery.
11. **Workforce Consortium:** JobConnect management participates in the monthly Workforce Consortium formed in the Reno, Sparks and Carson City area. The Consortium brings together representatives from Workforce Development agencies, employers, non-profits and others interested in promoting Workforce Development activities in the area.
12. **Elko County Library:** The Elko JobConnect office works with the Elko County Library system to provide community job search workshops at the libraries covering interviewing and resume skills.
13. **Douglas County Chamber of Commerce:** The Carson City JobConnect partnered with Douglas County Chamber of Commerce to form a Workforce Development Task Force to identify current and anticipated business needs for skilled and educated job seekers.

Colocations/Extended Services

Nevada JobConnect has a number of organizations collocated in specific JobConnect offices. This collocation brings additional services to the clients of Nevada JobConnect. These collocations include the following:

1. **Nevada Partners Incorporated:** Nevada Partners Inc. is a Workforce Investment Act (WIA) Title I service provider which has been named by the White House as a model program. They currently collocate in the North Las Vegas and Henderson JobConnect offices. Their presence in the office insures that JobConnect customers have ready access to WIA Title I services. It also creates significant opportunities for the ESD CEP Program and WIA Title I services to co-enroll clients to share training expenses.
2. **Three Square Community Food Bank/Supplemental Nutrition Assistance Program:** These programs are currently co-located in each of the three Southern Nevada JobConnect offices. They provide assistance with registering for the Supplemental Nutrition Assistance Program and the subsidized Energy Assistance Program.
3. **US VETS:** This organization is a nationally recognized veterans program that provides transitional housing, substance abuse counseling and other services to homeless veterans. They are a part-time co-location in the Henderson JobConnect office.

4. **Job Opportunities in Nevada (JOIN):** This WIA service provider has 1.4 positions collocated in the Fallon JobConnect office to provide Title I services and opportunities for the JobConnect staff to co-enroll clients to leverage training costs.
5. **Nevada Human Development Corporation/NHDC:** This organization is co-located in the Fallon JobConnect office. NHDC conducts outreach to migrant and seasonal farm workers for the purpose of assisting them with employment related services.
6. **Nevada Health Link:** Academy for Human Development has part-time co-locations in each southern Nevada JobConnect office to provide registration services for Nevada Health Link.
7. **Vocational Rehabilitation:** The State of Nevada Bureau of Vocational Rehabilitation (BVR) is co-located in each JobConnect office in Nevada. BVR provides people with disabilities assistance to facilitate their return to gainful employment.

New Service Innovations in JobConnect

➤ **Project 7**

In June of 2015 the Nevada JobConnect offices began Project 7, a targeted outreach to Unemployment Insurance recipients who were not likely to use a brick and mortar employment service office. The outreach group includes those higher skilled and professional occupations that do most of their work search online. One week after the targeted individual files their unemployment claim they receive an email and a phone call from a JobConnect representative inviting them to email a resume to a representative to get registered. This has the effect of increasing the quantity of highly skilled and qualified job seekers that can then be used to market JobConnect's services to the business community.

➤ **Telephone Placement Unit (TPU)**

In the spring of 2014 the Southern Nevada and Northern Nevada Business Service Offices launched the Telephone Placement Unit. This unit is comprised of a rotating staff of Workforce Service Representatives. Their sole responsibility is when the Business Service office lists a new job opening to immediately match and refer client's qualified individuals to that opening. The purpose of this process is to respond quickly to the workforce needs of our business customers. To date, over 150 people are working in jobs that they obtained as a direct result of being called by a member of the Telephone Placement Unit.

➤ **The Client Tracking System**

This system was launched this year as a part of a process to improve service delivery in the offices. It also provides reporting features that can be used to review staff and office productivity. The system is programmed in Oracle and provides real-time tracking of

clients through the JobConnect offices. The system shows clients who are waiting, clients who are being seen at staff desks, wait times, service activities and tracks clients utilizing the Resource Centers. Also included in this program is a public interface which allows customers to see where they are in the queue.

New JobConnect Locations

In 2015 the Employment Security Division relocated the Sparks and Henderson JobConnect offices. Following their relocation, both offices celebrated with a grand opening and ribbon cutting. At their respective ribbon cutting events, there were representatives from local businesses, government officials, and partnering agencies. The presentations included many commendations from local elected officials, Chambers of Commerce, State Senators and Assembly Representatives, as well as recognition from Governor Brian Sandoval's office.

The new offices are more centrally located near major bus lines. Each will offer the same high quality employment services that customers have come to expect at a JobConnect office. Each of the offices relocation also better postures them to serve their geographic areas in which they are located.

workforce CONNECTIONS

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Executive Summary

This program year proved to be even more challenging than the previous years. The enactment of the Workforce Innovation and Opportunity Act (WIOA) generated workforce development improvement opportunities that elevated Workforce Connections' (WC) employment and training services to a new level of excellence. For example, the agency's independent programmatic audit received the highest unqualified mark. Another high point was the launching of the local area's first ever Workforce Development Academy. Workforce development practitioners that participated in the academy and completed the program received their certification and Continuing Education Units (CEUs) from the College of Southern Nevada (CSN). In preparation for WIOA, programmatic policies were revised, with some still pending, awaiting the U.S. Department of Labor and State of Nevada's final regulation and policy guidance.

Along with WIOA implementation requirements and throughout the program year, WC's organizational structure and executive staff's line of succession plan was tested. The plan successfully ensured continuity of services without interruption of functional operations. With a corporate matrix model structure in place, all of staff's skills and abilities were fully utilized even in dual capacities in support of the area's industry sector initiatives. Other notable and successfully launched initiatives were "The Future of Nurses Program" in partnership with Nevada's System of Higher Education and the University of Nevada, Las Vegas (UNLV) Collaborative Gap Training offering healthcare soft-skills.

With multiple workforce initiatives set in place, expenditure lines were maintained within budget limitation, (i.e., 0.7%) as compared to the previous program year. Fiscal and financial management were exceptional resulting in the unqualified audit and significantly reduced findings and deficiencies, with almost none reported.

With Total Quality Service initiatives in place, the area's One-Stop Delivery System (OSDS) expanded its workforce development processes with on-site workforce navigators. Additionally, WC established formal compacts with local businesses whereby making WC their first choice to fill their workforce demands (e.g., hire WCs' job seekers first). Record numbers of employers participated in hiring events with expanded media coverage valued at \$176,465. Finally, by repurposing a bus donated by the Regional Transportation Commission, WC deployed a Mobile One-Stop Career Center for service delivery in both rural and urban areas. Despite the tremendous challenges this program year, the highest quality of workforce development services were delivered successfully throughout the Southern Nevada Workforce Development Area.

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Local Leadership to Fulfill Local Needs

Chief Local Elected Officials Consortium

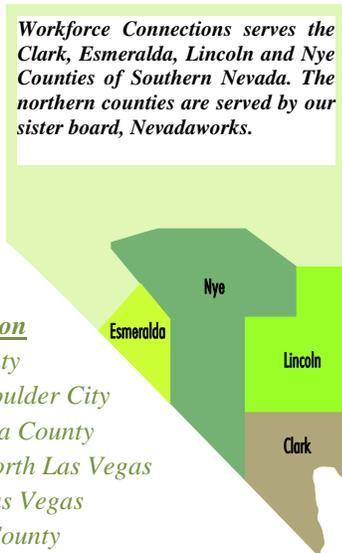
The Chief Local Elected Officials Consortium oversees primary board activities such as the appointment of board members, fiduciary responsibilities over local area resources, budget approvals and the coordination of inter-local government agreements.

Member

*Commissioner Andrew Borasky
Councilwoman Peggy Leavitt
Commissioner Ralph Keyes
Councilwoman Anita Wood
Councilman Bob Beers
Commissioner Varlin Higbee
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*



The Workforce Connections Board

Created to carry out the duties of regional workforce development outlined by the Workforce Investment Act of 1998 (WIA), the WC 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 its understanding of the local labor market and the economic forces impacting southern Nevada to define the scope of work performed by WC and its system partners. Working with economic development, K-12, post-secondary educators, chambers of commerce and community service organizations, the Board keeps its ear to the ground and aligns strategies that build better partnerships for better workforce development investments in the community. In preparation for WIOA the Local Elected Officials started the process of reconstituting the Board membership. Changes would be effective in July of 2015 in order to meet the new board membership requirements.

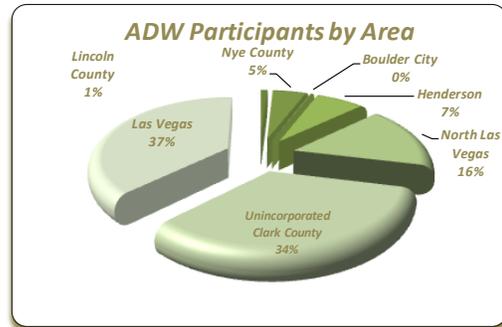
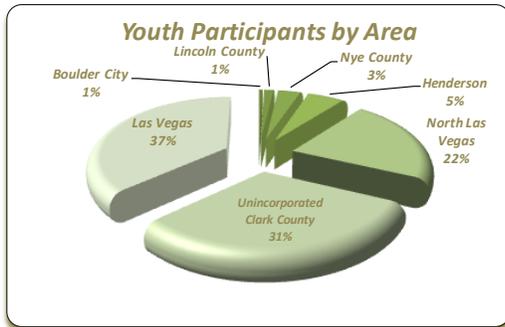
The Workforce Connections Board

Board Members	Business Affiliation	Adult & Dislocated Worker Committee	Finance & Budget Committee	Executive Committee	Youth Council
<i>Maggie Arias-Petrel</i>	<i>Global Consulting</i>	●			
<i>Rudee Bagsby</i>	<i>Lowe's Companies</i>	●			
<i>Councilman Bob Beers</i>	<i>City of Las Vegas</i>		●		
<i>Hannah Brown</i>	<i>Urban Chamber of Commerce</i>	●	●	●	
<i>Commissioner Butch Borasky</i>	<i>Nye County</i>				
<i>William Bruninga</i>	<i>Advanced Energy Applications, LLC</i>	●	●		
<i>Matthew Cecil</i>	<i>Little Mendelson PC</i>				
<i>Mark Edgel</i>	<i>So. NV Laborers Local 872 Training Trust</i>	●			
<i>Willie J. Fields, Jr.</i>	<i>WJF Shoe</i>				●
<i>Dan Gouker</i>	<i>College of Southern Nevada</i>		●	●	
<i>Sonja Holloway</i>	<i>Sierra Nevada Job Corps</i>			●	●
<i>Commissioner Varlin Higbee</i>	<i>Lincoln County</i>				
<i>Commissioner Ralph Keyes</i>	<i>Esmeralda County</i>				
<i>Liberty Leavitt</i>	<i>Clark County School District</i>				●
<i>Councilwoman Peggy Leavitt</i>	<i>City of Boulder City</i>				
<i>Dr. David Ching Lee</i>	<i>Las Vegas Taiwanese Chamber of Commerce</i>	●			
<i>Vida Chan Lin</i>	<i>Wester Risk Insurance</i>		●		●
<i>John "Jack" Martin</i>	<i>Clark County Dept. of Juvenile Justice Services</i>				●
<i>Jerrie Merritt</i>	<i>Bank of Nevada</i>		●		
<i>Valerie Murzl</i>	<i>Station Casinos, LLC</i>	●		●	
<i>Lynda Parven</i>	<i>Dept. of Employment, Training & Rehabilitation</i>	●			
<i>Bart Patterson</i>	<i>Nevada State College</i>	●			
<i>Charles C. Perry, Jr.</i>	<i>NVHCA Perry Foundation</i>	●			
<i>Mujahid Ramadan</i>	<i>MR Consulting/NAACP</i>				●
<i>Bill Regenhardt</i>	<i>Regis 702 Consulting Group</i>	●			
<i>Dan Rose</i>	<i>Local #88 Sheet Metal Training Center/JATC</i>	●		●	●
<i>Tommy Rowe</i>	<i>Rural Nevada representative</i>				●
<i>Councilwoman Gerri Schroder</i>	<i>City of Henderson</i>		●		
<i>Commissioner Lawrence Weekly</i>	<i>Clark County</i>			●	
<i>Councilwoman Anita Wood</i>	<i>City of North Las Vegas</i>				

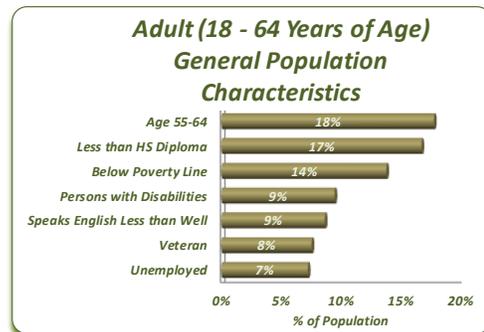
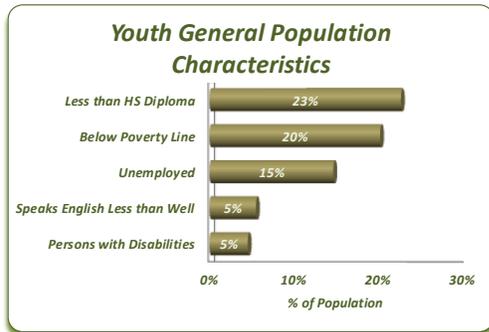
Participants

In program year July 2014 through June 2015 (PY14) 2,984 youth and 4,145 Adult and Dislocated Workers were served in the local area.

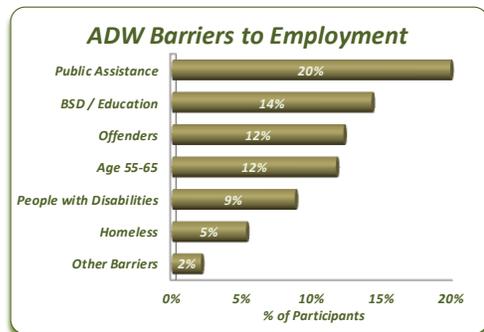
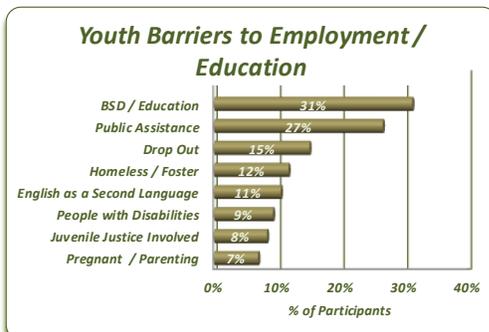
Areas Served: Our Youth and Adult & Dislocated Worker (ADW) programs serve the counties of Esmeralda, Lincoln, Nye, and Clark (including the cities of Boulder City, Henderson, Las Vegas, North Las Vegas, and Pahrump).



Community: The Local Workforce Investment Area (LWIA) faces significant challenges with respect to employment and education. The area has high unemployment, high poverty rates and low education rates. Based on the 2009-2013 American Community Survey 5-Year Estimates the LWIA’s population is comprised as follows:

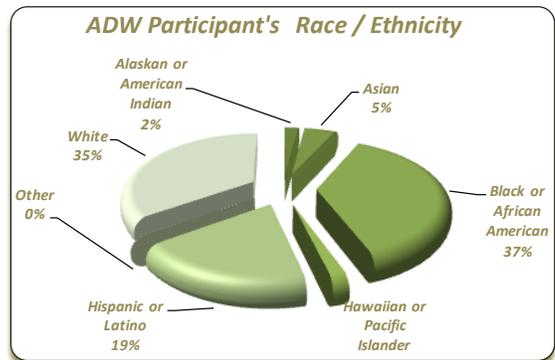
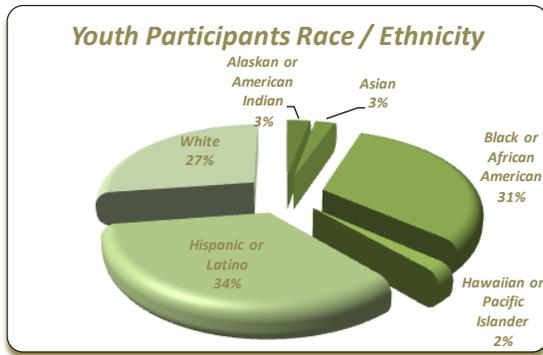


Targeted population: The target population for the LWDA consists of youth and adults who are low income and face significant barriers to employment or education. Our programs assist a wide variety of people, offering unique tools and training opportunities to ensure the fastest path regaining employment and strengthening our workforce.

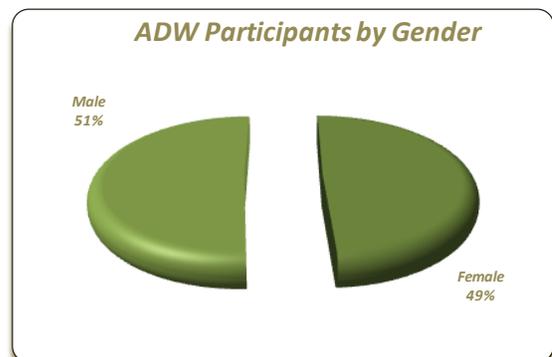
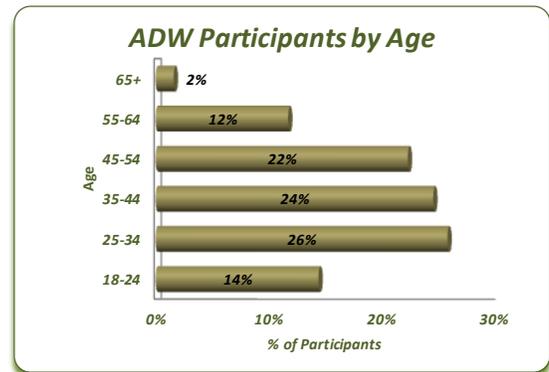
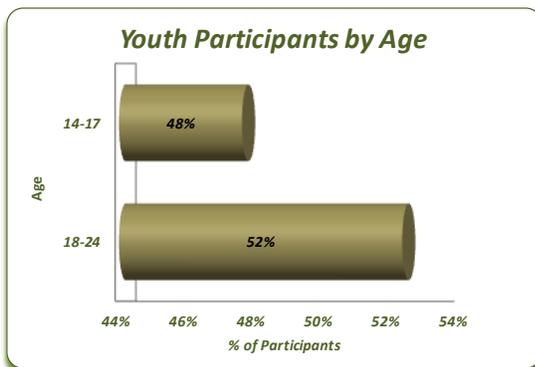


These populations include: ADW, Youth, Veterans, People with Disabilities, Foster Care Youth, At Risk Youth and Ex-offenders.

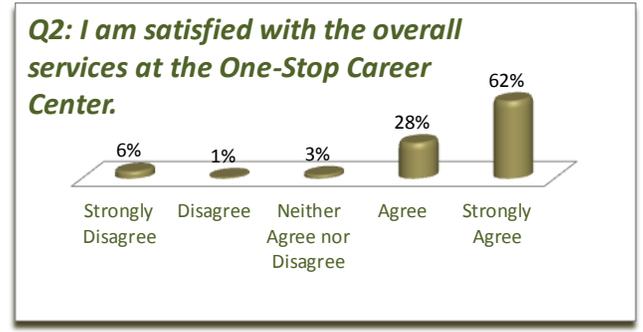
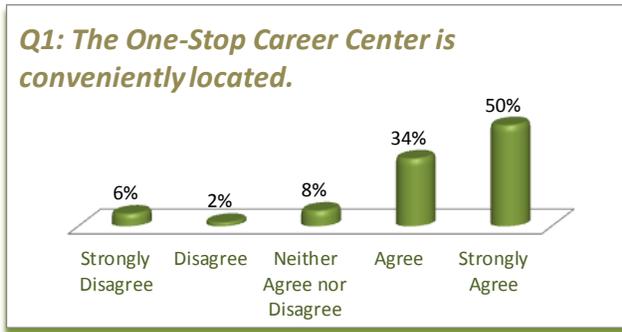
Diversity: Just like the communities we serve, our participants are a diverse group.



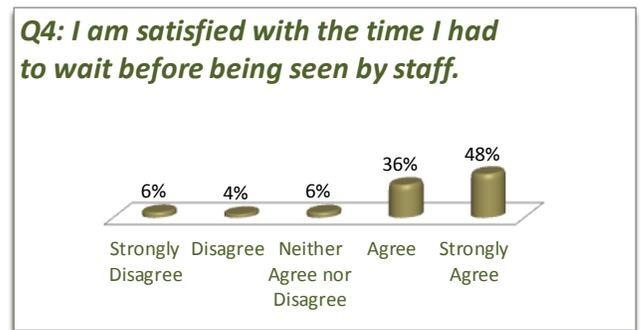
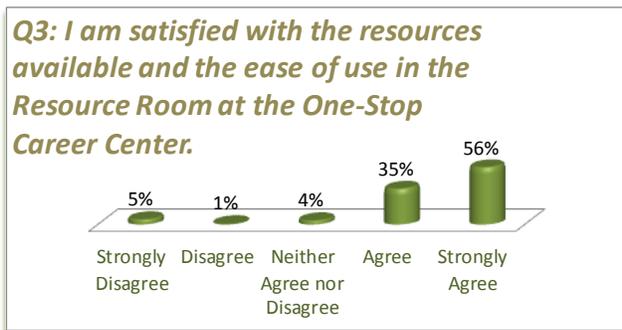
Additional Demographics: Age and gender demographics are listed below.



Customer Satisfaction: Improving customer service continues to be one of the primary areas of emphasis for both WC and its funded partners. To that end, in PY14 the One-Stop Career Center implemented a number of strategies aimed at soliciting feedback from customers and increasing satisfaction with services received.

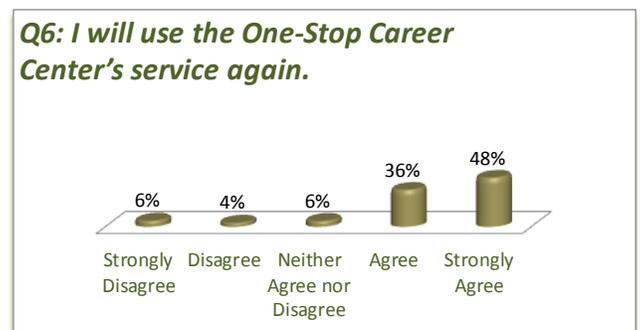
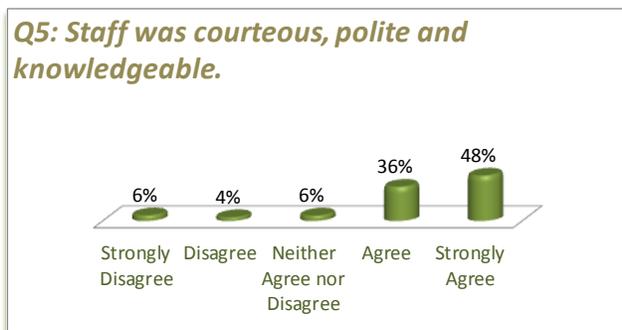


A survey was put into place that was accessible both online and in printed hard copy. All customers of the center were encouraged to share their thoughts. Results of the survey were



reported out at the monthly Consortium meetings and the Customer Flow subcommittee was tasked with responding to areas of concern.

