

Appendices I

PY17 Self-Appraisal System (SAS)

Nevada launched a new statewide automated workforce system, EmployNV, in October of 2017. This tool is designed to better assist job seekers, employers, providers, staff, and ensure data quality in WIOA report goals. The improved system has allowed online users increased access and provided increased transparency.

Nevada's Self-Appraisal System (SAS) is currently in the process of being revised to better align with the new WIOA measures and state plan goals.

State goals focusing on training and clients work related items for in-demand occupations in order to meet the skilled workforce needs of Nevada employers. These goals led to a 98% increase over the goal of job seekers obtaining employment and for Job Openings Received from employers by 45%.

An emphasis on providing positive experiences for individuals and employers provided staff assisted services resulted in survey results which supported this goal.

Quarterly & Annual Numeric	
<i>Nevada JobConnect Services</i>	
• # of Obtained Employments after Wagner-Peyser Services:	
Plan: 6,257	Actual: 6,611
• # of Obtained Employments following Career Enhancement Program or Silver State Works state program services.:	
Plan: 3,323	Actual: 6,582
• # of Placements	
Plan: 12,664	Actual: 14,222
<i>Nevada JobConnect Services to employers</i>	
• # of Job Orders from Employers	
Plan: 22,476	Actual: 24,091
• # of Job Openings Received	
Plan: 42,485	Actual: 61,803

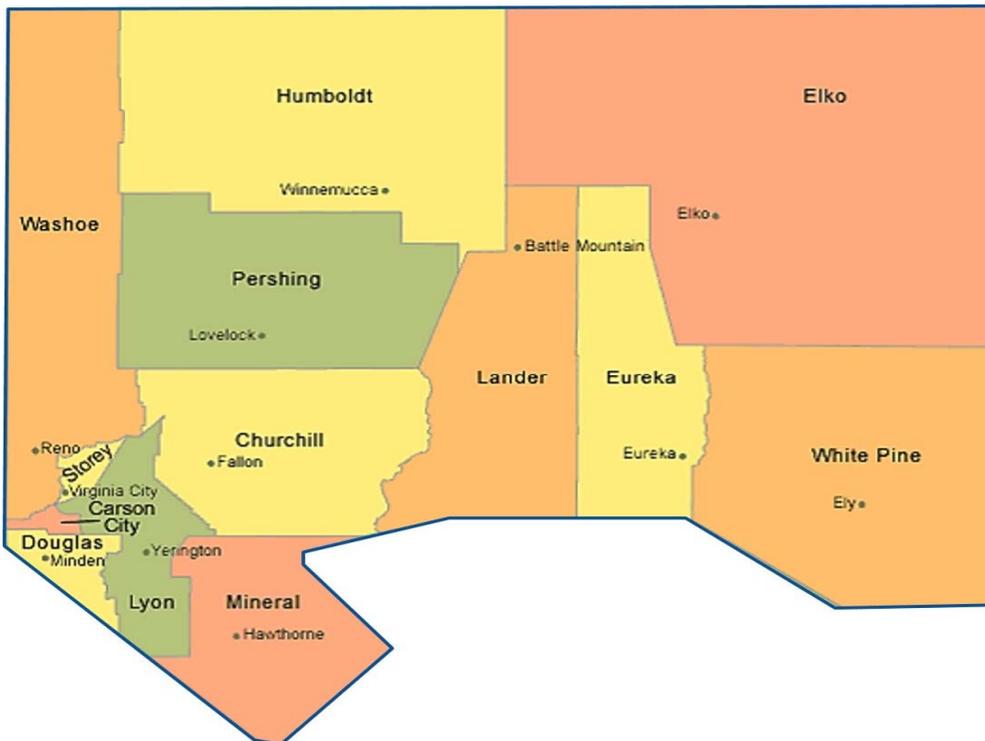
Annual Non-Numeric
<i>Qualitative Review</i>
• Local Office and Administrative Oversight Qualitative Review
Goals were met and improvements in data quality, customer satisfaction and goal attainment are ongoing.
• Employer Survey Results Review
Employers indicated 90% of the candidates received were of "fair," "good," or "excellent" quality. Nevada will continue efforts to improve referral satisfaction.