The data shows that the vast majority of customers reported having a positive experience at the One-Stop Center. Although pleased with the overall results, the goal remains for there to be a 100% satisfaction rate and we are looking forward to the additional expertise in creating positive customer experiences that our new One-Stop Center Career Center Operator for PY15, ResCare Workforce Services, will bring to the table.



PEOPLE, PARTNERSHIPS, POSSIBILITIES

Strategic Workforce Development Initiatives

Demand Driven

WC strives to increase the efficiency, effectiveness and timeliness of all services and activities throughout the OSDS. Our strategic workforce development initiatives cover a broad spectrum of activities and are detailed in this section.

WIOA Statewide Implementation: Working in coordination with the other mandated core partners, WC assigned key staff to the various workgroups assembled by the Statewide WIOA Implementation Team:

- Governance
- Performance Accountability
- Fiscal
- Policy
- Staff Development
- Business Outreach
- Labor Market Information

The workgroups meet on a routine basis laying the foundation for the Unified State Plan, required by U. S. Department of Labor, by March 3rd, 2016.

WIOA Local Area Implementation Plan: In anticipation of the long process of WIOA implementation, WC assembled a comprehensive Gantt chart detailing: priorities, key strategies, activities/steps and timelines/deadlines. This document will guide the extensive work ahead and serve as the central repository for all information regarding WIOA implementation in our local area. WIOA changes Local Workforce Investment Areas (LWIAs) to Local Workforce Development Areas (LWDAs).

Throughout the past program year, staff at multiple levels of the organization attended webinars and conferences organized by the U.S. Department of Labor that focused on WIOA implementation. The information was then disseminated throughout the organization and incorporated into the Local WIOA Implementation Plan.



Nevada’s Targeted Industry Sectors: We focus our efforts and align our resources to support the key industry sectors identified by the Governor’s Economic Development Plan.

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

Rural Area Support: The rural areas of southern Nevada which include Esmeralda, Lincoln, Nye and rural areas of Clark County, pose unique challenges to workforce development. Areas separated by distances are not serviced by public transportation, have a limited number of large employers, and lack the social services infrastructure commonly found elsewhere. These communities require a different approach to sustain and develop jobs for residents. To effectively serve adult workers, Nye Communities Coalition – Career Connections and Lincoln County Adult Workforce have coordinated hiring events, supported efforts to sustain local businesses and developed relationships with new employers expanding to rural areas. Nye Communities Coalition – Youth WERKS Program developed a comprehensive STEM initiative for youth in Nye and Esmeralda County. STEM initiatives include a hydroponics system and community garden, robotics, coding, electronic labs, and an expanded “What’s It Mean to Be Green?” curriculum. This program also conducted a year-end educational trip that focused on STEM educational activities and leadership development. Youth participants toured UNLV, Nevada Art Institute, and San Diego University. Youth participants also visited the Science Center and History Museum in Balboa Park San Diego, CA. Youth participated in a behind the scenes tour with San Diego Zoo staff where they learned about various careers within zoology. The final activity included a camping experience at Twin Lakes Campground, CA. All camping activities were centered on leadership development, problem-solving, and teamwork.

Local Employer Advisory Panel (LEAP): This sector-focused advisory panel, comprised of local employers within our local workforce investment area, grew in membership and impact throughout 2014. LEAP members have decision-making and hiring authority in local businesses, and delivered “real time” and locally relevant workforce intelligence for Southern Nevada’s OSDS. The intelligence received is used to improve services within the OSDS and to align training resources through proactive management of the Eligible Training Provider List (ETPL). In preparation for the implementation of WIOA, WC evaluated the success of LEAP and utilized its framework and purpose to model additional advisory panels to be implemented in 2015.

Workforce Development Academy (WDA): The WDA offered WIOA Youth and ADW Certification Programs. Graduates of the program gained understanding of WIOA, which aims to provide employment and training services for eligible youth and adults. Earning a WDA Certificate demonstrates a broad understanding of WIOA, upgrades knowledge and skills, builds system capacity and increases credibility and value to the local workforce development system. Participants that complete the program receive CEUs from the College of Southern Nevada (CSN).

The WDA Youth/ADW Certificate Programs target necessary skills for effective WIA case management via a multiple-module curriculum designed by WC.

Veterans: In 2014, WC partnered with the Las Vegas Clark County Urban League to provide workforce development services for veterans and their spouses. The Urban League delivered a holistic program for veterans at the One-Stop Career Center. The approach provided training and support services that help participants obtain and retain jobs, fostering a positive return to civilian life after military service or serving as a military spouse. The case managers are all retired or active military personnel. Summarized below are two Veterans initiatives:

- **Transition from Military Medic to Nursing:** The Military Medic/Corpsman to Licensed Practical Nurse (LPN) is a 15-credit one-semester program designed to bridge the military member or veteran's medical education and experience with the role of an LPN. This program was developed in collaboration between the Nevada State Board of Nursing and the College of Southern Nevada as a pilot program of the National Governor's Association. The first cohort consisted of three individuals – two Air Force Reserves aeromedical technicians and an active duty Army Mental Health Specialist. All three students completed the program in August, 2015 and are preparing for the national licensing examination.
- **The Green Zone Initiative:** The mission of the Green Zone Initiative is to ensure that every veteran at home, or returning to our communities, is thriving. The initiative is to marshal and align all available resources, in order to reduce gaps in service, reduce duplication of service and better serve Nevada's military service members, veterans, their families and survivors.

GAP Training for RNs Program: WC approved funding for 66 newly graduated Registered Nurses (RNs) in UNLV's new GAP Training for RNs program. This program offers real-world experience for newly-graduated nurses as they transition from school to professional practice.

Despite high overall demand for nurses, RNs fresh out of school frequently find it difficult to land their first position. Job postings often ask applicants for several years of experience, eliminating new graduates from consideration.

The 13-week program provides nurses with additional education, mentoring/coaching, and clinical experiences to improve competence, professional skills and employability. Nurse participants are assigned to a Las Vegas area hospital where they work under the observation of an experienced preceptor. Nurses also practice skills in a high-tech medical simulation lab and participate in online learning opportunities focused on quality and safety in professional practice.

GAP Training for RNs is open to nurses who graduated from any nationally-accredited academic nursing program and passed their Nevada RN license exam within the past 18 months, but have not worked professionally as an RN. The program also is open to nurses seeking to return to acute care practice after an absence of five years or more.

Interactive Career Exploration (ICE):

Maximizing the value we provide to the customer is an important business imperative for the OSDS. Time spent in a waiting room and/or on travel can be made more productive. Furthermore, travel to our facilities is sometimes not an option for the customer. In 2014 WC launched the ICE Project. This new tool will allow customers to have easy access to career exploration and other services available throughout the system. However, customers won't be limited to accessing this tool from the One-Stop Career Center physical kiosks. When fully implemented, customers will be able to access the tool from any computer or mobile device. The first phase of the project includes a quick visual personality assessment that can be completed in just minutes and provides instant actionable data for career mapping. Users will also find fun and interactive career exploration activities hosted by virtual animated characters and themed in Southern Nevada's Industry Sectors.





Mobile One-Stop Project. A retired bus donated by Southern Nevada’s Regional Transportation Commission was repurposed and transformed into a Mobile One-Stop unit. Its deployment throughout the local workforce development area will be coordinated by the One-Stop Career Center Operator.

The repurposed bus has two separate office spaces where system clients can meet one-on-one with system staff. Each office space is equipped with a desk, chairs, lockable cabinetry and its own laptop and printer. An additional battery-bank and inverter system were added to the bus in order to provide the necessary power for the new office equipment. The bus already met Americans with Disabilities Act (ADA) requirements so the existing feature was incorporated into the repurposing design process. This allowed for one of the two office spaces to be made accessible for people with disabilities. This repurposed asset will help WC increase access to system services to all populations in our local area, including those with special accessibility needs.

In preparation for the implementation of WIOA, the Request for Proposal process that took place in the last quarter of the program year included planning provisions for the eventual deployment of the bus by the One-Stop Career Center Operator and the affiliate sites.



New Management Process for the Eligible Training Provider List (ETPL): This project was launched during the second quarter of the program year. Working with Nevada’s Department of Employment Training and Rehabilitation (DETR) and Nevadaworks, WC started a one-year implementation of the new automated ETPL management process. The project will convert the existing management of the ETPL into a streamlined paperless process that will reduce resource use and increase efficiencies. It will also lay the groundwork for a smooth transition to the new Statewide Automated Workforce System (SAWS).

The implementation involves modifying the applications in order to capture the data required for future reporting, creating enhanced search tools, formulating the automated workflow process, individual account management for training providers and eventual integration into SAWS.

In preparation for the implementation of WIOA and the ETPL performance reporting requirements, additional features were designed into the new automated workflow process in order to accommodate those future performance reporting requirements.

Comprehensive Update of Policies & Procedures: In an effort to streamline processes and the quality of services provided to program participants throughout the OSDS, WC continued a comprehensive policy review/update process. The intent of the process is to improve/maintain policies and procedures and provide policy guidance and interpretation of Federal and State laws and regulations. The overall objectives are:

- Communicate vision and guiding principles on the delivery of high quality services, outcome-focused job seeker strategies, and local-community collaborative efforts
- Improve grant administration in alignment with established statutes and associated regulations
- Improve quality of service
- Facilitate successful monitoring/oversight
- Improve program performance and quality of performance
- Improve effectiveness of monitoring and oversight activities
- Improve administrative processes
- Prepare for WIOA through:
 - Structured analysis of WIOA (webinar participative approach)
 - Assessment of local readiness towards the implementation of WIOA - Quick Start Action Planner (QSAP)
 - Identification of potential barriers or challenges to local WIOA implementation
 - Assessment of Notice of Proposed Rulemaking (NPRM)

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

- Employment and training activity
- Training effectiveness
- Program management
- Data validation
- Geographical Service Area Assessment - Areas of high need were quantified by ZIP code, unemployment claims, high school drop-out rates, areas of high poverty and age.

Paperless Initiative: In 2014, WC further expanded the paperless initiative to include inactive fiscal files and our extended funded partner network. We successfully digitally-archived 19,000 paper case files, increased efficiency and minimized potential for missing elements during the data validation process. We also implemented an ongoing digital archive process so that as soon as a client file becomes inactive it is sent to our scanning partner for

digital archiving. Future initiatives will continue to increase efficiencies through a paperless philosophy. No longer having the inactive physical files at partner locations greatly reduces the exposure to potential data loss. Our plan is to continuously look for processes that we can improve through automation and electronic storage.

Business Engagement & Communications:

The vision of the Business Engagement Specialist Team (BEST) is to become the premiere resource for employers looking for talent.

Business Engagement - PY14 by the Numbers		
Measure	Goal	Actual
Number of Hires	390	463
Number of Compacts	60	58
Prescreens	1,152	1,393
On-the-Job Training (OJT)/Apprenticeships	36	41
Average Wage	\$11.00	\$11.81

Business Services Network (BSN): The Business Services Network meets every other month at various partner locations in an effort to coordinate business and employer service activities throughout the OSDS to create a seamless approach for employers and job seekers. Effective, efficient, and constant communication among partners is a key ingredient for success in meeting this purpose and achieving the Network’s mission of “no wrong door” for employers. Members of BSN include WCs’ Business Engagement Specialist Team (BEST), Nevada JobConnect, Department of Welfare, Easter Seals, Goodwill, Foundation for an Independent Tomorrow, HELP of Southern Nevada, One-Stop Career Center, Southern Nevada Regional Housing Authority, Las Vegas Urban League, Nevada Partners and the Las Vegas Global Economic Alliance (LVGEA).



Compact Employers: Fifty-eight (58) local employers chose to partner with WC by signing a compact agreement that signified a commitment among businesses to:

- Hire workers from the public workforce system
- Utilize our training resources to upgrade workers
- Give advice on ways the public workforce system can serve better the employer community

In preparation for WIOA, Compact Employers will be asked to participate in the new Advisory Panels. The following fifty-eight (58) companies are currently members of the WC Compact:

ABM Janitorial Services	Diamond Resorts	Homewatch Care Givers	Pas De Deux Children's Couture	Tix4Tonight
Aggregate Industries	Digiphoto	InsureMonkey	Quality Investigations, Inc.	Towbin Automotive
Air Systems, Inc.	Electrical JATC of So. Nevada	KMJ Web Design	RDI Corporation	United Aqua Group
Allegiant Air	Epic	Knight Transportation	Robert Half Technologies	US Foods
Al's Beef	Exel Logistics	Las Vegas Paving	RTC	Vonage
Anderson Security	Expert Global Solutions	LAS Worldwide	Sheet Metal Local 88	Wyndham Vacation Ownership
Apollo Retail Specialists	G4S Secure Solutions	Link Technologies	Solar City	
Botanical Medical, LLC	GMT Care	Lucky Silver Gaming	Starpoint Resorts	
CCBOOTCAMP	Golden Corral	Lutheran Social Services	Stations Casinos	
Cox Communications	Hatcher Financial	Mass Mutual Nevada	SUMNU Marketing	
D&Q Enterprises	Healthcare Preparatory Institute	Nevada Hand	Sun Commercial Real Estate	
Decton Southwest, Inc.	Holiday Inn Club Vacations	Olin Chlor Alkali Products	Tek Systems	
Desert View Home Health	HomeCare by M&D, LLC	OPMICA Local 797 JATC	THI Consulting	

Formula Funds

Program Year 2014 Service Providers for Adult and Dislocated Workers

Academy of Human Development (A.H.D.)

A.H.D. provides bilingual academic skills, training assistance, employability workshops, and employment placement opportunities to individuals who lack the education and job skills necessary to compete in the current workforce market. Our programs and services are designed to assist our youth, adults and dislocated workers.

A.H.D. assists individuals achieving their goals for self-sufficiency. A.H.D. has served Southern Nevada for the last eight years and has provided exceptional education and training opportunities to individuals and families in crisis. Our classes are focused on skills identified by employers to be the most important when selecting candidates for hire.

Services provided include:

- Support services assuring the completion of secondary education, high school diploma and/or GED preparation and obtainment
- Paid work experience (WEX)
- Occupational skills training (OCC)
- Comprehensive job readiness preparation and workplace skill-set development
- Guidance for high in-demand professions and careers
- Training in sustainable management and supervisory skill-sets
- Microsoft Office training classes
- Workshops centered on resume development, interviewing skills, and professional etiquette
- Assistance with obtaining documentation required for training, employment, education and supportive services, to include but not limited to: Nevada ID, birth certificates, background checks, Social Security cards

Easter Seals Nevada

Easter Seals Nevada provides services for individuals with disabilities, impairments, and other barriers to competitive employment. Services are provided through a mix of intensive services such as employment and training assessments, an Individual Employment Plan (IEP) job development, short-term pre-vocational skills and in-house training tools. We provide assistive technology to help individuals reach their employment goals to become self-sufficient. In-house training tools include dress for success, resume writing, job search tools, interview skills, body language skills, transferable skills, customer service, and soft skills. These types of services assist an individual with disabilities to prepare and learn skills to successfully enter the workforce, or re-enter after an illness or injury. Training is individualized and the focus is placed on the individual's abilities versus their disability.

Foundation for an Independent Tomorrow (FIT)

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

Foundation for an Independent Tomorrow – Re-Entry Program

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

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

Goodwill of Southern Nevada, Inc.

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

The Las Vegas Urban League-Veterans

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

The VETS program targets over 100 new enrollees and provides employment services across Clark County to better reach its targeted population through expanded outreach. The VETS program targets 30% of its participants from the post 9/11 era, with the remaining enrollees coming from other service eras.

The program works with veterans to remove barriers to employment, and may assist the veteran household with supplemental assistance as needed to maintain or acquire employment. Programs are tailored to meet the specific needs of each participant and include various workshops on career skills enhancement, OCC, and WEXs, where the participant can develop positive and productive work skills to help maximize their quality of life.

Lincoln Adult Workforce

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

Nevada Partners, Inc. (NPI)

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

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

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

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

Nye Communities Coalition (NyECC)

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

Southern Nevada Regional Housing Authority (SNRHA)

For over 70 years, SNRHA's founding Housing Authorities have provided housing to the low and moderate income households in the greater Las Vegas metropolitan area. In late 2009, the Housing Authority established its inaugural Workforce Investment Act (WIA) case management program. Our goal is to work with at-risk populations who have significant and multiple barriers to employment including some of the hardest to serve and high need populations. To help with these barriers, our program offers educational and work readiness services such as:

- Individualized and intensive case management
- OJTs
- Education and OCC

- Career planning, job search assistance and resume writing
- Eliminating barriers to employment
- Tools, uniforms, work cards and other items required for employment after a person has been hired

Youth are given assessments to identify their interests, skills and abilities to create individualized career pathways. Youth are also provided supportive services to address any barriers that may prevent them from obtaining their goals. Upon completion of individual goals youth are given incentives, positive reinforcements and praise to encourage them to continue on their pathway to success.

The Y.E.S program also provides developmental support in the areas of leadership, employment-related soft skills and life skills. While providing services to all youth, we continue to focus on the out-of-school youth who are basic skills deficient to increase literacy and numeracy and remove barriers to attaining their high school diploma

In addition, Y.E.S works closely with youth who have criminal barriers. The Y.E.S program provides pre-release vocational training delivered by Hospitality International Training (H.I.T.) – Culinary. Upon release youth receive WEXs, intensive case management, and other supportive services to obtain and maintain employment.

Youth Advocate Program (YAP)

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

Non-Formula Funds

YouthBuild Grant



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

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

American Association of Retired People (AARP) Foundation Grant

PY14 saw WC complete its first year of services for the Back-to-Work 50+ program, sponsored through a private grant from the national AARP Foundation.

The centerpiece of the program is a 12-week series of holistic personal coaching workshops that address the fears associated with being a 50+ job seeker in a labor market increasingly in need of highly-skilled workers. Participants are empowered to recognize their talents and appreciate their unique life and job experiences. This in turn raises their self-esteem, supports their growth and success through additional training, and ultimately leads to increased employability.



Through co-enrollment with WC’s service providers and additional no-cost workshops offered by community partners such as Wells Fargo and Dress for Success Southern Nevada, the personal coaching is coupled with the full array of WIA/WIOA services to create a comprehensive program that addresses all barriers to employment.



WC was selected for the Back-to-Work 50+ grant through a highly competitive application process that saw only four Local Workforce Development Boards across the country chosen as recipients.

After a first quarter implementation phase, a total of three cohorts were able to participate in the coaching. The total number of individuals selected was 43, with 22 placed into employment to date and the remainder still actively searching. The latest cohort only graduated from the program in late June 2015.

Below is data reflecting the placements of the 50+ job seekers across sectors and the associated average wage:

Industry Sector	Percentage of Participants Employed	Average Wage
Cross Sector	45.5%	\$11.30
Health & Medical Services	27.3%	\$11.96
Logistics	13.6%	\$9.17
Tourism, Gaming & Entertainment	13.6%	\$12.50
Grand Total	100.0%	\$11.30

One of the unique features of the program is hands-on exposure to STEM related industries, occupations and skill sets. These activities connect participants to the in-demand skills of the current labor market.

As a result of the successful rollout of the program, WC has been chosen to move forward for a second year. Expectations are that WC will be able to increase the number of participants not only by having a full four quarters of program services available, but also through expanded outreach efforts that include advertisement paid for by the AARP Foundation and plans to expand monthly information sessions to offsite locations throughout the community.

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Possibilities Put to Work: Highlights from 2014

One-Stop Career Center

PY14 was quite a year for the One-Stop Career Center (OSCC), as service providers continued to grow comfortable in their roles and serve the multitudes of job seeker and business customers that came through the door. All told, 14,631 individuals accessed services at the OSCC.



The OSCC continued to be governed by a consortium of entities that included partners from Titles I, III and IV of WIA, as well as the Senior Community Service Employment Program (SCSEP). The consortium and its two sub-committees, Customer Flow and Compliance/Performance, met regularly as part of its role as overseer of the day-to-day operations of the center, and enacted policies and procedures aimed at continuously improving the services available to the community.



An additional area of focus this year was increasing the supply-demand alignment with WC's Business Engagement Specialist Team (BEST) so that job seekers were being trained by partners for jobs that actually existed in the community and employers were able to have access to a steady stream of skilled workers.

In February 2015, in an effort to fill gaps in the customer flow process, WC hired two OSCC Navigators to provide basic information regarding services available, help direct customers to the appropriate partners both within and outside the center, and supplement the core services being offered to job seekers.

The Navigators worked with all new OSCC customers, providing triage services and gathering pertinent documentation on behalf of partner staff. Additionally, by virtue of having expertise and national certification in resume writing, one of the Navigators was able to facilitate workshops that provided valuable information on how best to market yourself and stand out from the crowd in the current competitive employment landscape.



In April 2015, the OSCC, one of only 60 selected host sites in the entire nation, welcomed a veteran's financial coach into the fold. The position is funded through a partnership with the Armed Forces Services Corporation (AFSC) and Consumer Financial Protection Bureau (CFPB). It provides for financial coaching services to transitioning veterans to help them proactively

take control of their finances at that crucial moment in their lives.

The CFPB defines financial coaching as a method of providing financial education through advice and encouragement in a process largely driven by the client. The approach is strengths based and uses encouragement, accountability, and practice to empower the consumer to change behavior. Coaching is not intended to replace other interactions with consumers, such as financial counseling, but can be an excellent complement.

With the implementation of WIOA on the horizon, WC moved forward with a competitive procurement action in order to secure a One-Stop Operator for PY15.

A Request for Proposal (RFP) was issued in the spring and WC received two applications. After a review process that included objective scoring of the proposals by an outside agency, Social Policy Research Associates, the selected bidder was ResCare Workforce Services.

ResCare is one of the nation's most prominent workforce service providers, with operations in more than 300 locations across 27 states. This national footprint allows them to build an expansive staff of workforce experts who use the industry's best practices in order to tailor services to the communities they serve.



With ResCare poised to take over operation of the OSCC on July 1, 2015, WC was able to oversee a tricky, but ultimately successful, transition process that saw no disruption in services to the community.

As we move forward into PY15, we are excited about the opportunities that exist in our workforce development area to further align partners into a cohesive One-Stop System, standardize customer experiences across all service providers, and ensure that all Southern Nevadans have the opportunity to participate in the workforce and achieve self-sufficiency for themselves and their families.

Business Engagement

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



Nevada Day Super Hiring Event: On Wednesday, October 29, 2014, WC hosted the second annual Nevada Day Super Hiring Event. Thirty (30) employers with hundreds of open positions participated in the event. More than 1,000 job seekers attended the event hoping to get a face-to-face with local employers. More than 100 attendees were hired. We also achieved \$13,000 in earned media value.

Information Technology (IT) Training Expo & Hiring Event:

IT jobs are often the hardest jobs to fill in Southern Nevada, yet they are the most available and among the most highly paid. Local employers are actively searching for job seekers with skills in Science, Technology, Engineering and Mathematics (STEM). The Southern Nevada workforce isn't adequately trained to



meet the rising job demand in these industries. In response to this issue, WC hosted the *IT Training Expo & Hiring Event* on Wednesday, July 30, 2014. Jobseekers learned about exciting technology careers and training opportunities in the IT field. Employers, including DTT Investigations, Cox Communications, Stations Casinos, MGM and Robert Half Technologies, were onsite to interview job-ready candidates for local IT jobs. Ten training providers were also onsite to deliver information on locally relevant training. 147 jobseekers attended the event. We also achieved \$11,000 in earned media value.

Healthcare Training Expo & Hiring Event:

The healthcare industry is one of the fastest growing sectors in southern Nevada and offers qualified job seekers the ability to have a well-paying, sustainable career. With this labor market intelligence, WC hosted the *Healthcare Training Expo & Hiring Event* on Wednesday, March 25, 2015. Dozens of healthcare professionals were onsite to answer questions, offer advice and steer job seekers toward a successful career pathway.



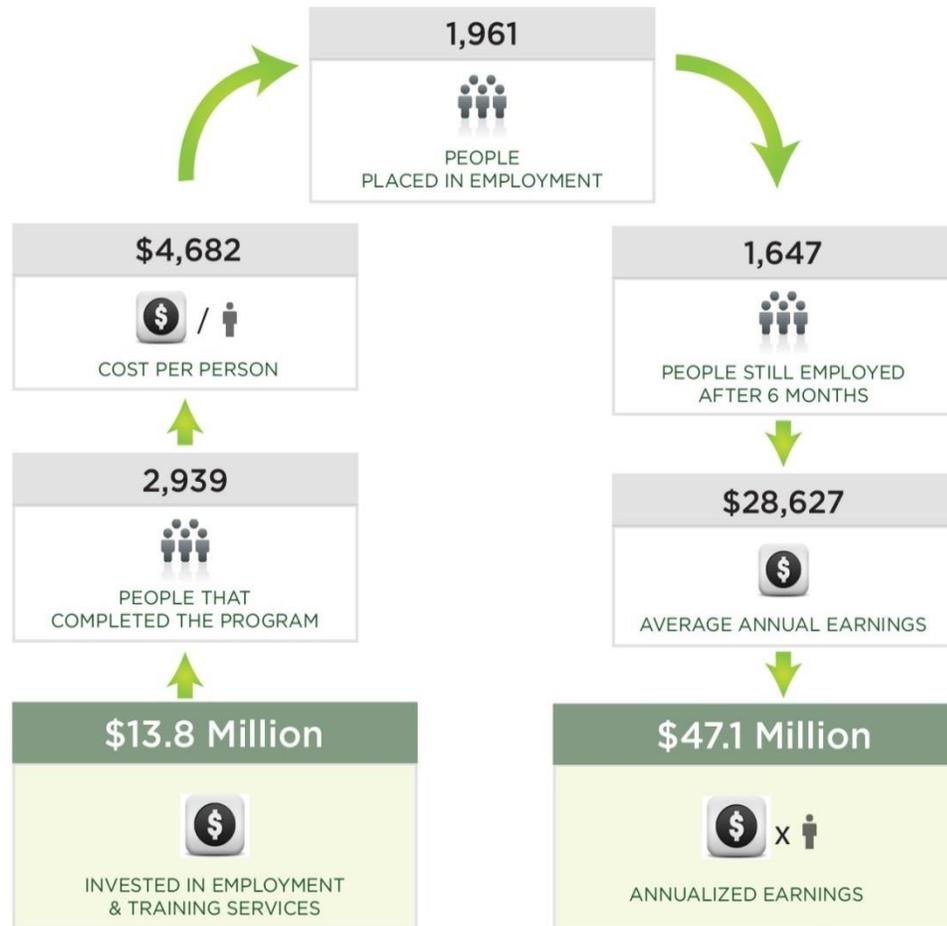
Seventeen (17) training providers offered valuable information about the career outlook and

salary information, as well as information for no-cost career training. Fourteen (14) employers were also onsite to interview job-ready candidates. 175 job seekers benefitted from the event. The event achieved \$8,000 in earned media value.

Strengthening Southern Nevada's Economy - Return on Investment

Data for Program Year July 2014 – June 2015, was used to compose a new one-sheet collateral piece. It illustrates how federal funds administered by WC help Adult & Dislocated Workers in the local workforce development area and positively impact our local economy.

HELPING ADULT & DISLOCATED WORKERS



Preliminary data from the period July 1, 2014 through June 30, 2015

STRENGTHENING SOUTHERN NEVADA'S ECONOMY

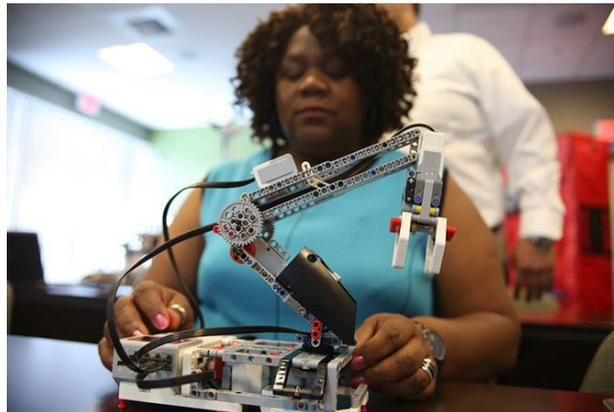
STEM Initiatives

WC expanded its STEM initiatives by adding additional STEM career exploration workshops at the One-Stop Career Center. These interactive/hands-on workshops expose participants to skill sets and competencies needed for occupations across all key industry sectors identified in the Governor's Economic Development Plan. Workshops are updated / added according to changes in the local labor market. The current available workshops are:

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



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



Success Stories

EMPLOYER TESTIMONIALS



We have worked with Workforce Connections' One-Stop Career Center for about one year. Most recently we participated in the Nevada Day Super Hiring Event. As employers seeking talent, we were impressed by how well the candidates were pre-screened before they came to interview with us. The candidates were prepared with resumes and even spoke on how well their Business Engagement Specialist prepared them for our meeting. Of the 103 pre-screened candidates at the event, we were able to invite approximately half to proceed with our interviewing process. We look forward to attending more events with One-Stop in the future and have since reached out with our open positions to get assistance on filling our employment needs.

Elena Colmenares | HR Administrator LV
Kens Foods, Inc. | www.kensfoods.com



**MONTEVISTA
HOSPITAL**

We attended the healthcare job fair and met several qualified candidates that we forwarded to our managers. The job fair resulted in our hospital hiring new staff that had not even heard of our agency. Thank you for connecting us!!

Rae Simpson, RN, MSN | Chief Nursing Officer
Montevista Hospital | www.strategicbh.com



I have worked with Workforce Connections' Business Engagement Specialist Team (BEST) for the last 8 months. BEST has assisted with our hiring needs for all of our open positions by providing qualified candidates from Cashiers, Retail Managers, to Marketing Coordinators. The One-Stop location has been a great resource for our organization and has provided effective quality service along with qualified candidates. The Business Engagement Specialist Team has been very effective in helping us meet our hiring deadlines and has become a great resource for the community and will always be a first choice of ours to partner with in the future.

Devonna Glinsey | Recruiter
Decton, Inc. | www.dectoninc.com



The Business Engagement Specialist Team has been an incredible and valuable partner for our recruiting process. They have held hiring events for us, consistently send us referrals and applicants, and have always been available to offer further resources and assistance. Our relationship has been very beneficial and key to our recruiting new hires.

Nichole Reeves/ Recruiting Specialist
DigiPhotoUS/www.DigiPhotoGlobal.com



Workforce Connections' Business Engagement Specialist Team has been very effective in providing us candidates and prospective hires. During our on-site visit, the team made the process of interviewing helpful for both our company and the candidates. Through this service, we are able to reach candidates that may not have heard of our company and opportunities in the past. BEST is

essential in pre-screening our referrals and we can depend on them to provide us with qualified candidates.

Connie Neshewat | Recruiter | Human Resources
APAC Customer Services, Inc. | EGS

PARTICIPANT SUCCESS STORIES



American Association of Retired People (AARP) Foundation Grant

Mr. Smith, 74, had been unemployed for seven years before he completed the Back to Work 50+ Program. He lived on the east coast, but was forced to move to Nevada to find affordable housing.

In 2007, like many other Americans he lost his home and his world was turned inside out. He made the decision to move to Las Vegas and to start over and seek full-time employment. For the next 7 years, Mr. Smith remained hopeful about finding another job, but to no avail.

After Mr. Smith was selected to participate in the coaching program, he completed twelve weeks of coaching which consisted of: Life Coaching, Digital Literacy, Financial Literacy, Dress For Success, Resume Workshops, STEM workshops and access to the One-Stop Career Center's resources including a Case Manager.

After coaching, Mr. Smith became gainfully employed before graduation and said, "The patience of the staff in working with us to do resume writing, cover letters, and job search was beyond what I expected this program to be." Mr. Smith was selected to speak at the graduation and stated passionately, "The course program was one of enlightenment, profound personal searching and the path to a new beginning." He credits the program for giving him the ability to see his true potential and regain confidence.



Easter Seals Nevada

Please allow us to introduce Cynthia, an excellent candidate who was successful through our program. When we asked Cynthia where she was in life prior to our program, she stated she learned about Easter Seals while taking a tour of Asher College; one of the ETPL providers.

Cynthia was unemployed and lacked current computer skills. She was driven by, "...the opportunity to further my education and, strengthen my computer skills while learning new ones. Battling lupus would sometimes make it difficult to keep up with the program, but I would never allow it to take over and defeat me from accomplishing my goal."

Where is she today? Cynthia confirmed, "I am now working for a small start-up company, My Next Career Path Staffing, as an Account Executive. I have been successful so far and am making steady progress. I am using the computer skills I learned at Asher College on a daily basis, and I am gaining experience in the talent acquisition industry. Thank you Easter Seals!"



Foundation for an Independent Tomorrow (FIT)

Edward, a 34 year-old widowed father, served this country many years, completing two tours of duty in Iraq before an injury caused his discharge from the military. Edward had a difficult time finding his way back into the workforce, struggling for more than a year before finding FIT.

Edward came to FIT hoping to find any job, but lacked direction and confidence. FIT guided Edward into the culinary field. FIT provided the funding for him to enroll in culinary training, putting him one step closer to achieving his goal of becoming a professional chef.

Once Edward had completed training he came back and met with the FIT staff to begin his job search. After several weeks, Edward was able to interview at a local restaurant.

Edward was hired on the spot, but needed to come to his first day of work fully outfitted in a chef uniform, with a knife set. FIT provided the items to help get him started.

Edward is working as a full-time cook making \$15.00 an hour, with health insurance. Edward can now provide for his family and is saving for the future.



Foundation for an Independent Tomorrow (FIT-Re Entry)

Jose was born into his gang, growing up in a rough neighborhood, and spent most of his life in and out of prison on various charges. It was only after his longest and final stint of incarceration that Jose found himself reflecting on his life. Jose had nothing but time to look back on the years he had lost, and it was then and there that he decided that wasted time would not be the legacy he left. When Jose left prison, he left his old life behind and moved to Las Vegas in search of a fresh start. Jose was directed to FIT where he began to pursue photovoltaic training. In spite of an eighth-grade education, Jose was without a doubt one of the brightest and most motivated students that his instructors had ever seen. With the support of FIT, Jose obtained his certificate and completed vocational training at the top of his class. Jose is working now as a highly successful PV technician with a local company.



Goodwill of Southern Nevada-Adult

“Being a single parent trying to make ends meet is hard, but being single with no job is even harder.” Tonya faced that challenge in 2014 when she decided to relocate from the Midwest to Las Vegas with a job offer in hand ready to make a new start. Unfortunately for Tonya, when she arrived in Las Vegas she found out that the job was no longer available. Faced with caring for three children, she set off on a job search to find a new company and a new start.

Tonya came to Goodwill for assistance in her job search with a positive attitude and extremely hopeful. Tonya received assistance with a bus pass and a voucher for interview clothing. Additionally, Tonya created a more marketable resume, received coaching on successful interviewing and about one week later Tonya, returned to Goodwill with a job offer in hand!

After starting her job, Goodwill was able to assist Tonya with transportation to get her to and from work until she received her first paycheck.

Today, Tonya is still gainfully employed and happy with all the assistance she was able to receive through the Goodwill’s ADW program.

Goodwill of Southern Nevada-Youth

As a child, Sean was diagnosed with Asperger’s and Bipolar Disorder. When he was enrolled in Goodwill’s ELITE program, at age 19, he had not yet obtained his high school diploma. He came to Goodwill unsure about his future. Sean quickly learned he belonged in this program and that he would receive all the support he needed in order to achieve his lost dreams.



Sean knew he needed his high school diploma so he enrolled at Desert Rose High School to continue working on passing his proficiencies and obtaining his diploma. Additionally, to provide Sean with some much needed work skills, he was placed into a WEX in Goodwill’s distribution center. Sean truly enjoyed the job and was noticed by one of the warehouse supervisors. Upon completion of his WEX, Sean was offered a permanent full-time position.

Sean entered the ELITE program feeling unsure of himself, but he was soon soaring through all of Goodwill’s workshops, including the leadership courses, gaining back his self-confidence. Sean is happy with his job, but is now clear that he would like to pursue a career as a professional cook. He is looking forward to enrolling in culinary training as while continuing his education to pass his final proficiency test. The future is bright for Sean!

Help of Southern Nevada (HELP)



Feneshia shared her story of being a youth that spent years of young life being known as “bad”, fighting, ditching school, getting in trouble and off track. She felt like throwing in the towel. In her junior year, Feneshia said she was getting her life on track when her grandmother became critically ill and passed away. Feneshia was devastated because now the woman she had spent her entire life with was gone. Despite feeling sad and unable to stop crying at times, she was feeling alone without her grandmother and wondering what to do next; she decided to continue school. She met with the school counselor where she received support and referral to Communities In Schools and a HELP of Southern Nevada Graduate Advocate Counselor (GAC), Verleana. Feneshia, now in her senior year, felt supported in doing the things needed to correct the effects of her past poor decisions and to succeed. Feneshia said thanks to Ms. Verleana and Cimarron Memorial High School, she is now a graduate and attending an ETPL approved nursing program.

Las Vegas Urban League-VETS

Veteran Brown was discharged as a post 9/11 war veteran and upon his discharge had no solid family support in place. Veteran Brown came to Las Vegas with a friend, and soon after he was living in a shelter.



Veterans from the post 9/11 era with lower ranks in service have little income. Veteran Brown had a lead on an opportunity to be hired as a line man with Union Pacific Railroad in Houston, Texas. The VETS team contacted Union Pacific regarding the opportunity and helped to seal the deal. Veteran Brown was hired as a line apprentice with the Union Pacific railroad.

The VETS team made assessments for Veteran Brown’s mental/health wellness. The One-Stop Career Center served as a central place where Veteran Brown came each day to prepare for work. The VETS team provided Veteran Brown with supportive services to acquire work clothes for the railroad, transportation assistance to and from the work location, and short term housing assistance at the new work site. We are proud to report that Veteran Brown has stable housing and is still working as an apprentice and makes a comfortable \$24.75 per hour.



Lincoln County Youth Career Program

Lincoln County
Workforce

We enrolled a young man in April of 2014. After developing an Individual Employment Plan, it became apparent that he had only passed his reading proficiency. After much hard work on his part and time dedicated to tutoring sessions, he was able to not only pass all of his proficiencies, but obtain his high school diploma. He had expected to receive an adjusted diploma and was stunned when he walked to receive his

standard diploma. That wasn't it for him though. He tested during this time for the Navy and received a score high enough to get in, but he wanted better. He continued to study and show up for tutoring sessions with his case manager and managed to test with a much better score. He is now leaving for the Marines (he was able to upgrade after gaining the better scores) in 5 days. He couldn't be happier.

Lincoln Adult Workforce



**Lincoln County
Workforce**

We had a client who moved back to Caliente in May of 2014. He had applied all over the county to no avail. That is when he came to us for help. Soon after we enrolled him he obtained a part-time job at a fast food restaurant; however, that was not enough for him. He continued to apply for positions even as far away as Ely, Elko and Lovelock. Unfortunately, nothing was coming through for him yet. He had received a Driving Under the Influence (DUI) citation several years ago and this was holding him back from getting a position of value. He came into our office to discuss his options to better himself and his employment. Class "A" Commercial Driver's License (CDL) training interested him, so we discussed the different schools available in Las Vegas. He made his decision and went to training as soon he could. The training started in January. He performed at the top of his class in all areas. Due to his exemplary performance, the trucking companies were willing to make an exception. During training, he was offered positions with various trucking companies and decided on Prime Inc. Trucking. He completed his training on February 5 and started working on February 16.



Nevada Partners-Adult

NEVADA PARTNERS

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



NEVADA PARTNERS

Nevada Partners –Youth Zachary had experienced a great deal of challenges in his past such as homelessness and family instability, including growing up without a mother. Zach tried to remain confident and focused, however with the constant stress of his living situation and difficulties with school transportation, Zach found himself getting off track and became credit deficient. Zachary enrolled in the Graduate Advocate Initiative program in October of 2014 and worked very hard to overcome his life challenges. Zach immediately engaged and began working diligently on the goals identified in his Individual Service Strategy (ISS). Zach signed up for additional classes

and community service to make up his missing credits and obtained employment as a lifeguard. With assistance from his case manager, Zach applied for the Heratio Alger Association scholarship, a grant awarded to individuals that have persevered through severe life challenges, and received an award letter of \$7,000 in January. In March of 2015 he was accepted to UNLV for the fall and plans to use the scholarship. Zach graduated Desert Pines High School on June 5, 2015 and plans to pursue a degree in business management, and to own an auto shop business.

Nye Communities Coalition-Adult (NCC)



One of our clients had been recently displaced from the workforce. She had dreamed of working in the dental field, but living in a rural area made going back to school seem out of reach. When Amanda learned of the dental assistant program in Pahrump, she jumped at the opportunity to learn new skills and hopefully find a career that would allow her to support her family. The classes were challenging, but Amanda stayed focused and in close contact with her case manager. She eventually became known as a leader among the students. Amanda graduated from the program and was awarded an internship at a local dental office. Immediately following her internship, she was offered a full-time position as a dental assistant and remains happily employed there. She reports that she is continuing to learn skills, including front-office skills, that will make her a valuable employee to any dental office.

Nye Communities Coalition-Youth

Nye Communities Coalition (NyECC) Youth Work, Experience, Responsibility, Knowledge, Skills (WERKS) program is especially proud of one young man for the changes he made and the distance he came while in the program. “Mitchell” was sent to Pahrump at age 16 from a Midwest state after he and his father became estranged. He had dropped out of school and was an offender, and moved to Pahrump to live with his distanced mother. Mitchell joined Youth WERKS and completed a WEX where he addressed his problems with staying focused and on task and responding with aggression. He learned about work ethic and communication skills to the point where he was placed in leadership positions. He completed his high school diploma by enrolling in an alternative school and he completed Youth WERKS classes on job readiness, resume writing and STEM studies. Mitchell quickly obtained employment at a local fast food restaurant. While working with case managers he expressed an interest in the military; he passed all entrance exams on his first try. Mitchell left August 3rd for the Army. He is very excited about starting his new career, and everyone here is very proud of him.





Olive Crest

Strong Families, Safe Kids

Tina came into our program in April 2015 and was in shock as to what our program could help her to accomplish in her future goals. Tina attended Southwest Career and Technical Academy and graduated in June 2015 with an emphasis in fashion design. Tina was accepted to UNLV and will begin there in the fall of 2015 working towards her degree in graphic design. Tina is currently working for Regal Cinemas at Red Rock Station and has been a positive influence within her foster home. Tina has risen above the negativity that she encountered in her earlier years and she has chosen to see a positive future rather than dwelling on what came out of her past. Tina attended one of our community outreach events at the Cox Communications center. There she spoke to some of the employees about how Olive Crest – Project Independence, in the short time that she had been in the program, had become a second family for her and provided the added support that she needed during a transition time in her life. Tina is truly a youth to be called an inspiration.

Southern Nevada Regional Housing Authority- Adult (SNRHA)

In 2012 NV Energy updated its meter system so that all readings could be done internally from a computer and desk, which dislocated outside “meter readers”. Mr. G had been unemployed for over a year and was behind on his mortgage, credit cards, utility bills, car payments and was struggling to make ends meet. His job was no longer in demand and he desperately needed a career that would keep him employed in Nevada and would make him “employable”. Upon completion of his initial assessment, the client and his case manager determined that due to his extensive construction background, he would best benefit from heating ventilation air conditioning (HVAC) & refrigeration training.



Mr. G successfully completed his training with very high grades and soon was job searching. Within a couple of weeks of completing his training, he gained full-time sustainable employment with Switch as a junior technician. Through SNRHA’s WIA program, Mr. G received supportive services to help with his training, as well as referrals for: mortgage assistance, energy assistance, credit repair, food pantries, clothing and school supplies for his children. The wrap around services and WIA services received helped alleviate financial and mental stress and provided security for himself and his family.



Southern Nevada Regional Housing Authority-Youth Employment Services (Y.E.S.)

At the end of the 2014 school year, the Y.E.S. program enrolled a participant who would not be allowed to graduate at the end of the school year as he was severely credit deficient and still awaiting completion on two out of the four required proficiency tests.

After being informed of the fact that he would not be allowed to graduate, the case manager and youth looked at several options to assist with his education goals. It was decided that the client would visit the Clark County School District Adult Education program for other options related to completion of his education. After his visit, the client decided to enroll in the Adult Ed program.

Through his participation in Y.E.S., the client received transportation assistance that allowed him to attend school regularly and obtain the deficient credits. In addition, he was able to pass his last two proficiency tests. The client graduated on August 18, 2015, and is in the process of obtaining training in the Information Technology sector after completion of a WEX.

Youth Advocate Program



Youth Advocate Programs would like to highlight Participant Tiara's desire to change her circumstance and better her life. Last year, Tiara appeared to be an incorrigible youth, following a troublesome path. She was enrolled in high school, but would not attend regularly. She lived with her family, but would not always come home. By summertime, Tiara found herself credit deficient, living with friends and pregnant.

The first moment Youth Advocate Programs witnessed the change in Tiara's outlook on life is when she scheduled an appointment with her case manager to discuss obtaining her GED; before then, she never showed interest in graduating. During her appointment, Tiara signed-up for tutoring and scheduled to take the reading section of the GED. She diligently studied and passed the reading section on her first try! Shortly afterwards, Tiara successfully completed all areas of the GED. Currently, Tiara is working two jobs (one full-time), maintaining her own apartment and car, and is now the mother of a beautiful little girl. In addition, Tiara was positively released from juvenile probation and is looking at colleges with strong nursing schools. Her goal is to become a pediatric registered nurse.

The 2014-2015 Northern Nevada Workforce Area Annual Report

Nevadaworks administered the Workforce Investment Act of 1998 (WIA) across the thirteen northern Nevada counties, including: Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine. With a staff of eight and one-half dedicated individuals, we partnered with 14 different agencies and funded 39 Programs to serve over 2400 clients in the 2014 Program Year.



Nevadaworks continued to enhance WIA administration outcomes within the local area with activities allowed under the eight Employment and Training Administration approved Waivers granted to the State of Nevada for the 2014 Program Year. These approved waivers also helped Nevadaworks advance the President’s Job-Driven elements by:

- “Opening Doors” to allow Nevadaworks flexibility to adjust funding in a timely manner for any job seeker, whether adult or dislocated worker;
- more effectively “Engage Employers” and develop “Earn and Learn” opportunities in both rural and urban communities, with over 1,300 occupational skills training services provided in the 2014 Program Year;
- including Youth in direct ETPL training to create “Smart Choices” for employment-focused Youth, and support the Governor’s sector training initiatives.

Nevadaworks’ staff continued to attend individual Governor’s Workforce Investment Board industry sector council meetings throughout the year, with staff members assigned to represent Nevadaworks within each of the nine sectors;

Aerospace and Defense, Agriculture, Clean Energy, Health Care and Medical Services, Information Technology, Logistics and Operations, Manufacturing, Mining and Materials, and Tourism, Gaming and Entertainment. With the State’s emphasis on industry sector training, Nevadaworks facilitated Eligible Training Provider List (ETPL) growth from 209 offerings at the end of the 2013 Program Year to over 282 approved courses currently.

Economic conditions continued to improve over the course of the 2014 program year. These improved conditions created an increase in the number of available jobs which led to a corresponding decrease in the unemployment rate. Based on information disseminated by the state of Nevada, Nevadaworks expects these trends to continue improving moving forward

Nevadaworks service providers achieved high levels of performance in the 2014 program year. All measures were above the 80% of negotiated levels of performance requirements, with two thirds reaching over 100% of negotiated levels.

<u>Performance Measure</u>	<u>Performance Achieved</u>	<u>Performance Relative to Negotiated Rates</u>
<u>Adult</u>		
Entered Employment Rate	79.75%	105.6%
Retention Rate	72.2%	87.6%
Average Earnings after Six Months	\$13541.00	93.4%
<u>Dislocated Worker</u>		
Entered Employment Rate	83.84%	108.8%
Retention Rate	79.14%	93.7%
Average Earnings after Six Months	\$18286.00	114.8%
<u>Youth</u>		
Placement in Education/Employment	71.08%	103.5%
Placement in Education/Employment	71.08%	103.5%
Degree/Certificate Attainment	77.63%	127.3%
Literacy/Numeracy Gain	46.75%	108.7%

On July 22, 2014, the Workforce Innovation and Opportunity Act (WIOA); was signed into law with implementation beginning July 1, 2015. WIOA implementation requires significant changes from existing practices. Nevadaworks staff spent numerous hours during the 2014 program year attending on-going meetings with the state to formulate policies and procedures for WIOA implementation. Among the various committees Nevadaworks staff participated in were: Governance Committee, Staff Development Committee, and the committee responsible for developing the State Unified Plan.

During the 2014 Program Year, Nevadaworks prepared and solicited Request for Proposals (RFP) for the 2015 Program Year to award approximately \$2.0M in Out-of-School Youth funds. Required elements of the RFP included: alternative secondary school services, paid or unpaid work experiences, occupational skills training, workforce preparation activities, leadership development, supportive services, adult mentoring, financial literacy education, entrepreneurial skills training, and activities that help youth prepare for and transition to postsecondary education and training. There were 11 respondents to the RFP. Nevadaworks board sub-committees evaluated and scored submissions, selecting 5 Out-of-School Youth service providers.

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

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

*Local Elected Officials: Darin Bloyed, Chair
Bonnie Weber, Chair Elect*

<u>NAME</u>	<u>TITLE</u>	<u>COUNTY</u>
Abowd, Karen	Supervisor Ward 1	Carson
Bloyed , Darin	Commissioner	Pershing
Castle, Denise	Social Services	Douglas
Cichowlaz, Clifford	Commissioner	Mineral
Clark, Art	Commissioner	Lander
Eklund, Clifford	Commissioner	Elko
French, Jim	Commissioner	Humboldt
Hastings, Bob	Commissioner	Lyon
Howe, Richard	Commissioner	White Pine
Osborne, Austin	Senior Planner	Storey
Scharmann, Bus	Commissioner	Churchill
Sharkozy, Michael	Commissioner	Eureka
Weber, Bonnie	Commissioner	Washoe

*Council Members: Michelle Sanchez-Bickley, Chair
Cheri Hill, Chair Elect*

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

Service Providers

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

ADULT (AD) Programs



JOIN – Carson City Office: The Carson City office of JOIN, Inc. responded to several changes during the 2014-2015 program year. JOIN hired a new Regional Branch Manager to replace the former Branch Manager and their coverage area was expanded to ensure outreach to eligible Nevadans living in Dayton, Virginia City, Minden, Gardnerville, Incline Village, the south shore of Lake Tahoe and the Washoe Tribe of Nevada & California.

In December, 2014, the Carson City office discontinued its in-house GED program and immediately entered into a Memorandum of Agreement with the program offered by Western Nevada College (WNC). All prospective JOIN clients who needed to complete high school prior to enrollment into JOIN's program services were referred to the free WNC adult education program. Sixteen individuals were referred by JOIN between January and April, 2015 with eight completing the certification in May at a graduation ceremony featuring JOIN's Executive Director as the commencement speaker.

Decreasing unemployment in Carson City contributed to the reduction of Adult clients served; 26 vs. the planned number of 40, but mid-year efforts were focused on extended outreach and dissemination of enrollment information in adjacent communities. New flyers were prepared and the Regional Branch Manager became significantly involved with the Northern Nevada Development Authority, various Chambers of Commerce, Western Nevada College, and other social services organizations that referred clients to the JOIN office. JOIN continued to maintain a strong relationship with the JobConnect office in Carson City and co-enrolled clients as often as possible to take advantage of some Career Enhancement Program (CEP) funding contributions to the training plan.

The Carson City office achieved the 40% sector training requirement for Adult clients, 50% of which obtained employment in demand occupations, specifically in dental office assistant, home healthcare aide, and doctor office administrative assistant positions. A smaller percentage of the clients exited to the Logistic/Operations sector, specifically warehouse positions in Carson City and Mound House, NV.

In April, 2015, a new "Pre-Enrollment and Discussion Series" began at the Carson City office, providing each prospective AD client with comprehensive information regarding JOIN's services, an evaluation of work priorities and career motivation, and an overview of workplace

responsibilities and opportunities. This 2-day program was offered by the office's Program Coordinator, (formerly the GED instructor), and was held each Monday beginning at 9:00 am.

In May, 2015, the Carson City branch relocated to its new address at 716 N. Carson St, a smaller but more visible and accessible location, immediately adjacent to the Carson City Visitors and Convention Bureau. This relocation saved the branch approximately \$ 4,550 in annual costs and allowed the office to better focus its financial resources on sector training while eliminating unnecessary overhead. A "grand reopening" of the Carson City JOIN office was held on July 22, 2015 with several City Supervisors in attendance as well as many members of the local Chamber office.

JOIN – Elko Office: The Elko office of JOIN, Inc. completed an outstanding year of service, increasing its Adult Program enrollment to 146.3% of its planned number of 28 clients to 41 clients. A strong Elko economy and increased business development enabled the JOIN, Inc. staff to exit 35 of its 40 clients to gainful employment for a placement rate of 87%. The average wage upon employment was over \$13.00 per hour.

The branch office achieved its 40% sector spending mandate by placing eligible clients in logistics and operations training, primarily CDL Driver Training Certification, arranged through a Memorandum of Agreement with Great Basin College. 17 Dislocated workers and 8 Adult workers participated in this industry-specific training and all 25 completed it for their certifications. A new memorandum of agreement was executed with Great Basin College to ensure continuation of this course, with new course instruction expanded to Winnemucca and Ely.

The other newly enrolled clients participated in sector training in the paralegal field, business administration, computer office technology and accounting.

A veteran JOIN employee was promoted to Regional Branch Manager with responsibility for overseeing operations in Elko, Ely, and Winnemucca. Her outreach activities now include soliciting clients from new communities where she can disseminate information about JOIN's programs and services; these include: Eureka; Wells; Wendover; Battle Mountain; and Carlin.

JOIN - Ely Office: The Ely JOIN office experienced a challenging year due to limited employment opportunities in the local area as well as the reluctance of eligible clients to travel to or reside in Elko or Reno for sector training. This branch office served a total of 16 Adult clients or 53.33% of its budgeted enrollment.

However, with the relocation of the office to a more visible and accessible location on the main street in Ely, enrollment is anticipated to increase through more effective outreach in the community. Mining opportunities are expected to increase and JOIN is using ETPL reciprocity with Utah to stimulate interest in training courses taking place across the border.

In January 2015, the Ely office also discontinued its in-house GED program contractor, preferring instead to rely on the established program conducted by the White Pine County School District. Prospective JOIN clients were referred to this free alternative, enabling JOIN to terminate its agreement with a private contractor at significant reduction of expenses in the branch.

The branch office was able to enroll 16 Adult clients, or 53.33% of its planned enrollment of 30 adults, but its employment placement rate was 82% owing to the tenacity of the new Branch Manager and her extensive contacts in the community. The average starting rate for exits to employment was \$11.43 per hour with various, local employers including: KGMH, a heavy equipment operator, Weber Trucking, performing over-the- road deliveries, and Ario Lott Trucking, a local subcontractor for KGMH.

The branch achieved its mandated sector spending for Adult clients in areas including: CDL; A&B Training; MSHA Mine Safety; and the 10-hour OSHA construction class.

In April 2015, the Branch Manager resigned to relocate and her position was eliminated in favor of oversight by a Regional Branch Manager based in Elko. The Ely office is now maintained by a fulltime Client Training Coordinator with strong ties to the community.

In May 2015, the Ely office moved to a smaller, more central location saving \$7,850 in annual costs while increasing the branch's visibility in the community. An "Open House" was held on June 23 with several members of the White Pine County Chamber of Commerce, community residents, and other social service agency representatives in attendance.

Success Story

One afternoon the Ely JOIN office received a call from the White Pine County jail. Never before had this manager had a person request the information to become a client from jail. This client had found herself in jail because of drug related issues. The client was a young mother with a son; a son that was watching her ruin her life one bad choice after another.

The client contacted JOIN because of her interest in Great Basin College's paralegal certification program. When she first mentioned this to JOIN they were truly shocked. She wanted to be a paralegal with her legal issues? JOIN's first instinct was to say that she would not be an appropriate client. But, they decided that she could fill out the documentation and after they reviewed the documentation JOIN would decide if she would be an appropriate client. Her preteen son dropped by the office to pick up the paperwork to take to her in jail. JOIN thought they would not hear from client upon her release. They were wrong; the day after her release she was in the JOIN office. They interviewed her extensively and had client perform an assessment test. After meeting with her it was apparent that she was truly ready for a change in her life; a change that would make her son proud. A new start to an interrupted life. It was decided that JOIN would assist client with training for paralegal certification.

The client began paralegal training the end of August 2014. The course was truly a labor intensive course with so much of the coursework being done at home. Toward the end of the first semester she became discouraged with the amount of work that was required to complete the courses and working full time as a maid as well. Thankfully the client expressed her concerns to JOIN and they were able to encourage her to complete the fall semester and to focus on the winter break, which provided her with time to regroup so that she could be prepared take on the last semester; The client made it successfully through the first semester.



She was in the process of taking the last two classes she will need to receive her certification. The journey for this client was not over; in fact had truly just begun. Success for clients often is one step at a

time. The first step that the client took was to identify that she needed to make a change. The next step was to find those that could help her achieve her goals.

Another step was to show up; show up to JOIN appointments, show up to the classes at GBC. The biggest step of all was not stopping. She kept moving forward. These steps were paying off in a big way. This client took back control of her future which strengthened her family. Her self-worth skyrocketed. Most importantly for JOIN she was offered a job with a local attorney on completion of her training.

This client changed the direction of her life; she transformed her path. No one can know the future choices that she will make, good or bad, but she was admired for her own personal miracles. This client was truly a success.

JOIN - Fallon/Fernley Offices: The combined Fallon/Fernley offices achieved its 40% sector spending for its Adult program enrollment of 40 by serving 45 individuals, of which 25 clients, (66%), successfully exited to employment.

Occupational training for Adult clients focused on logistics (CDL Driving Certification) and health care courses, primarily Certified Nursing Assistant and Medical Billing & Coding.

Employment was secured for with CDL's with the following businesses:

- Knight Transportation
- Fundis Nev/Cal Trucking
- CR England
- May Trucking
- Granite Construction
- Cyclone Trucking
- Melton Truck Lines

Employment was secured for clients with their Certified Nursing Assistant certifications with the following employers:

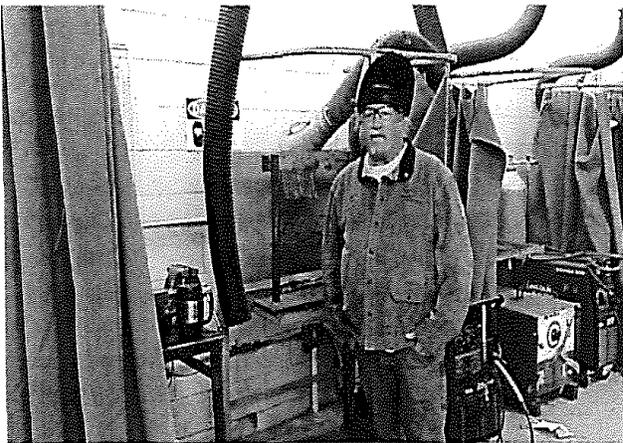
- Highland Village Assisted Living
- Pershing County Hospital
- The Homestead Assisting Living
- Banner Hospital
- Renown Medical Center

JOIN anticipates that Fernley will become the "epicenter" of career training with the expansion of new businesses and TESLA hiring and, as a result, the part-time Client Assistant was promoted to a fulltime Client Training Coordinator.

Success Story

Ben was eligible as an Adult due to income guidelines. He was referred to JOIN from Adult Probation for assistance with training and help getting his life straightened out. He had past experience in construction, equipment operating, and welding, but due to his background he was not able to find an employer interested in taking a chance with him. JOIN began working with client; assessing where he was and where he wanted to go. The one thing he thought was that he was "too old" to go backwards and wanted to do better for himself.

Ben did his research for the training he was interested in, welding, and knew he would have to get current certifications to gain an employer's attention. He visited the college,



signed up to be a student and needed JOIN's help for the tuition. Ben started slowly with one class, he wanted to make sure he successfully completed the first one, and then proceeded to go in a forward direction. Since working with Ben, he has completed Welding I, II and III with an "A" in all classes. He was able to assist the instructors with beginning students in the welding lab, which increased his confidence and self-worth.

For this client's Spring semester, WNC brought their Accelerated Welding Program back to the Fallon Campus, which allowed the client to complete and gain certifications sooner than expected. He was due to complete in May and had already made solid contacts with the local welding/joist company. Ben was also invited to join the Phi Theta Kappa International Honor Society due to his grades and class attendance at WNC.

During Ben's enrollment, he worked a minimum wage job at McDonalds because that is what he was required to do to get off probation. He did not have a NV Driver's license, so his only means of transportation was his bike; he made that work. JOIN witnessed his confidence level increase as he continued to complete his classes and assist other students in

their learning process. Ben's success gave him the confidence to consider taking additional education classes and possibly gaining his degree. His immediate goal was to complete his welding certification and start his new career and knowing this client now, we had no doubt he would succeed!

JOIN - Reno Office: The Reno branch office experienced a large influx of Adult clients and enrolled 147.92% of its anticipated service number or 142 individuals during the program year with 98 carried over from the prior program year. As a result, the two fulltime Career Training Coordinators were extremely busy and maintained an active schedule of client enrollment and coaching meetings.

The branch office met its 40% sector training mandate by focusing on client training in the following areas:

- Operations/Logistics: CDL Driver Training
- Medical: Clinical, Medical Assistant, Dental Assistant, Medical Billing
- Info Tech: Advanced Computer Technology, Computer Programming

- Manufacturing : Welding, Mechanical Maintenance, Industrial Production
- Tourism: Cosmetology

The Reno branch began the program year with 98 clients, enrolled another 142 into the Adult program, and successfully exited 95 individuals, (62%), to employment.

The following businesses were several that hired JOIN clients for an average starting wage of over \$14.30 per hour:

- Geodrill LLC
- Sierra Radiopharmacy
- ITS Logistics

In total, the Reno branch exited 98 clients to successful employment opportunities; 73% of clients served during the program year.

The branch's fulltime Career Coach also introduced EDIT's skills inventory assessment as part of new client orientation for the Reno and other branch offices. This two-part instrument was administered to all clients and was a reliable and substantive method for assessing an individual's competencies, skill sets, and values regarding employment.

In May, 2015, the Reno office consolidated its office space choosing to vacate a larger space and merge its administrative group, ProNet, and JOIN team for reduced rent, leveraged equipment, and increased efficiencies so that additional funding can be used for occupational training.

Success Story

David came to JOIN, Inc. after losing his job as a firefighter of 10 years due to some personal issues. The client felt he lost his identity after losing his job and his impending divorce. David still had a lot going for him; he just needed a little reminding. He was a veteran who served his country as a Marine for 9 years; he ultimately became a hospital corpsman and received an Honorable Discharge. He had brought many skills from his former career where he was assigned the responsibility of independent duty aboard ships; client had the ability to work alone, leadership experience and good communication skills. At the time David came to JOIN, Inc. he was living with friends and relying on financial assistance from his father. Once he was approved for training, he dove into the program head first, doing research and visiting truck schools. While he was still attending his CDL training classes, he was already looking for driving jobs.



He accepted an offer with Melton Truck Lines out of Oklahoma driving flat-bed trucks. The ink wasn't dry on his Certificate of Completion before he flew to Oklahoma for orientation.

David emailed us a picture of himself with his truck; "Things are great, graduated orientation Monday in Tulsa but had to wait for my trainer until today. We are heading from Tulsa, OK to Michigan-litttttle cold. My first load of course is an oversize load; pretty big-here's a pic. Thanks for all the help you provided to me in starting a new career and my new life!"

JOIN – Winnemucca Office: The Winnemucca office underwent profound changes in 2014-15; their long-time Branch Manager unexpectedly passed away in November. JOIN's Executive Director visited Winnemucca weekly for several months in order to re-establish appropriate branch procedures and conduct extensive outreach activities.

The branch pursued a new relationship with the Humboldt County School District, choosing to refer potential clients to the district's GED/Adult Education program rather than JOIN attempting to administer it as its own function. The new, collaborative relationship enabled JOIN to focus on career training, and for the Humboldt County School District to hire, train, and directly employ the classroom teachers. This new collaboration was preferred by the Nevada Department of Education and JOIN provided easy access to its training programs for graduates with certifications of high school completion.

The Winnemucca office enrolled 20 Adult clients, achieving 131.82% of its budgeted goal, and exited 15, or 68%, to gainful employment. It was, however, unable to meet its budget for sector spending due to the limited cost of those training courses selected by its clients. As with the Ely office, the challenge was to motivate eligible participants to attend training courses outside of their residential area, often in Elko or Reno, and then to find suitable employment in the community in which they resided.

With a pick-up in mining activity during the program year, JOIN clients were able to exit to employment with three, key employers for an average starting rate of \$12.00 per hour:

- American Mining
- Solenis Chemicals
- Hunweill Construction

In May, the Winnemucca branch office relocated from 5,500 sq. feet of space, (much of it unused but shared with various community service agencies), to its new, more visible and contained office space located at 211S. Bridge St.; directly across from the Convention Center in the main business area of the community. An "Open House" was well-attended by many members of the Chamber of Commerce, the Mayor of Winnemucca, and others.



Career Healthcare Connections for Adult Workers

The **Center for the Application of Substance Abuse Technologies (CASAT)** received funding to create and implement the Career Healthcare Connections for Adult Workers (CHC-AW) program to provide financial assistance to individuals interested in pursuing careers in behavioral health, and to build and strengthen Nevada's substance use disorders treatment workforce. Program accomplishments included:

- supporting five behavioral health training track options;
- recruiting and enrolling 15 clients;
- building and promoting the Peer Support Specialist (PSS) Certificate, Addiction Treatment Services Certificate, and practicum work-based training opportunities with potential to lead to employment within community agencies;
- collaborating with local behavioral health agencies to satisfy educational and training needs;
- assisting clients with entry into the behavioral health field that have had difficulty locating or maintaining employment.

- educational barriers reduction by providing tuition and textbook assistance, organizing work-based training, and sponsoring career/academic advisement which increased career on-ramps for students interested in the behavioral health field;
- expanded career entry options and increased client marketability to employers, thereby increasing the number of individuals working in the behavioral health field and enhancing the capacity of treatment providers to offer services to clients.

All participants were expected to make significant progress in the required course work, work-based training hours, and/or certification requirements by June 30, 2015. Of the 15 participants enrolled in the program: one withdrew from the program to pursue a different career opportunity; one client withdrew for personal reasons; three completed the PSS Certificate training and were employed; two completed the Certified Alcohol and Drug Counselor-Intern (CADC-I) Training and were working full-time as substance abuse counselors; one completed the Addiction Treatment Services Certificate, Minor and was working as a substance abuse and problem gambling counselor; one completed the Addiction Treatment Services Certificate, Minor and was continuing to complete a bachelor's degree while seeking employment in the behavioral health field; one completed the Addiction Treatment Services Certificate, Practicum and was pursuing a graduate degree with specialization in addictions studies; and five clients remained enrolled and were completing coursework toward their training.

Four clients were enrolled in the PSS Certificate program and completed work-based practicum experiences at the following locations: Step I; Center for Behavioral Health; Northern Nevada Veterans' Resource Center; and Ridge House. One client was enrolled in the Addiction Treatment Services Certificate, Practicum program and completed work-based practicum experience with Western Nevada Regional Youth Center and Lyon County Juvenile Services. The CHC-AW staff continued to maintain great relationships with behavioral health centers in rural and urban areas. The success of the clients gaining employment and experience relied heavily on community collaboration and trust between CHC staff and provider organizations.

Overall, the program was successful in developing the addiction treatment workforce with qualified professionals. The CHC-AW program produced three adequately prepared Peer Support Specialists who had the opportunity to begin or continue a career in addiction treatment services. Lessons learned were: student outcomes were impacted by educational level, experience, and length of recovery; client needs and expectations did not always match the reality of limited funding; primary clinical supervision created a financial barrier for CADC-I Training participants; soft skills such as job search strategies, resume building, and interview skills were necessary to meet program goals; and expectations of the program did not always align with community need. This program demonstrated the capacity to motivate, encourage, change, and develop the addiction treatment, prevention and recovery workforce. Every client that completed this program can further themselves in education, certification and therefore remain employed or gain employment.



Community Services Agency:

The 2014-2015 Keys to Success (Adult) Program continued to focus on customers challenges to remove their barriers to employment. CSA continued to assist with career coaching and case management while providing trainings and certifications necessary to secure employment possibilities.

Achievements (according to their internal data base):

Performance Measure	Actual #	Target	Rate
Served	111	71	156%
Entered Employment	64	84	76%
Retained Employment 90+ days*	43	69	62%
Received Vocational Training	94	N/A	N/A
Received Soft Skills Training	105	N/A	N/A

* Many customers were still in training and/or started employment so CSA was unable to fully capture the employment benchmark at time of report.

CSA emphasized developing each customer’s employment goal by developing customized personal goal plans, focusing on their individual aspirations and identifying their unique needs and barriers. As part of the individual plan, a customer could receive:

- soft skill workshops,
- career assessment,
- training assistance,
- professional resume,
- access to computers for job searching and filing applications,
- referrals to community resources that the individual might need and use.

CSA continued to schedule one-on-one time with customers to assist with career assessments and research utilizing the Nevada Career Information System. Time was specifically scheduled to assist customers with skills assessments, researching in-demand jobs in Nevada, and looking up training, certifications and skills necessary to gain employment. CSA continued to develop relationships with training providers that ultimately served to better assist their customers in obtaining the certifications and skills needed to obtain jobs in the Nevada job market.

CSA's soft skills workshops continued to assist customers with developing the skills necessary to obtain and maintain employment. These soft skills included: interviewing, networking, workplace conduct, job search, and basic computer skills.

The Financial Empowerment program continued to be a huge success by providing customers with:

- financial literacy,
- assistance improving their financial situation,
- budgeting and goal planning,
- credit repair and management,
- identity theft prevention skills,
- lessons on the importance of banking.

Subsequently, CSA's Workforce program staff worked with each customer by referring them to other community resources that could assist them with overcoming barriers to obtaining permanent employment, including information about food, housing, energy, healthcare and/or utility assistance.

CSA continued to work with customers who faced the usual range of barriers including, transportation, lack of education and/or training needed for employment, and computer literacy.

Transportation was a major barrier for many of their customers in obtaining and maintaining employment. Many of the City's warehouse jobs were not on the bus line and a large number of their customers relied on the bus system to get around town. Even if a customer had a driver's license and access to a vehicle they sometimes struggled with the cost of gas for getting to trainings and job interviews.

Education, more importantly the lack there-of, was a barrier to a number of their customers who did not have a high school diploma or GED/HiSet. With the changing job market in the U.S., and specifically Nevada, most of the jobs posted required a minimum level of education; a greater number of employers were requiring applicants to have completed higher levels of education including specific trainings and certifications. As a result, CSA's Workforce program continued to identify education and training opportunities that would assist their customers in overcoming these barriers.

Computer literacy was a chief barrier to many of CSA's customers. Nearly all jobs were posted online and required the applicant to fill-out an on-line application. For many of their customers, computers were something they had looked at but never used. As a result of this growing barrier to job opportunities, CSA developed a workshop that assisted customers by developing the basic computer skills necessary for job search and applying for work. CSA also provided customers with access to a proctored job search computer lab that assisted them with applying for jobs.

Success Stories

Donald came to CSA seeking assistance with obtaining his CDL license. When he first started with CSA, he was living in the restitution center and working for minimum wage. Donald stated that he had a CDL job waiting for him in Elko when he completed the program, but the main barrier that was in his way was him not having the CDL license. He was then able, with the help of CSA, obtain his CDL and successfully moved out of the restitution center and moved to Elko with his family. Donald was able to obtain a full time job as a CDL driver.

Gary came to CSA seeking assistance with CDL training. This client was unemployed and living with his friends. David was on food stamps and did not have the skills he needed to obtain employment. He reported that he had held only odd jobs. He was able to complete CDL training and then obtained employment in the logistics sector making above minimum wage.

Kanton was a father of 4 children, (2,3,4, and 5 years of age), unemployed, living with grandmother and about to lose children to child protective services. He came to CSA in September of 2014 seeking help with obtaining CDL Class A License in order to gain employment as a truck driver to take care of his family. He successfully completed his training and gained employment as a truck driver for Intermountain Slurry Seal.

Kenneth was unemployed and homeless seeking employment. He came to CSA in October 2014 seeking assistance with housing and welding training as he was interested in getting back into the field of welding. In June 2015 he successfully completed welding training and was working for Bess Welding Inc. Kenneth also obtained a new place to stay and was very happy about not having to live out of his car and/or hotels anymore.

Vinnie came to CSA seeking assistance with improving his employability in the manufacturing sector. CSA was able to assist him with the cost of Welding and Fabrication training at Career College of Northern Nevada. He completed training and immediately obtained a job as a welder. While in training CSA also assisted him with transportation and training supplies.

Bertha came to CSA seeking assistance with obtaining employment in the healthcare sector. With assistance from CSA, she was able to complete CNA training through the Milan Institute and was working as a CNA at a medical facility in Carson City. CSA also helped her obtain her GED and with training supplies.

Kathy moved to Reno to live with her son when she was unable to find work in her hometown in Oregon. Due to some issues with that situation, customer ended up living in a shelter and received Reno Rapid Re-housing service. She had a long-term work history working in residential care facilities but a similar position in Nevada required her to obtain her Certified Nursing Assistant credentials. CSA was able to assist with the cost of training and testing, as well as to assist her with the necessary training attire, and when she ran into a difficulty with not being able to take the bus to her required clinical hours due to timing, CSA was able to assist with transportation to those hours. Staff worked with Kathy to update and focus her resume on her career goals and shortly after she was offered a full time position as a CNA at Manor Care making \$10 an hour.

Diana enrolled with CSA as she was struggling to complete her training in Health Information Systems. Her husband had recently lost his job and her part-time employment was not enough to keep the family going while he looked for work. CSA was able to assist Diana with the outstanding fees that needed to be covered for her to obtain her certification. To allow customer to focus on training, CSA worked to help her cover some basic needs including: rent, utilities, food, and transportation. With this support, she was able to maintain her training and her husband was able to find employment. CSA staff worked closely with this customer to develop a resume that highlighted her education and transferable skills. Diana was happy to report to staff that the company where she did her externship was so impressed with her work that they offered her a permanent position as a Billing Specialist making \$13.50 per hour.



The Ridge House had a very successful year with the WIA Training contract, fully meeting the goal of providing services for 40 clients – actually they served 40 plus 1! The trainings that were sought after by clients were varied and included: CDL licensure; OSHA 10 and 30 training; computer training, including A+ certification; Smog, Lube and ASE training at TMCC; HVAC; Medical Coding; and several enrollments by clients who were interested in entering the field and taking Peer Recovery Specialist classes at UNR. Clients reported a high satisfaction with services and the trainings they received. Ridge House was proud of the program and of the clients who completed the trainings and were working in fields of their choosing earning living wages.

RidgeHouse's mentoring class, which was re-tooled to focus on employment, consisted of an 11 week course that prepared clients to look for jobs, handle on-line and paper applications, and participate in mock interviews. The Ridge House was fortunate to have two long term community volunteers who attended the mentoring classes: one was a personal banker from a national bank who assisted clients with banking needs including a 'second chance' option for checking accounts; and another was a tax accountant that helped clients work through the maze of past taxes, child support and student loans to get back on track.

The Ridge House continued to build and strengthen community partnerships to expand resources available to clients. During the 2014 program year they worked with National Career Skills Institute, Northern Nevada Community College, The Empowerment Center, and CASAT at UNR among others. Generous donations to their thrift store, Rags to Ridges allowed clients in their housing and workforce departments to get clothing, furnishing and other items to help them ease back in to community living.

The 2014 program year had many success stories, from a man who had wanted to be a truck driver for over 15 years finally achieving that goal, to another client who was working at a dealership and finished his first semester at TMCC on his way to becoming an ASE Certified Mechanic.

Success Story

One client had a particularly good year. When he came to Ridge House he was focused on doing what he had to do to work on his relationship with his two young children. He was court-required to have a two bedroom apartment and he set about looking for a job with gusto. His job search took some time, but the client was on the van every day looking for work; he shared with the Workforce Department his frustration, yet he kept at it. He finally did get a job and within a couple of months he had his two bedroom apartment, still had his job and wanted to pursue another goal, HVAC training. CSA enrolled the client in January 2015, and he then took on that challenge with determination. The Workforce Development team was proud of his efforts, his dedication and courage to literally start from scratch in rebuilding his life. He was very excited about his graduation and readily commented on what a great Holiday Season it was to be with his family. He transformed into a different man than when he first came into their office and a shining example of what difference training and a career can make.



Community Chest: With all the changes with respect to required training that were implemented in program year 2014-2015, their program took a bit of time to build momentum as its three employment case managers developed their understanding and abilities to fully and creatively serve program participants. The slow-to-build momentum was the primary reason they fell just shy of their goal of serving 25 participants with training. Overall, they served 36 clients -- 21 received training, 15 did not.

In 2014-2015 program year, participants lived in Fernley, Silver Springs, Stagecoach, Dayton, and/or Virginia City. The services they received included:

- sector-specific training,
- counseling/mentoring,
- case-management,
- assistance with utilities and other expenses,
- assistance seeking employment.

A significant percentage of the participants were able to successfully complete their work trainings and obtain post-program employment. In total, 21 clients received sector training in the following categories:

- Logistics & Operation, (the most popular category by far),
- Business,
- Health Care/Medical Services,
- Health and Safety.

The biggest barrier for most clients, and a nearly insurmountable one at that, was the lack of transportation available in the rurally-isolated communities in which they lived; until this issue is solved for the rural communities throughout the state of Nevada, the rural residents will continue to flounder.

Below is a success story of a gentleman who received training including Nevada Truck Driving CDL Certification, OSHA 10 certification, and Flagger's Certification:

This client was out of work for almost one year. When he signed up with Employment program he began to look for work and the opportunity came for him to take his CDL class. He had always wanted to be a Heavy Equipment operator, as well as drive truck, but he could not afford to take the course. This client was signed up right away for the class and passed. The client and Case Manager began to look for jobs after he obtained his CDL; it took a few months but he obtained employment driving rigs as well as operating heavy equipment. Our client was very appreciative of all the assistance he received.

Dislocated Worker (DW) Programs



ProNet enrolled 132 new clients to achieve 110% of its enrollment goal and also served an additional 91 carry-over clients; it exited 130 clients to professional positions for a 79% placement rate. ProNet utilized 88.41% of its sector spending mandate.

During the program year, particular attention was paid to the overall purpose of ProNet and its career training services. ProNet clients were generally better educated and fully established in careers or specific occupations at the time of their dislocation. Since they did not often require new or additional training, ProNet developed a strategy to align more fully with the University of Nevada-Reno's extended studies program.

As a result, a significant number of ProNet clients took advantage of ETPL- approved courses in "Supervisory Management", "Advanced Project Management", "Cyber Security Operations", "Information Security", "Grant Writing", and "Social Media". These courses were particularly useful to clients who required updated or enhanced skills in order to return to a more contemporary workforce.

With the ProNet Manager resigning in April to pursue an opportunity with the SPCA, the opportunity to better align ProNet with JOIN's overall mission and procedures presented itself. Space expense in excess of \$37,000 per year was eliminated when the ProNet staff was reduced to one full-time Career Training Coordinator who shared office space with JOIN staff. Significant budget reductions were achieved by consolidating office equipment, meeting rooms, telephone lines, and computer training areas.



JOIN – Carson City Office: The Carson City office enrolled 40 new DW clients during the 2014 program year and achieved 100% of its budgeted enrollment. Out of 59 DW clients exited from the DW program, (new clients and carry-over from PY 2013), 36 were successfully exited to gainful employment that paid a living wage for a 61% ratio. Placement included the following employers:

- The State of Nevada (various divisions)
- Northern Pipeline
- Carson City Waste Management
- Home Health Care assignments
- Click Bond

In terms of meeting its 40% sector spending for DW clients, the Carson branch met its goal at 96.84%, just shy of 100%. It should be noted that Carson City began a collaborative relationship with Western Nevada College in the second half of the program year and continued to work on supporting critical occupational skills courses most in demand by clients and local employers. The Carson City branch referred all potential DW clients who had not completed high school or an alternative certification to WNC's OED/Adult Education program. In turn, those graduates were, and will continue to be, referred back to JOIN for career training services.

It should be noted that the branch had a change of leadership in November, 2014 at which time the staff was reorganized for stronger results and a renewed focus on outreach to the outlying communities in Minden, Gardnerville, and Dayton.

JOIN anticipated that Carson City and the surrounding areas assigned to the Regional Branch Manager will continue to serve more Adult clients than Dislocated Workers since economic development in the region increased and fewer layoffs and downsizings were occurring among local industries and small-size employers. The State of Nevada stemmed the tide of workforce reductions and as baby boomers retired, opportunities for retention and promotion increased within public service.

JOIN – Elko Office: JOIN'S Elko branch office enrolled 29 DW clients during the program year, achieving 145% of its budgeted enrollment projection of 20 individuals. JOIN began the program year with 29 carry-over DW clients and exited 34 of the combined client base to employment for an 85% placement rate.

DW clients were exited successfully to several local employers, including:

- BJ Cecil Trucking
- Ferguson Trucking
- Clean Harbours Environmental
- Experis Trucking
- B&D Transport
- Professional Transportation
- Veris Gold
- Knight Transportation
- KRJC Radio
- Vitality Center
- Elko County
- Direct Force Maintenance
- Advent Sales
- Boot Barn
- Highland Manor
- Hilton Garden Inn

The Elko office achieved 97.31% of its mandated sector spending level and focused their training monies on the mining and logistics sectors. In October 2014, the JOIN office executed a "memorandum of agreement" with Great Basin College in Elko to offer eight regularly scheduled CDL Driver instruction courses, each of which was filled by a minimum of four JOIN clients. This collaboration will continue throughout program year 2016 and was expanded to Ely and Winnemucca based on JOIN's client base and regional occupational demand.

As new residents continue to relocate to Elko, JOIN anticipates a steady stream of clients who meet DW eligibility, having lost positions in other states or surrounding communities.

JOIN - Ely Office: The Ely branch office faced challenges with DW enrollment, enrolling only 9 of the projected 20 clients, or 45% of its intended goal. Traffic was slow throughout the year which may have been a result of two separate mines resuming or beginning operations and increasing their workforce numbers. As a result, the branch achieved only 49.36% of its mandated sector spending.

A key challenge in serving DW clients in Ely was that many eligible enrollees did not want to travel outside of the local area to participate in training. Various obstacles related to: child care, transportation, and employment potential following completion, prevented many eligible participants from enrolling. However, sector training dollars were spent in two key sectors: Logistics and Mining; the branch office utilized support service funding to ensure training attendance.

Two DW clients pursued Certified Nursing Assistant Certification by attending an ETPL-approved course in Utah where there is reciprocity.

In May, the Ely office relocated out of its former space to a less expensive and more visible office location and the Branch Manager who resigned was not replaced. The Career Training Coordinator was returned from lay-off status with hours increased for maximum office coverage. This individual reported to the Regional Branch Manager in Elko ensuring greater outreach and promotion of JOIN's Ely operation and programs.

Success Story



What was a man to do when he turns 50 years old and finds himself unemployed or in this case under employed? This client had been working as a maintenance person for different properties in Ely and a pattern had developed that he would work for a short while for a company and then be laid off. When he came to JOIN his current job only provided him about 20 hours of work a week, if he was lucky. The client qualified for unemployment compensation. After meeting with the client and reviewing the required documentation it was decided that this client was an appropriate JOIN client.

When the he first came to JOIN, he stated that he was interested in obtaining his CDL. He shared with JOIN the reasons he thought having his CDL would be a good direction for him to go. The client was given an assessment test. The test revealed that the two best fits for a career were in the Outdoor career cluster and the Technology Skilled career cluster; truck driving was listed in the Technology Skilled cluster. His interests, abilities, and values showed that a career as a truck driver would be a great fit. After meeting with the client several times JOIN decided to send him to Sparks, NV for CDL training.

This client was an A+ student at CDL training. He was focused on school and obtained his CDL license in two and a half weeks. A week after his return to Ely, he was employed by Weber Trucking making \$17 per hour. This client chose a new career path and took the steps necessary to achieve that goal-JOIN applauds him for his efforts.

JOIN – Fernley/Fallon Offices: Due to the explosive growth in and around the Fernley area, neither the Fernley nor Fallon branch offices achieved their budgeted enrollment of DW clients (40), reaching only 82.5% of the anticipated goal with 33 new clients. Additional businesses related to or surrounding the TESLA factory hired on employees, and those with a background in construction, trucking, or logistics were in high demand and readily able to secure jobs. Although Amazon discontinued its operation in Fernley in spring of 2015, most of the employees were relocated to the Reno facility. JOIN participated in a "rapid response" coordinated by DETR, but only two (2) clients materialized from this effort.

Sector spending was at 99.3% of its mandated goal and the focus was on: CDL Driver certification, health care, and Business/IT. Gainful employment was secured for 26 of the 33 clients with the following employers:

- Wal-Mart
- Zulily
- Systems Consultants
- Banner Hospital
- Highland Village Home Care
- ITS Logistics
- State of Nevada
- Peri & Sons
- Dental Office
- Desert Engineering
- Pride Trucking
- Probalance
- Volz Trucking

During May, a new outreach plan was developed that provided information about JOIN to neighboring areas including: Silver Springs, Virginia City, Hawthorne, the Fallon Shoshone Tribe, and the Fallon Naval Air Station.

JOIN - Reno Office: The Reno branch was able to enroll 125 DW clients, exceeding its goal of 90 new enrollees. The number was a reflection of the tail-end of the recession and the reductions in the workforce of INTUIT, K-Mart, and casino operations.

Extensive outreach was undertaken enhanced through the development and distribution of new flyers throughout the community.

Public service announcements were also featured on two, local radio stations and a feature article in the Nevada Business Weekly highlighted JOIN's program for dislocated workers.

Demand continued for ETPL training courses in Logistics & Operations, Technology, and Healthcare enabled the Reno office to achieve its sector spending goal; 98 clients were exited to employment resulting in a 73% placement rate. Significant hiring rates were achieved with ITS Logistics and Sierra Radiopharmacy. The Reno office achieved and dramatically exceeded its 40% sector spending mandate.

Truckee Meadows Community College continued to work collaboratively with JOIN to develop and implement in-demand occupational training that met the needs of new and expanding employers. JOIN's DW clients frequently enrolled in certification courses in: welding, mechanical production, clinical nursing assistance, phlebotomy, advanced manufacturing, electrical, and advanced computer technology.

JOIN Reno also worked with several private training providers including Nevada Career Skills Institute, New Horizons, Nevada Truck Driving School, and PITA to ensure clients

were able to enroll in a timely and cost effective manner.

The Reno branch also achieved a more efficient cost structure with the elimination of second-floor space and consolidation with its administrative offices. Equipment, phone lines, and computer connections were reduced.

Success Story

For 16 years, Ramiro was a dedicated employee at Smith's Food and Drug making \$16.90 an hour as Inventory Control Clerk. He was responsible for his crew, and due to a mistake a crew member made he was terminated on 11/8. He was especially devastated when he was denied UI benefits. He said, "I am not sure how I am going to provide for my family. My wife doesn't work either. Now I'm a total failure and have let my family down. They rely on me!"



Ramiro attained his MSHA and began looking for work; he registered with the local Temp Services and JobConnect. Time went by but nothing looked promising for long term employment. Ramiro had to do something fast because time was running out. He spoke with a CEP representative who referred him to JOIN for funding for CDL-A training and possible co-enrollment. He then began CDL-A training on 2/16, completed it on 3/7 and obtained employment on 3/15 with Redi Services making \$25.00 an hour!

JOIN: Winnemucca Office: The Winnemucca office achieved its budgeted enrollment goal of 12 DW clients during the program year; however, it did not meet its goal of 40% sector spending as training courses were limited by many clients' reluctance to travel out of the area.

While all DW clients were offered support services by way of transportation assistance and temporary lodging; most chose to pursue the Certified Nursing Assistance course provided locally by Great Basin College's Winnemucca site.

With a carry-over of 19 DW clients and the addition of 12 new clients, only 15 were exited to fulltime employment at a rate less than \$12.00 per hour.

In May, the office relocated to a more visible, accessible location and condensed the staff to two Career Training Coordinators. Considerable effort went into expanding outreach in the community including a successful "Open House", two radio interviews, an appearance before the Humboldt County Commissioners, and several articles about JOIN's programs in the local newspaper.

With the closing of Raley's and the Hycroft mining operation, JOIN Winnemucca anticipates enrolling a much larger number of DW clients in future program years. Great Basin College will be extending their CDL Driver's Certification course to its Winnemucca campus, making this in-demand training much more accessible to JOIN's enrollees moving forward.



Community Services Agency:

CSA’s Dislocated Workers program was very busy during the 2014 program year. Due to the high number of customers with employment lay-offs, downsizing, and other barriers, the dislocated worker found the need for enhanced skillsets and work history. Customers that enrolled in this program not only received soft skills trainings and assistance, but also received resume development, additional trainings and certifications, and intensive case management.

Achievements:

Performance Measure	Actual #	Target	Rate
Served	115	75	153%
Entered Employment*	83	89	93%
Retained Employment 90+ days*	51	75	68%
Received Vocational Training	98	N/A	N/A
Received Soft Skills Training	111	N/A	N/A

* Many customers are still in training and/or have started employment within the last 90 days and are unable to fully capture the employment benchmark at time of report.

CSA’s ongoing emphasis on developing each customer’s employment goal included developing a customized personal plan and focusing on their needs and barriers in order to successfully obtain and maintain employment. As part of each customer’s specific plan, they received:

- soft skill workshops,
- career assessments,
- training/certification assistance,
- professional resume,
- access to computers to search for employment and fill-out applications.

CSA continued to work with each customer to develop a customized employment goal plan based on the individual’s unique needs and barriers. These plans incorporated many components, including:

- soft skill workshops;
- resume development;
- career assessment and training assistance;
- referrals to community resources;
- access to a job search computer lab for job search and job postings board.

CSA continued to implement assistance with career assessments and research utilizing the Nevada Career Information System. Time was specifically scheduled to assist customers with skills assessments, researching in-demand jobs in Nevada, looking up trainings, certifications,

and the skills necessary to gain employment. CSA continued to develop relationships with training providers that ultimately served to better assist its customers with obtaining the certifications and skills needed to secure jobs in the Nevada job market.

The Financial Empowerment program continued to be a huge success by providing customer with:

- financial literacy,
- assistance improving their financial situation,
- budgeting and goal planning assistance,
- credit repair information,
- identity theft prevention skills,
- information stressing the importance of banking.

In addition, CSA's Workforce program staff worked with each customer and referred them, when necessary, to other community resources that could assist with overcoming barriers to obtaining permanent employment, including information about food, housing, energy, healthcare and/or utility assistance.

CSA continued to work with customers who faced the usual range of barriers including: transportation, lack of education and/or training needed for employment, and computer literacy.

Transportation was a major barrier for many of CSA's customers when attempting to obtain and maintain employment. Many of the City's warehouse jobs were not on the bus line and a large number of their customers relied on the bus system to get around town. If a customer had a driver's license and access to a vehicle, they struggled with gas costs getting to trainings and job interviews.

Education, more importantly the lack there-of, was a major barrier to overcome. Many of CSA's customers did not have a high school diploma or GED/HiSet. With the changing job market in the U.S., and specifically Nevada, most of the jobs posted required a minimum level of education; a greater number of employers required the applicant to have completed higher levels of education including specific trainings and certifications. As a result, CSA's Workforce program continued to identify education and training opportunities that assisted its customers with overcoming these barriers.

Computer literacy was a chief barrier to many of CSA customers. Nearly all jobs were posted online and required the applicant to fill-out an on-line application. For many of their customers, computers were something they had looked at but never used. As a result of this growing barrier to job opportunities, CSA developed a workshop to assist customers with developing the basic computer skills necessary for job search and applying for work. CSA also provided customers with access to a proctored job search computer lab that assisted them with applying for jobs.

Success Stories

Theodore came to CSA seeking assistance with CDL training. When he had first started in the program, he was on probation in California and had a medical marijuana card. Theodore checked with the local schools in town that offered CDL training and was informed that even though he has the card, and it is legal where he lived, it is still illegal here. Theodore was informed that if he were to continue with his CDL while having his medical marijuana card and he were to take a DOT drug test and fail, he would then lose his license for at least 6 months and have to complete drug counseling. Theodore was able to demonstrate that he no longer needed the medical marijuana and was able to successfully pass a drug test and complete CDL training. Since training, he has become more self-sufficient and was able to obtain employment in the logistics sector.

Benjamin came to CSA seeking assistance with obtaining his CDL license. When he first started in the program he was living in transitional housing and was dealing with some legal trouble. He was able to start CDL training and successfully obtain his class A and B license. Benjamin was then able to move out of his transitional housing and obtain a full time job as a CDL driver making above minimum wage.

Dustin came to CSA because he wanted to start his career in the logistics sector as a commercial truck driver. He was a veteran who needed assistance with getting the license and training necessary to accomplish this career goal. CSA was able to assist him the cost of CDL training through Nevada Truck Driving School. He obtained employment with a local driving company and was thankful to CSA for the opportunity to start his new career.

Mary came to CSA eager to restart her career in the healthcare sector. She was a displaced homemaker who had worked in the healthcare sector, but needed assistance with getting the training and certification necessary to reenter the field. CSA was able to assist her with the cost of training and she became a registered CNA. She obtained a job at a healthcare facility with the opportunity to grow within that company. She was thankful for the chance to transition back into the workforce, doing something that she loves.

Bonnie came into CSA seeking assistance with paying for her CNA schooling. She had been helping her family in exchange for room and board for the past few years following her divorce. She had her four year degree, but had no job history in her field of study. After researching her options, she decided to pursue her certification as a nursing assistant. Bonnie had many obstacles along the way; her car broke down and was beyond repair, she had family emergencies that demanded her time, and she had limited income to support herself. She managed to complete her courses, pass her exams and became a state certified CNA. Unfortunately, the obstacles continued and she was forced to move to California due to a family emergency. She moved in with family to care for her sick daughter, did the necessary work to transfer her CNA licensing to meet California requirements, and took on part time work to support her family through the emergency. In the months that followed, she was able to secure a job at St. Joseph's Hospital working full time with full employee benefits.

Robert was a dislocated worker who had been working in banking and sales for the past several years. When he enrolled with CSA he had finished unemployment and had been living off of his

savings. He was highly interested in transitioning into the transportation industry, had previously done delivery driver work, and was focused on obtaining his Commercial Driver License. CSA was able to cover the cost of the training and licensing fees. CSA was able to support the customer with completing training by assisting with transportation and rent during the course. Robert also participated in a number of workshops to refresh his job search and networking skills. While in training, he was offered a position providing that he obtain his Transportation Worker Identification Credential. CSA assisted with the costs and customer started working fulltime at Knight Transport making an average of \$1,020 a week.

Ronald was referred through their outreach services with JobConnect. He had an offer of employment but needed to obtain prescription safety glasses before he started work in the plant. CSA was able to quickly meet with customer and enroll for services. CSA assisted Ronald with the cost of the prescription lenses while he attended training out of state. When he returned from training he was able to get his equipment and start work in the plant. He is now working fulltime at Hose Master as a Machinist/Maintenance worker making \$19 an hour. Robert reported that he was really enjoying his job and the people he works with.



Health Care Workforce Development Program:

In the 2014 program year, the Nevada Hospital Association's (NHA) Workforce Development program served fifty-five dislocated worker clients. Twenty-three of the total clients were dislocated workers interested in pursuing a health care career. Thirty-one of the total clients were newly graduated nurses from schools in northern Nevada that qualified as dislocated workers. NHA expanded its program to serve dislocated workers interested in working in the health care field due to the demand for health services in Nevada.

Of the twenty-three Allied Healthcare clients, twenty-one obtained a certification of completion for a health care based course. NHA partnered with multiple training vendors to offer certifications in Pharmacy Technician, EKG Technician, Certified Medical Assistant, Certified Nursing Assistant, Emergency Management Technician, and Advanced Emergency Management Technician. Thirteen of the twenty-three Allied Healthcare clients obtained employed. The remaining ten were pending the passing of their licensure exam and were working with their case manager to find employment.

NHA partnered with Truckee Meadows Community College Workforce Development to offer an eight hour course in resume writing and interview skills for interested Allied Healthcare clients, after completion of their Allied Healthcare curriculum. The course was very successful as evidenced by the positive feedback from both students and the instructor. Clients learned how to write a compelling resume, how to dress to impress, and strong interviewing skills; the course improved the clients' ability to get hired by a potential employer.

NHA made another new partnership this program year with Coleman Consulting. Jami-Sue Coleman, PhD, RN, MBA, CCM, CNE, CPN, CNL, and CEO of Coleman Consulting, agreed to offer a one day training seminar to the new graduate nurse clients. Coleman Consulting proved to be an excellent partner through client follow-up and post training surveys. The new graduate

nurse clients found the training valuable and were grateful for the experience. NHA planned to partner with Coleman Consulting for the 2015 program year as well.

Overall NHA spent \$77,141.00 in occupational skills training, \$82,275.51 in On the Job Training, and \$45,698.67 in supportive services (non-training and training related). NHA helped many clients through supportive services such as: funding for rental assistance, utilities bills, child care, gas/transportation, uniforms, medical equipment and school supplies. NHA partnered with Renown Regional Medical Center and Saint Mary's Regional Medical Center for On the Job Training contracts and continued to value their partnerships. NHA partnered with Majen, TMCC, WFD, TMCC, REMSA, and Coleman Consulting for occupational skills training. NHA planned to partner again with these vendors during the 2015 year as well as expand their reach to additional training companies and employers.



Certificate of Completion CNC Machining and Production Technician

Truckee Meadows Community College was able to assist dislocated workers with accelerated training programs for CNC Machining and Production Technicians leading to nationally-recognized industry credentials. These two-semester Certificate of Achievement programs were in high demand due to the announcement of the Tesla Gigafactory opening in the area.

TMCC highlights:

- Over 90% of Nevadaworks-supported Production Technician students received at least one Manufacturing Skills Council (MSSC) “Certified Production Technician” industry credentials.
- Over 70% of the Spring Production Technician graduates were able to find employment within one month of graduation.
- 100% of CNC Machining program completers successfully passed multiple National Institute for Metalworking Skills (NIMS) credential exams.

TMCC also faced challenges relating to the grant. Multiple program participants faced difficulty finding employment after successful completion of their program of study due to criminal records. TMCC continued looking into potential solutions to help overcome the challenge.



Career Healthcare Connections for Dislocated Workers Program

The Center for the Application of Substance Abuse Technologies (CASAT) received funding to create and implement the Career Healthcare Connections for Dislocated Workers (CHC-DW) in order to provide financial assistance to individuals interested in pursuing careers in behavioral

health, and to build and strengthen Nevada's substance use disorders treatment workforce. Program accomplishments:

- supported five behavioral health training track options;
- recruited and enrolled 23 clients;
- built and promoted Peer Support Specialist (PSS) Certificate and Addiction Treatment Services Certificate, practicum work-based training opportunities with the potential to lead to employment within community agencies;
- collaborated with local behavioral health agencies to meet educational and training needs;
- assisted clients with entry into the behavioral health field when they experienced difficulty locating or maintaining employment.
- educational barriers were reduced by providing tuition/textbook assistance, organizing work-based training, and sponsoring career/academic advising, which increased career on-ramps for students interested in the behavioral health field.
- expanded career entry options and increased client marketability to employers, thereby increasing the number of individuals working in the behavioral health field and enhancing the capacity of treatment providers to offer services to clients.

Of the 23 clients enrolled in the program: one exited the program due to incarceration; three completed the Certified Alcohol and Drug Counselor-Intern (CADC-I) Training and obtained full-time employment as substance abuse counselors; one completed the Addiction Treatment Services Certificate, Practicum and was completing a bachelor's degree with plans to enter the behavioral health workforce in Fall 2015; one completed the Addiction Treatment Services Certificate, Practicum and was working part-time in the behavioral health field at the University of Nevada; fifteen clients remained enrolled and were completing coursework toward their training; and two clients remained enrolled and were completing CADC-I requirements.

Four clients were enrolled in the Addiction Treatment Services Certificate, Practicum program and completed work-based practicum experiences at the following locations: Project ReStart; Quest Counseling; private practice; the Children's Cabinet; and Nevada's Recovery and Prevention Community (NRAP). One Peer Support Specialist Certificate program client completed a work-based practicum experience at the Ridge House. The CHC-DW assisted in the development and training of five CADC-Interns who were continuing their careers as addiction treatment professionals. The CHC-DW staff continued to maintain great relationships with behavioral health centers in rural and urban areas. The success of the clients gaining employment and experience relied heavily on community collaboration and trust between CHC staff and provider organizations.

Overall, the program was effective in developing the addiction treatment workforce with qualified professionals. This success was demonstrated by a client who came to the program with the intention of becoming a Peer Support Specialist to "give back" by providing services to people suffering from addiction. While completing the PSS Certificate program, the client's practicum supervisor noticed the client's dedication and potential as CADC-I. As a result, the

client was offered a counselor position and was co-enrolled in the CADC-Intern training. Upon completion, the client accepted a full-time employment position as a substance abuse counselor. While this client's story highlighted the achievement of program goals, every client that completed the CHC-DW program furthered himself or herself in education, training, and certification. Clients overcame obstacles, persevered in the college environment, and gained valuable skills leading clients to gain and retain employment.

Lessons learned were: student outcomes were impacted by educational levels as well as length of recovery; client needs and expectations did not always match the limited funding; primary clinical supervision created a financial barrier for CADC-I Training participants; soft skills such as job search strategies, resume building, and interview skills were necessary to meet program goals; and expectations of the program did not consistently meet community need. The program demonstrated the capacity to motivate, encourage, change, and develop the addiction treatment, prevention and recovery workforce.



Western Nevada College served a total of seven (7) clients in the Accelerated Machine Tool Technology program and three (3) clients in the Accelerated Welding program for this grant year. A total of \$20,930.00 was spent on sector training during the grant year.

Students in the Accelerated Machine Tool Technology (MTT) training program were able to test for certifications under the National Institute for Metalworking Skills (NIMS) program. Four certifications were available to each student: 1.) CNC Turning Operator, 2.) CNC Milling Operator, 3.) Job Planning, Benchmark and Layout, and 4.) Measurement, Materials and Safety. All seven of the MTT students received all four NIMS certifications for a total of 28 certifications.

Students in the Accelerated Welding training program were able to test for American Welding Society (AWS) certification. One student received the AWS SMAW certification.

Supportive services were provided for housing, utilities, transportation/mileage, and child care reimbursement. Clients and grant staff worked together during IEP planning to anticipate financial supportive services determined necessary for training completion.

Dislocated Worker – NEG



Community Services Agency:

CSA’s National Emergency Grant (NEG) program focused on working with their customers to continue to remove their multi-layer barriers to employment and ultimately place them in employment. A majority of customers needed assistance with obtaining trainings and certifications necessary for employment and intensive career coaching and case management.

Achievements:

Performance Measure	Actual #	Target	Rate
Served	3	6	50%
Entered Employment	3	3	100%
Retained Employment 90+ days*	2	3	66%
Received Vocational Training	3	6	50%
Received Soft Skills Training	3	6	50%

* Some customers started employment within 90 days but CSA was unable to fully capture this at time of report.

The main services provided by NEG funds were assisting customers in obtaining extensive vocational certifications to help develop marketable skills that were in-demand throughout Nevada job market. On-the-job training subsidies were offered to employers to further assist job seekers in securing permanent employment.

CSA found that many employers were not interested in the on-the-job training subsidies and preferred to hire job seekers as soon as possible. On multiple occasions, job seekers obtained employment quickly upon graduation of their training program, and sometimes even before graduation. Employers state that “just need to hire” and were willing to absorb the cost of training their newly skilled employee.

Success Stories

Elliott graduated from his welding training at Career College of Northern Nevada and was able to immediately obtain employment with Washoe Metal Fabricating. He soon found out how much more marketable he was with his new skills, as he was offered a better position with Kro-Built as a welder. Elliott stated that it felt good to know that he possessed the skills employers were looking for and that he felt more confident in his ability to maintain employment and advance through his career.

Justin was working in retail and knew that he needed to gain the skills necessary to obtain employment with livable wages. He began welding training with Career College of Northern Nevada and maintained his employment in retail while in school. Upon graduation, he obtained a welding position with Davis Steel and credited CSA’s support for his successful training.

In School Youth Programs



Building Trades, CADD, and Diesel Program:

Over the 2014-2015 program year, 26 students participated in building trades, CADD, and diesel programs. This was the last year Nevadaworks funded with ACE; therefore, only 5 new clients are added to funding.

In all three programs, clients earned college credit through TMCC. In a tech/prep high school curriculum and a dual enrollment agreement students earned up to 10-14 college credits in Building Trades and CADD. In the building trades and CADD programs, students must have earned a B or better in order to earn college credit. In the diesel class students had two grades, one for high school and one for TMCC.

Third year diesel students could qualify to earn their Diesel Technician Certificate through TMCC as well as their high school diploma. In order to earn the Diesel Technician Certificate, clients were required to take an additional English and communications class at TMCC in the college classroom setting. In total, students earned 40 college credits while attending high school in order to attain the certificate. The certificate allowed clients to enter into the diesel technician workforce with the education required to obtain an apprentice level position. One ACE student earned this certificate during the 2014-2015 program year.

Clients in the building trades program began working on a new project, Tiny Houses. ACE's Tiny House project built on the idea of home construction by exposing students to all the essential elements of residential construction while learning energy technologies (renewables) and how to reduce their carbon footprint. Students completed the tiny house project during the 2014 program year. Clients continued to build other Tiny Houses in this class while continuing construction on the ACE student-built residential home.

Twenty two ACE students competed at the StateSkillsUSA competition that was held in Reno from April 14-16th, 2015. Through hard work and dedicated preparation four gold medals were earned in architectural drafting, technical drafting, plumbing, and diesel technologies. The medalists also participated in the national SkillUSA competition in Louisville, KY.

Most importantly, thirteen Nevadaworks clients earned a State of Nevada High School diploma from ACE High School in the 2014-2015 program year. Eight Nevadaworks clients earned a Certificate of Skill Attainment and CTE Endorsement from the State of Nevada by completing the 3rd level of their career class (building trades or CADD), and passing a workplace readiness and end of placement exams.

Some eligible students did not finish the requirements of the Diesel Technician Certificate by the end of the school year because they did not participate in the college classes necessary for completion. However, these students were within months of earning this certificate; ACE continued to encourage them to fulfill these requirements.

Transportation was a concern for this program. Since ACE is a charter school, school buses were not available to clients. ACE used 2 shuttle buses to transport students from ACE to the jobsites and diesel classes. Seating on the shuttle buses was limited; transportation to and from ACE was a barrier to students.

Lack of financial disclosure from parents was another challenge for ACE. Families of students who qualified for WIA services due to earning less than 70% LLSIL often did not want to disclose financial information. Parents, understandably, did not want to share low income levels due to pride. ACE continued to look for ways to prove financial eligibility and be sensitive to this issue.



Summer Work Experience Program:

The 2014-2015 Summer Work Experience program continued to provide case management and other services in order to help the youth achieve their goals. The primary goal for the youth was for them to graduate with their high school diploma or GED. From there, they were to enter post-secondary education and/or find employment in a non-WIA job.

Services provided to youth throughout the year included: case management, writing letters of recommendation for college, transportation, tutoring, mock interviews, financial classes focused on saving and budgeting money, food bank services, counseling services and job skills coaching. Children's Cabinet also offered financial support from non-WIA funding which consisted of bus passes, new beds and frames, help paying for AP testing, and new school uniforms. The work site locations were instrumental in helping the youth gain experience and provided them with valuable skills they can take with them for the rest of their lives.

Throughout the program year, Children's Cabinet was able to provide services to 55 youth as well as more youth in follow up services. 14 youth successfully completed both measures in program year 2014 by either graduating high school or passing their GED, and then attending post-secondary education or finding employment; these students then went into follow-up services. Additionally, they also exited 15 youth from follow-up services from the prior year and these clients were completely closed out due to meeting all their goals.

Success Stories



Maya and Xena entered the Summer Work Experience Program in 2013. They had recently graduated from Sparks High School and both were accepted at TMCC. When they were in high school, they were taking college courses which consisted of English 101 and Ceramics. They signed up for the Summer Bridge Program at TMCC and had almost completed the program. Maya was excited to start TMCC in fall 2015 and planned to get her associate in science. Xena will study secondary education. Both girls were accepted into the University of Minnesota and will transfer once they complete their AA degrees through TMCC. They will both be taking 15 credits this fall. They

received the Millennium Scholarship as well as the Ronald McDonald Scholarship. They have been working at the North West Library for the past 2 summers and their evaluations were outstanding. Both girls were very respectful, did what was asked of them and were always willing to help out where needed. It was a pleasure having them as a part of the Work Experience Program; they were wonderful examples for their friends and others in this program.

Dominick was part of the Summer Work Experience Program since 2013. He was struggling with his grades in senior year. He took it upon himself to ask Children's Cabinet for help during winter break to make sure he would stay on track for graduation. During the school year, client also reached out asking if there were any jobs available. Dominick was working in Cabinet Ink, helping in the food bank, and helping with building maintenance. He then took the initiative by keeping himself busy and did such an exceptional job in Cabinet Ink that he was hired on as staff when summer ended. Children's Cabinet was proud of him for getting a job and achieving his goal of graduation from Galena High School.



CIS Academy continued to utilize its existing framework which focused on life skills, resiliency training, curriculum leadership training, career exploration, workforce readiness training, credit redemption, and proficiency preparation



Students entered this program having to meet the criteria of: low income, offender status, and/or credit deficient.

For the 2014-2015 program year CIS Academy's primary goal was to serve 25 new students utilizing its in school model of Academic assistance, Life Skills/Social Development, and College/ Career Prep. During the program year the CIS Academy enrolled 23 new students and exited a total of 39 students.

The case managers and students worked well together to set goals, make progress, and meet goals. The case managers tracked grades, attendance, credit recovery and an overall attitude and commitment toward school. As a result of everyone's hard work 26 students graduated on June 5, 2015. The Academy students combined for 184 credits earned during the 2014-2015 program year, 39 of these credits were earned through A+ credit recovery, which got students back on track for graduation.

The case managers and teachers maintained their strong relationships and worked hard to develop and/or implement existing Life Skills lessons, thus helping the students relate to the provided lessons. Students had responsible class conversations that enhanced the learning environment and created the “family” like atmosphere CIS Academy proudly provided its students.

A strong component to the CIS Academy was bringing in role models from the community to speak with regards to their careers and the education required. The extensive list of guest speakers were: two United States Marines; a female electrician from Newmont Gold who was happy to share her experience through the MTC program at GBC, and consequently her employment and the benefits afforded her; and the Aviation Manager from the Elko BLM who shared summer employment opportunities for the upcoming 2015 fire season with the students. Also: the Career and Technical Education coordinator for the Elko County School District



discussed career paths, career clusters, and college paths towards achieving student’s desired careers; a representative from the Job Corps in Reno, NV shared with the students additional opportunities to complete high school credits while learning a specific skill set towards a career of interest; and two employees from the Financial Aid department at GBC shared the different types of financial aid and alternative ways of making college affordable. Additionally: two representatives from the Nevada JobConnect walked students through their Reality Check program and an additional link to the FAFSA online; Great Basin College’s CTE/MTC program provided their students with

the individuals that sit on the decision making panel who informed students of the different programs and the MTC Scholarship which are awarded to only a handful of students each year; and the Elko Fire Department visited and shared how each of them came into the career of helping others and at times risking their own lives to do so. Lastly: a Nevada State Trooper shared the responsibility of safety and refraining from texting and driving as it can only take a second to change one’s life forever and reminded their students that they all have different life experiences and that they need to learn to respect where other may be coming from; and a representative from CIS of Greater Los Angeles shared his message that everyone makes mistakes and everyone can learn from their mistakes and change their life path.

One of their favorite projects was the Festival of Trees which is held yearly to benefit local charities/non- profit organizations. Each school created a tree with hand-made ornaments representing their respective school mascots and colors.



Closing the year, CIS Academy students attended the “Night of Recognition,” where students were recognized for all their efforts and seniors received a certificate of completion. Not only were the students recognized but they invited an individual who was instrumental in their lives with helping get them to this very special milestone, graduation. Students prepared for this night by choosing their deserving individual, learning about etiquette through lessons and videos, and role playing.

Students learned that manners and etiquette do not just take place at the dinner table but in all facets of life. This event was a success and special for all involved.



Community Chest In-School Youth Program

This program continued to fire on all cylinders until the very end, when the funding that allowed them to support the academic success and acquisition of important occupational and life skills for as many as 100 participants was halted due to shifting federal priorities. It was due to this unanticipated shift in funding priorities away from ISY that meant they were unable to enroll new students for summer 2015 participation that, in turn, directly related to their inability to fully spend down appropriated funds. Absent this shift, they were confident they would have had no issue fully spending their 2014-2015 program funds.

In 2014-2015, they had nearly 50 at-risk youth in three rurally isolated high schools located in Silver Springs, Dayton, and Virginia City actively participating and receiving programmatic services. These services included:

- year-round academic support,
- summer work experience,
- money management training,
- leadership/communication/teamwork training,
- charitable efforts (i.e., community service projects),
- field trips to explore occupational/post-secondary options.

The vast majority of these students remained in school and/or successfully graduated from high school and went on to the next chapters of their lives. Many of them cited the Comstock YouthWorks program as a significant contributor to their success.

Another 20 or so youth were receiving follow-up services which consisted primarily of regular contact from the program coordinators to support them in their ongoing success. This is frankly one area in which their efforts did not reach the level of their aspirations as this number should have been closer to between 40 and 50 youth being contacted. It is something they are working on for the following close-out year.

Success Stories

The first has to do with the development of a scholarship by Comstock YouthWorks youth participants. They raised monies to give to those who applied, reviewed all applications, and held an awards ceremony to honor the fortunate recipients.

The second has to do with the utilization of an innovative financial literacy program; of all Community Chest programs in Northern Nevada this one had, by far, the highest participation rate with nearly 100% participation. Participants were able to save nearly 10% of what they earned, or nearly \$100/participant, over the course of the summer.

The third is an individual success story. A participant who started the program with little hope of being able to go on to post-secondary education did so well that she qualified for a full-ride

scholarship and will be attending Western Nevada College. She specifically cited the Comstock YouthWorks program as the reason she was successful.



Galena High School and White Pine High School:

Galena High School had a total of 25 students that were active in the program for the 2014-2015 program year. Fourteen of these students graduated in June 2015 and two others exited from the program with positive outcomes.

One Galena High School student attended the JAG Legislative Day in April. He attended a breakfast with the Legislators, shadowed legislators throughout their morning Committee Hearings, visited legislator offices, and went on a tour of the Nevada Supreme Court. The highlight of this event was meeting with, talking to, and having pictures taken with Governor Sandoval. This student went back to school the next day and shared his experiences with the other JAG students. The student was provided with supportive services to purchase appropriate attire for the event.

Eight students attended and participated in the JAG Career Development Conference in Las Vegas. During this conference the students competed in competitions such as: Art, Essay Writing, Public Speaking, Employability Skills, Creative Problem Solving, and Critical Thinking Competitions. They traveled to Las Vegas via a charter bus with 8 students from other JAG schools from Washoe County, Lyon County, and Carson City School Districts. They stayed in a hotel the night before the conference. This was great team building for all the JAG students involved.

In May the Galena High School JAG students visited Tahoe Treetop Adventure Park in Lake Tahoe. The goal was to work on team-building and confidence building skills.

White Pine High School had a total of 27 students that were active in the program for the 2014-2015 program year. 14 of these students graduated in June 2015, and 7 were exited from the program with positive outcomes. One student was chosen from White Pine High School to attend the JAG Legislative Day in April. He and his specialist drove to Carson City the night before the event and spent the night in a hotel in Carson City. 13 White Pine High School students received supportive services to purchase appropriate attire for interviews and other professional events. One student was hired at Barrick Mining for the summer and he will be receiving \$5,000. He received a total of \$8,000 in scholarships. Another student achieved a score of 90 on the ASVAB.

JOIN - Elko In-School Youth Program:

The Elko office completed its last year of "In-School Youth" funding; six participants obtained their "Work Readiness Certification" and six participants exited to 340 hours of work experience in the following positions:

- Boys & Girls Club of Elko - Program Assistant Flying Fish Restaurant
- Shushi Chef Trainee Got Ya Covered
- Silk Screen Technician
- Hilton Garden Inn - Hostess/Cashier
- Everything Elko Magazine - Advertising/ Proof Assistant
- 5th Gear Power Sports - Sales Associate

These youth remained active in JOIN Leadership Development workshops until high school graduation or equivalency was obtained and then were exited into follow-up services for one year.



Rite of Passage: This was their second year with this program and it was just as exciting as the first year because they were able to build on elements that worked during the first year and implement changes that better suited the needs of their clients. Challenges were fewer during the 2014 program year because communication with residential staff improved and they were able to work more directly with the Program Manager to develop strategies for program clients.

Exciting additions during the 2014 program year included creating "how to" curricula that delved deeper into independent living skills initially established during the first year. This was especially helpful for clients who graduated from the program and were on their own. Being able to offer them practicums on how to build a budget and shop for clothes and food on that budget, as well as best practice for using coupons, was extremely helpful; especially being able to bring youth to stores to practice their newly learned skills. Budgeting classes helped clients become knowledgeable about applying for credit and potentially investing their money. Additionally, clients both in-school and on follow-up were afforded the opportunity to learn how to shop for ingredients and use seasonings to cook healthy meals. The need for sex education classes was also identified and they are able to bring in Carson City Health and Human Services to deliver both male and female specific sex education classes.

The use of the Nevada Career Information System (NCIS) was utilized on a more intricate level, based on the training they received earlier in the program year. This resource continued to be instrumental in educating clients on how to discover and map out their post-secondary and/or career goals.

Success Stories

While there were a couple of instances where clients returned to detention facilities, the clients that succeeded were truly amazing stories of success.

One client entered the program with very few credits and little hope of graduating, but was able to see the benefit of studying hard and taking the high school equivalency exam to graduate. In showing him the options available to him once he graduated, he was compelled to pass. Through tutoring and study sessions, the client passed and earned his Hi Set. After leaving the program, the client gained employment with a catering company and planned to enroll in the culinary program at Southern Nevada College.

Aryanne is another client who excelled once she was given the tools to overcome anxiety and learn how to visualize a different future. After completing her program and earning her high school diploma, she was accepted into Job Corps. Her accomplishments also included presenting her story and experiences in the In-School Youth Program to the Nevadaworks board in February, working to overcome her fear of public speaking in the process.

Another client proved credit recovery can be the doorway to success. This client was skeptical about the program and whether he wanted to commit to the requirements. However, through a collaborative approach with his case manager, therapist and teachers, the client's behaviors improved to a level of being awarded an internship with the ROP receptionist, completing 25-hours of training in basic reception and administrative functions. After graduating from the program, the client restored his relationship with his grandmother, whom he is now living with while he finishes school to obtain his high school diploma.

These are just a few examples of the incredible difference the Nevadaworks In-School Youth Program grant made in the lives of Nevada youth assigned to their program.

Out-of-School Youth Programs



It was a banner year for the WIA program at the Career College of Northern Nevada. CCNN had 15 students enroll in the HVAC/R Service Technician diploma program since July 1, 2014; this was more than double what they had during the previous July 2013 to June 2014 period. In addition, CCNN had many more eligible students inquire about using WIA benefits for programs at the college. CCNN was proud that they were able to use all the funding available to provide those 15 students with high quality HVAC/R training.

CCNN was not only proud of their high enrollment numbers, but was also proud of the academic achievement of their students. Out of the fifteen students who started the program beginning July 2014: four graduated, five were still active in their program, one was still pursuing his education at the college but he chose to move to the welding and fabrication program, and one student was actively working with their restart coordinator to come back. The CCNN restart coordinator was constantly trying to get students who had dropped from their programs to become reengaged with their education and return to school.

Another source of pride during the 2014 program year for CCNN as an institution was their placement department. Their new placement director worked hard at getting all their graduates placed in their field. Out of CCNN's four WIA graduates, two were confirmed as being employed in field, they were waiting on employment verification for one, and the last had job offers that he will be able to accept once he gets his driver's license, which he was working on.

CCNN considered it an honor to administer the WIA program for the 2014 program year. CCNN was looking forward to seeing their current students through to graduation, helping them start rewarding careers, and working with Nevadaworks on future programs.



NENV Workforce Readiness Academy:

The CIS Workforce Readiness Academy was implemented because Communities In Schools saw the need to re-engage out-of-school students. There was also need for access to an alternative program for the Spring Creek area youth and to assist youth through resiliency and workforce readiness training. The model elements of the Workforce Readiness Academy, (while similar to that of their In-School Youth Academy), focused on developing employability skills. The framework consisted of Academic Development, Workforce Training, and Individual Case Management. The Workforce Readiness Academy targeted students between the ages of 16 and 21 who were not attending high school and met the WIA low income criteria.

Academic assistance was primarily completed online through 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 participate in several different workshops throughout the year. Workshops covered the following areas: study skills, reading comprehension, financial skills and money management, resume and cover letter writing, effective communication, and the importance of having a positive mental attitude.

CIS had several guest speakers throughout the year speak to their students regarding different aspects of succeeding in life. The Great Basin College admissions team spoke to students about the importance of continuing with a secondary education as well as how to register for college and about the different programs being offered. A representative from Wells Fargo Bank discussed working at a financial institution and how to get started with their own checking and savings accounts, loans, interest and credit cards. A representative from the LA area Communities In Schools spoke to the students about overcoming adversity and addictions, while making better choices to turn those bad decisions into good ones. JobCorps gave a presentation where students learned about their program, the possibilities of getting their high school diploma, and going on to either college or a vocation.

Students also attended the Great Basin College millwright program and went on a tour of RAM Enterprises to see how the program could work into possible employment upon completion of the program. Students also attended the Great Basin College Fair, Festival of Trees at the Elko Convention Center, and Buckaroo Breakfast during Cowboy Poetry week at Spring Creek Elementary. Students took part in a classroom book club by completing three books and watching the corresponding movies to discuss the differences.

Students were afforded the opportunity to attend a three day MSHA/OSHA/CPR training that allowed them to attain their MSHA and CPR certification and be better prepared to qualify for a large number of work positions in the field. The training was offered to the students only once during the school year due to scheduling conflicts, however CIS had a total of six students from the Workforce Readiness Academy who completed and received their MSHA and CPR certifications during the 3-day training.

Over the course of the 2014 program year, the Workforce Readiness Academy enrolled twelve new WIA students into the program. As the students became familiar with the framework of the program, it was clear that this was the environment needed for these students to succeed. Students were able to focus, develop goals, and work towards their goals in a more effective manner than when previously enrolled in high school. The 2014 program year resulted in fifteen students earning a total of 128 credits, passing seventeen high school proficiency exams, and being awarded twelve high school diplomas, two adult diplomas and one high school equivalency.

Community Chest Out-of-School Youth Program:



With the hiring of a new and dynamic program coordinator, (Kallie Day), this program started hot and ended even hotter by meeting the number of youth served at fifteen. It is estimated that an additional four youth could have been served had funding been available.

These out-of-school youth, not uncommonly, had little to no family stability and came from families with a high degree of dysfunction, (i.e., active substance use and/or mental health issues). All youth lived in the rurally-isolated communities of Fernley, Silver Springs, Stagecoach, Dayton, and/or Virginia City. The services these youth received included:

- active and intensive academic support if lacking a high school diploma or GED,
- work experience (WEX),
- money management training,
- counseling/mentoring,
- assistance seeking employment.

Of the fifteen youth served:

- Eight were exited from the program in the same year,
- Six accomplished their goal of getting a high school diploma/equivalency,
- Ten reported having permanent employment,
- Ten accomplished their WEX while in the program,
- Seven youth were carried over into the next program year to assist them in meeting their goals.

The biggest barrier for most clients, and a nearly insurmountable one at that, was the lack of transportation available in the rurally-isolated communities in which they live. Until Community Chest can solve this issue for the rural communities throughout the state of Nevada, they believe that the rural youth will continue to flounder.

Almost all participants grew in some area of their life. Many achieved one or more of their established achievement objectives. Many of them cited the Comstock YouthWorks program as a significant contributor to their success; as well, six out of eight were able to successfully obtain post-program employment.



Community Services Agency:

30 youth, ages 18 to 21 participated in the Out of School Youth program in the 2014-2015 program year. 25 of the youth were new enrollments and 5 were carried over from the last grant year. 25 youth moved into follow up services beginning in July and 5 youth were carried over for additional assistance with achieving their goals.

CSA offered a combination of workshops and individual coaching to tailor their OSY services to the needs of younger workers. During the 2014 program year there were several series of intensive core workshops that students were able to access. These workshops covered four core topics: career exploration, college preparation, employment readiness, and money management. In addition to access to the workshops, participants had opportunities to meet with staff for one-on-one career and job coaching services; participants showed increased confidence in all core competencies.

Staff worked with each youth to continuously identify barriers to education, training, and employment and worked to remove those barriers through direct services and referrals to community partners. CSA assisted youth in addressing issues such as:

- childcare assistance
- equivalency preparation and testing costs,
- food,
- transportation,
- access to technology,
- appropriate clothing,
- hygiene and personal needs.

Additionally, staff worked with participants to identify personal strengths and create goals and plans that play to those strengths.

Program Results

Performance Measures	Actual	Rate	Goal
Number of Youth Enrolled	30	100%	30
GED Obtainment	2	40%	5
Attainment of Degree or Certification	23	73%	58%
Literacy/Numeracy Improvement	14	74%	41%
Entered Employment / Entered Post-Secondary Education	24	80%	65%

Statistics	
Number of Training Services Resulting in Certification	100%
Percentage of Employment Training Related	50%
Number of Individual Training Services Provided	36

Confidence Area	Pre-Test	Post-Test
I know how to research and explore career options.	19%	81%
I know what trainings are required for the career I am interested in.	36%	69%
I know how to apply for college.	38%	75%
I am familiar with the FASFA application.	35%	69%
I understand how to manage money and budget.	11%	100%
I understand the importance of my credit score.	58%	88%
I have my own Resume.	69%	87%
I know how to job search effectively.	25%	60%
I am comfortable with the job interview process.	6%	47%
I know how to handle workplace conflicts.	25%	47%

Success Stories

Hunter was highly motivated to obtain his certification as a Commercial Truck Driver and had a potential job offer when he came to CSA. He and his family were trying to find assistance with funding the training program so that he could get into the better paying employment. CSA was able to expedite his program enrollment so that he could quickly get into training. During the course of his training, Hunter struggled with a number of barriers including: transportation, appropriate attire, and bills that he was unable to pay as he was not working during training. CSA was able to help with gas, his vehicle registration and smog, training clothes, and to pay for one month of bills so that he could focus on completing the program. Because of the support from CSA, this customer finished training quickly. After completing he learned that the position he had been moving towards had been filled but within days he notified CSA that had been hired as a Driver/ Labor for Stampede Construction. He moved into follow up with CSA in March 2015. He has since reached back to us to let us know that because of his CDL he was offered, and had accepted, a driving job with Western Nevada Transport paying \$25 hourly.

William had experience working in retail since high school and was looking to enhance his skills to obtain employment that had not only better pay, but more room to grow into increasingly responsible positions. He researched and decided on a Welding Certification as the first step towards a career in manufacturing and fabrication; the major barrier to achieving his goal was lack of funding support. As he was still under 24, the FAFSA included his parent's income despite the fact that the youth did not receive financial support from them. CSA was able to fund a remainder of the balance of the program; William found work and was able to make payments. Since the last time that CSA reported on this customer, he was promoted twice at Vortex Steel leading to a wage increase of \$2 an hour. After he developed additional skills from training and school he was recruited by Stodtmeister to put his welding skills to use in the repair and installation of heating and cooling systems. His new job paid \$14 an hour and he credited his certification for being the reason he was offered the job.

Vanessa was struggling to gather the money to keep up on her out-of-pocket payments for the Medical Administrative training she was enrolled in. She was already behind in her estimated graduation date as she had previously taken a few phases off to save money for the next ones. When Vanessa met with staff she was visibly upset at the idea of not being able to take her finals or continue with her classes. CSA was able to assist with the cost of training and when she obtained a job working at Airport Ticket Service, CSA helped with appropriate work clothing. Customer carried over to the 2015-16 year to complete her training program in August.



JOIN – Carson City Out-of-School Youth Program: Carson City's "Out-of-School Youth" program enrolled clients from June 2014 through March 2015, and with 28 carried over from the year before, successfully exited 36 who completed their high school equivalency and obtained employment.

JOIN - Fallon/Fernley Out-of-School Youth: The Fallon/Fernley branch completed its "Out-of-School Youth" program, beginning the program year with four participants and adding seven new clients. A total of ten clients were successfully exited having achieved their high school graduation and finding gainful employment.



TMCC Success First:

The Success First program was an academic program at TMCC, serving first time college students in an effort to prepare them for their first time college experience. The program aimed at providing students with the proper tools and support to successfully transition into college and then ultimately achieve their goals. Over the prior five program years, the Success First program served over 800 students.

For the 2014-2015 year, Nevadaworks funding enabled the Success First program to target 15 Success First students and provide them with expanded resources. Each student in Success First participated in a five week summer program including English and Math classes that helped them prepare for the academic rigor of the fall semester. Tuition for the two classes, textbooks, and lunches were all covered by the program. In addition, students who successfully completed the summer program received \$800 to cover expenses for the fall semester. With the Nevadaworks grant, the 15 Nevadaworks students were able to receive additional funding throughout the year to cover two classes in the fall semester and two classes in the spring semester, along with additional assistance for textbooks.

In addition to the monetary benefits, the 15 students were required to meet with their Case Manager bi-weekly throughout the academic school year. Meetings with the Case Manager focused on academics, professionalism, career goals, and personal development to ensure success. All students benefited from the bi-weekly mentoring that they received from their Case Manager. Students often encountered academic, vocational, and personal challenges. The bi-weekly meetings ensured a safe place for students to confidentially discuss these challenges and work through them with professional guidance.

At the conclusion of the 2014 Success First Summer Bridge program, all 15 students completed the summer program. Thirteen of the students were either still enrolled at TMCC and continuing their education towards their Associate's degree or working full time. Nine of the 15 students attained a Certificate of General Studies along the way to an Associate's.

Without Nevadaworks, these 15 students would not have been served to the extent that they were. Not only is Success First appreciative of the support but each of the 15 students is grateful for Nevadaworks' contributions to their success.

PY14 Self-Appraisal System (SAS)

Nevada continues to increase placements resulting in a 20 percent increase over goal. It should be noted that plan numbers increased by 30 percent for this program year. Nevada implemented a Telephone Placement Unit (TPU) that has proven very successful.

The Business Service Representatives continue to recruit employers and showing a 49 percent increase over goal for job orders and 46 percent increase over goal for job openings.

Nevada will continue these efforts with special emphasis on the importance of quality registrations, assistance with training and re-employment services, accurate matching of clients to job openings which will answer the employer's need to place and retain qualified job seekers in long term jobs. Nevada implemented Project 7, which aims to reach out to UI Claimants that traditionally do not come in and get registered in a JobConnect Office. By completing the registration for this higher skilled applicant pool, Nevada should be able to address this challenge and improve referrals.

Quarterly & Annual Numeric	
<i>JobConnect Services</i>	
• # of Obtained Employments after providing value added services	
Plan: 5,466	Actual: 6,044
• # of Obtained Employments following Career Enhancement Program or Silver State works enrollment enhanced services	
Plan: 4,993	Actual: 4,112
• # of Placements	
Plan: 10,072	Actual: 12,074
<i>Labor Exchange Services</i>	
• Job Orders from Employers	
Plan: 14,363	Actual: 21,406
• Job Openings Received	
Plan: 27,601	Actual: 40,362

Annual Non-Numeric	
<i>Qualitative Review</i>	
• Local Office Qualitative Review	
Qualitative Review shows Local Offices are within compliance	
• Admin Office Qualitative Review	
Qualitative Review shows Nevada is within compliance	
• Local Office Case Management Review	
Plan: 84% Correct	Actual: 85% Correct
<i>Employer Services</i>	
• Employer Survey Results Review	
Employer Survey Review results confirms that the Quality of Referrals is of the utmost importance.	

Performance

Nevada's Performance Levels for Program Year 2014

Economic conditions continued to improve in Nevada during Program Year 2014 and adult and dislocated worker employment related measures remained relatively stable. The entered employment rate, retention rate and average earnings gain for both adults and dislocated workers exceeded the negotiated levels of performance.

Nevada is very proud, despite the fact that the negotiated average level increased again this program year, to have exceeded or been within 80% of all Youth measures. This continued success is attributed to more experienced youth service providers and technical assistance by the Local Boards and Workforce Investment Support Service staff.

PERFORMANCE MEASURE	NEGOTIATED LEVEL OF PERFORMANCE	ACTUAL LEVEL OF PERFORMANCE	PERCENT OF NEGOTIATED LEVEL
Adult			
Entered Employment Rate	75.5%	75.8%	100.3%
Employment Retention	82.4%	82.4%	100.0%
Average Earnings Gain	\$14,500	\$15,620	107.7%
Dislocated Worker			
Entered Employment Rate	77%	81.5%	105.8%
Employment Retention	84.5%	84.6%	100.1%
Average Earnings Gain	\$15,922	\$17,122	107.5%
Youth			
Placement in Education/ Employment	68.7%	63%	91.7%
Attainment of Degree/ Certificate	61%	64.3%	105.4%
Literacy/Numeracy Gains	43%	36.7%	85.3%

Current improvement efforts

The LWIBs have sponsored program training during the year for sub-grantee providers. The Southern Board, in conjunction with the local Higher Education providers, developed training on proper case management. Additionally, Workforce Investment Support Services (WISS) continues to provide technical assistance throughout the year. Training conducted by DETR includes Nevada JobConnect Operating System (NJCOS), job order training and adult, dislocated worker and youth service common measures training.

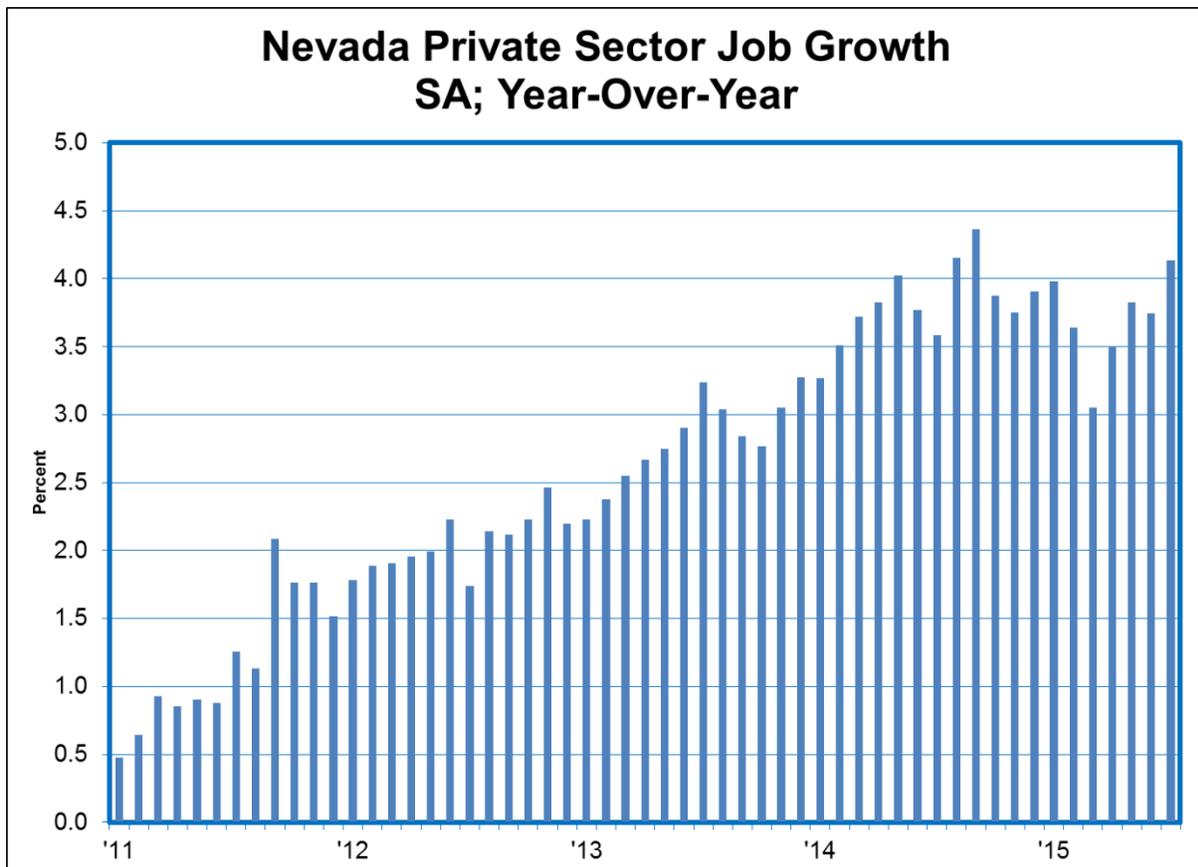
WISS staff continues to conduct random reviews of NJCOS records. As issues are identified, LWDB staff members are notified of necessary corrections or updates that need to be completed. This process also aids LWDB staff in identifying technical assistance and/or training needs of their service providers. The Southern LWDB's record keeping system, NVTrac was discontinued effective July 01, 2015 in preparation for WIOA. Nevada is in the process of going out for Request for Proposal (RFP) to purchase a new Management Information System (MIS) in conjunction with the local LWDBs. The release of this RFP is scheduled for September 2015.

DETR has developed several Discover reports that assist both LWDBs with monitoring of common issues that have been identified by WISS or DOL. Services that are remaining open past 90 days without contact of the participant is one of those reports.

Research and Analysis - Labor Market Information

Nevada's economy continued on a path of improvement over the July 2014 to June 2015 (PY14) program year, with year-over-year job growth averaging 40,800 leading to a growth rate of 3.4 percent. Las Vegas continues to lead the State in taxable sales growth, as well as, visitor volume with positive domestic and international visitor growth. Nevada's smaller metropolitan areas, Reno-Sparks and Carson City, continue to show steady economic growth during this time period. Overall, the Nevada labor market has stayed in a period of expansion with growth in employment and a reduction in unemployment, however the rate of the decreases in unemployment may be slowing due to an increase in the number of individuals in the overall labor force.

Nevada non-farm payrolls increased by almost 40,400 jobs over-the-year in the calendar year 2014, averaging around 3,700 new jobs added per month. Private payrolls accounted for approximately 39,000 of these jobs in 2014, averaging about 3,300 of the total jobs added per month. Government sector employment also expanded, adding 1,400 total new jobs over-the-year. The private sector has been experiencing positive job growth for 54 consecutive months; January 2011-June 2015.



Employment growth during the PY14 saw the addition of an annual average of 40,800 seasonally adjusted jobs in the workforce, growing at 3.4 percent. Private payrolls have contributed 39,400 to this total, with government growing by 1,400 jobs. Sector growth in Nevada has been led by leisure & hospitality, the State's largest employer.

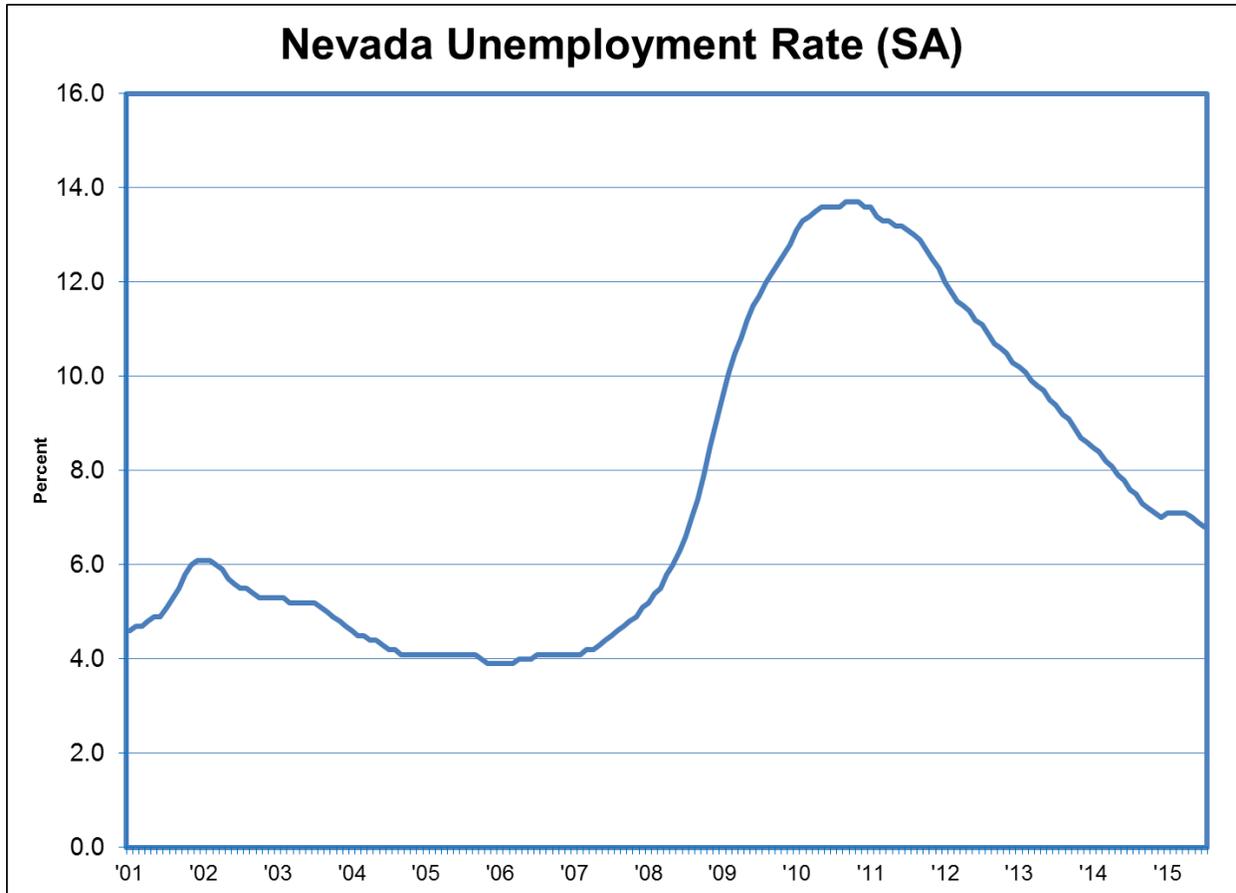
Leisure & hospitality has added 14,400 jobs in PY14, growing at an annual average of 4.4 percent. The leisure & hospitality sector relies on disposable income spending from in state and out of state visitors, and can be considered a barometer of the overall health of the national economy and consumer confidence. This program years' growth does show that Nevada and the national economic conditions continue to recovery.

Trade, transportation, & utilities also experienced significant growth. As the State's second largest employer this sector expanded the workforce by an annual average of 7,600 positions during PY14. This equates to a growth rate of 3.4 percent.

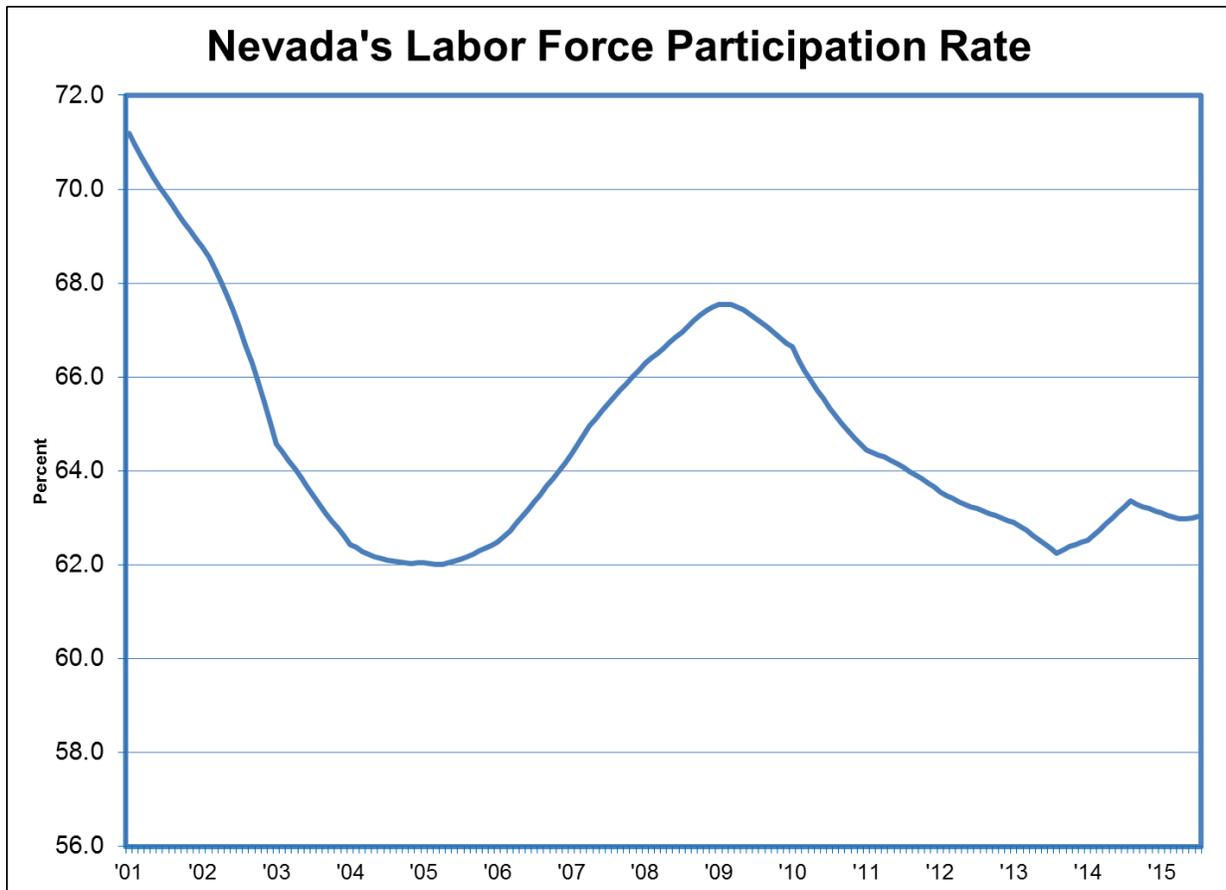
Following close behind is professional & business services (PBS), the third largest employer in the State. This sector gained an annual average of 5,600 jobs in PY14 for a 3.7 percent growth rate. This sector houses professional, scientific & technical services; management of companies; and administration & waste management services subsectors.

Growth in the State's metropolitan statistical areas has been positive. The State's largest MSA, Las Vegas, added 30,400 jobs during PY14 equating to a 3.5 percent growth rate. The Reno-Sparks MSA added 5,500 jobs during this time frame; this MSA grew at 2.8 percent. Job growth in Carson City, the State's smallest MSA, added 300 jobs during PY14 equating to a 1.1 percent growth rate

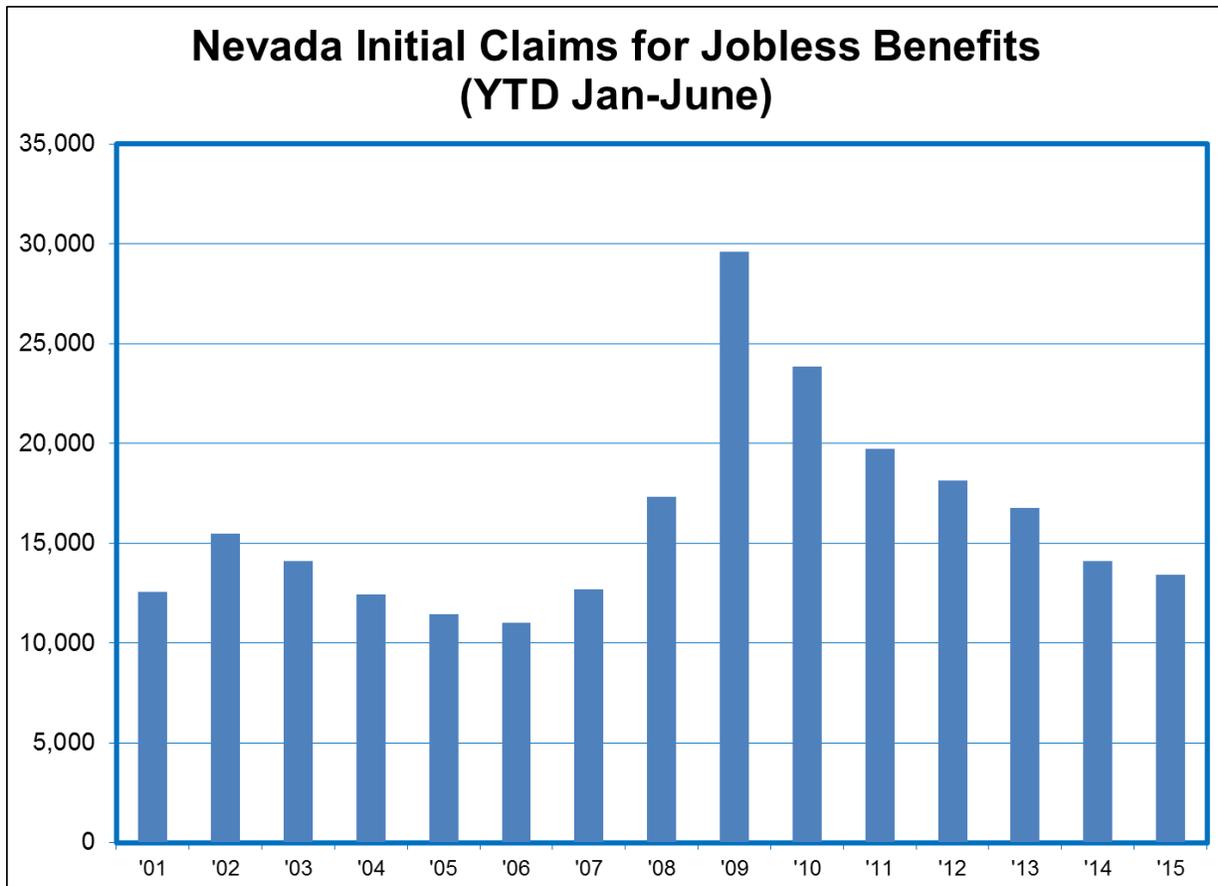
As more jobs are added to Nevada's economy, we expect the unemployment rate to fall. In June 2015, Nevada had the third highest unemployment rate in the nation, ahead of West Virginia and the District of Columbia. The unemployment rate has dropped 0.9 percentage points in PY14 to 6.9 percent for June of 2015. In PY14 the unemployment rate fell or held steady every month except January of 2015, where it increased by 0.1 percent.



Nevada’s labor force participation rate started trending upward in the second half of PY14. The labor force participation rate for PY14 averaged 63 percent. Recent rates are some of the lowest participation rates Nevada has experienced since modern tracking of the data series began in 1976. The recent change in direction in the participation rate is encouraging and shows the increasing health of the Nevada economy. Many factors could have contributed to the decline in labor force participation ranging from planned retirement of the baby boom generations, to the expiration of extended unemployment compensation (EUC), but one primary factor was likely a lack of employment opportunities during the recession. The recent increase in the rate signals a growing confidence in the labor market and in individual’s ability to find work.



Another measure of labor market conditions can be found by the examination of initial unemployment insurance claims. Over the period 2001 through 2008, initial claims averaged 13,400 for the first half of the year. In 2015 initial claims for the first six months of the year averaged 13,400, which are 670 claims below the initial claims for the first six months of 2014. Significant progress has been made in the first six months of 2015, as this average is even with the seven year average from earlier in the millennium. Since 2009, initial jobless claims have been declining towards the long-term trend, although it appears to be losing momentum as we approach. To illustrate, there were 19 percent fewer claims throughout the first half of 2010; in 2011, there were 17 percent fewer claims. In 2012 this rate slowed to an 8 percent decline, slowing again in 2013 to 7.6 percent. In 2014 the rate of decline accelerated with 16 percent fewer claims in the first 6 months than the same time period in 2013, but the previous trend resumed in 2015 with a decline of 4.7 percent.



Leading economic indicators are mixed, but support the view of continued moderate strengthening of Nevada’s economy. When we compare the most recently available gaming win statistic, annual PY14 decrease by 1.6 percent from PY13. Statewide taxable sales data for June indicates an increase of 7.1 percent over the year. Las Vegas’ visitor volume has increased 1.5 percent year to date through June as compared to the previous year. If recent trends continue, Las Vegas is on pace to receive over 40,000,000 visitors in 2015. Nevada’s total gross domestic product, a measure of the State’s output, has increased for the last five consecutive years 2009-2014, growing by 3.2 percent in 2014.

To summarize, Nevada’s economy is in the fifth year of its recovery. Private sector employment has shown steady growth, while government levels are also increasing, but at a slower pace. Given the recent increases in taxable sales it is likely that government job growth may start to increase on the state and local levels. The unemployment rate is being pulled down by continued job growth, although a growing labor force has moderated the pace of decline. Finally, initial claims for unemployment insurance continue to trend down. Over the PY14, Nevada’s economy continues to improve at a slow and steady pace.

Waivers

Nevada had seven approved waivers during Program Year 2014:

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

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

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

2. Seventeen Statutory WIA Performance Measures:

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

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

3. Employer Match for Customized Training:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

7. Waiver of 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 allows incumbent worker training activities. The state is permitted to use up to 20 percent of rapid response funds for incumbent worker training only as part of a layoff aversion strategy. All training delivered under this waiver is restricted to skill attainment activities. The State is required to report performance outcomes for incumbent workers served under this waiver in the Workforce Investment Act Standardized Record Data system (WIASRD).

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

Program Year 2014

COST PER PARTICIPANT = TOTAL COSTS BY YEAR / TOTAL PARTICIPANTS IN THE SAME YEAR									
	Total Participants			*Total Expenditures			Cost Per Participant		
	Adults	Dislocated Workers	Youth	Adults	Dislocated Workers	Youth	Adults	Dislocated Workers	Youth
Statewide	5,740	2,023	3,619	\$11,559,279.16	\$7,373,626.56	\$8,521,247.42	\$2,013.82	\$3,644.90	\$2,354.59
Cost Per Exiter = Total Costs by Year / Total Exitters in the Same Year									
	Total Exitters			*Total Expenditures			Cost Per Exiter		
	Adults	Dislocated Workers	Youth	Adults	Dislocated Workers	Youth	Adults	Dislocated Workers	Youth
Statewide	4,182	1,319	1,920	\$11,559,279.16	\$7,373,626.56	\$8,521,247.42	\$2,764.06	\$5,590.32	\$4,438.15
Cost Per Entered Employment = total Costs by Year / Total Exitters Entering Employment in the Same Year									
	Total Exitters Entering Employment		*Total Expenditures				Cost Per Exiter Entering Employment		
	Adults	Dislocated Workers	Adults	Dislocated Workers		Adults	Dislocated Workers		
Statewide	1,969	1,068	\$11,559,279.16	\$7,373,626.56		\$5,870.63	\$6,904.14		
Cost Per Retained Employment = Total Costs by Year / Total Number of Participants Retained in the Same Year									
	Total of Participants Retaining Employment		*Total Expenditures				Cost Per Participant Retaining Employment		
	Adults	Dislocated Workers	Adults	Dislocated Workers		Adults	Dislocated Workers		
Statewide	1,672	1,040	\$11,559,279.16	\$7,373,626.56		\$6,913.44	\$7,090.03		

State Evaluation Activities

Statewide evaluations conducted during Program Year 2014 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 positions have been filled and required audit training and experience, including experience with Federal audit and program regulations.

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 Governor's 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 began Pilot projects and received priority for 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.

Customer Service Evaluation

Opinionmeter Job Seeker Customer Survey

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

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

Each office, based on their customer traffic volume, is given a specific number of surveys to conduct in a day, week or month. Nevada conducts over 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?

7-1-14 to 6-30-15 Statewide JobConnect Scores

Questions 3-7

Rating 1-5, 5 being highest score

	5	4	3	2	1		5	4	3	2	1
Question 3	87%	6%	2%	1%	4%	Question 5	90%	6%	1%	1%	2%
Question 4	92%	4%	1%	1%	2%	Question 6	87	9%	2%	0%	2%
						Question 7	90%	6%	1%	1%	2%

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. Beginning April of 2015, participating employers were sent a link via e-mail to complete the employer survey.

The questions asked are on a scale of 1-5, one being the highest score.

1. How well did you feel our Nevada JobConnect Representative understood your business needs?
2. Did the Nevada JobConnect Representative obtain all information needed to list the job vacancy during the first contact with your company?
3. Please rate the ease of listing a job vacancy with Nevada JobConnect?
4. Please rate the quality of candidates referred for the position listed with Nevada JobConnect?
5. How would you rate the ease of placing a job order with Nevada JobConnect?
6. Did Nevada JobConnect meet your expectations with respect to assisting with recruitment needs?
7. Overall, are you satisfied with the recruitment services received from Nevada JobConnect?
8. Would you use Nevada JobConnect again to assist with the recruitment needs?