Appendices II



Northern Nevada Workforce Area WIOA Annual Report for PY2017

Nevadaworks administered the Workforce Innovation and Opportunity Act (WIOA) across the 13 Northern Nevada counties of Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine. This region covers 70,172 square miles, making it one of the largest single workforce geographic areas in the country. Fully staffed by 10 dedicated individuals and with a budget over 8 million dollars, Nevadaworks contracted with eight partner agencies and funded 18 local programs which served 998 clients from July 1, 2017 to June 30, 2018 (PY2017).



The Comprehensive One-Stop Center for the Northern Nevada (American Job Center of Nevada, AJCN) was established during the 2017 Program Year. Nevadaworks worked with the required and optional partners to open the Reno AJCN located at the Reno Town Mall, 4001 South Virginia Street, Reno, NV 89502. WIOA Title 1 mandated partners and required services are all available at the Reno AJCN. The Reno AJCN has adopted a campus approach as other partners are located on the same property. This comprehensive campus approach will enhance the range and quality of workforce development services provided to those in need of assistance. Program services will be offered through a collaboration of partners responsible for the delivery, integration, and coordination of workforce development services.

Nevadaworks staff continued to actively cooperate with the Nevada Department of Employment, Training, and Rehabilitation to formulate policies and procedures for WIOA. Staff participated in the selection and implementation of a new management information system for WIOA providers, EmployNV, which went live in October 2017. Nevadaworks staff received training from the vendor and in turn Nevadaworks staff trained the service providers. The EmployNV system offers an efficient solution for comprehensive case management as well as desktop auditing and increased communication for system development.

Nevadaworks staff continued to attend the local Workforce Consortium meetings to network with employers and workforce development partners in the region.

Nevadaworks staff managed the Eligible Training Provider List (ETPL) as the EmployNV was implemented. The number of ETPL programs grew to 418 during PY2017 with 24 training providers listed.

In terms of labor market trends, Northern Nevada continued to experience significant growth, especially in the five westernmost counties (Carson, Douglas, Lyon, Storey, and Washoe). The Economic Development Authority of Western Nevada (EDAWN) Economic Planning Indicators Committee (EPIC) Report forecasts were consistently met, indicating that Northern Nevada was on pace for historic growth. This EPIC report analysis of socioeconomic trends through 2019 showed there was still room to grow in Northern Nevada as more businesses choose to relocate or invest in major expansion here. Most notable was the continued development of the Tahoe Reno Industrial Center east of Reno, located primarily in Storey County with a portion in Lyon County, and the Tesla Gigafactory is still under construction. Other companies such as Great Call, Nutrient Food, Clear Capital, Cenntro Automotive, and Switch expanded and/or relocated to the western part of Nevada.

Northern Nevada in general, and Washoe County specifically, has continued to experience a housing shortage that has drastically increased costs and decreased availability. The lack of affordable housing is reaching a critical point, with very little improvement during the last program year. Apartment complexes and residential homes were not being built at a high enough rate to improve the situation. Regional building association representatives cite a lack of available construction workers as a major contributing factor to the lower than necessary construction rate. Without additional workers, the situation will not resolve itself anytime soon.

Nevadaworks was governed by its Board, comprised of the Nevadaworks Local Elected Officials (LEO)s and the Nevadaworks Council through a cooperative agreement. Regular board meetings were held throughout the year with active participation from members. While meetings were held in Reno, members unable to attend in person (due to travel distance or work schedules) were able to participate through teleconferencing and webinars. Members of the two standing committees of the Nevadaworks Board also were active throughout the year. These committees were the Executive Committee, which provided overall administrative oversight, and the Youth Council, which provided direction for youth programs in the region. Board and staff relations remained excellent as the Board provided guidance in such areas as budget development, WIOA performance reporting, program monitoring, policy creation, and performance standards management.

Board members represented a composite of Northern Nevada's business and community leaders, providing a direct linkage to employers in the service area. Most of the Board and the Chairperson were employed in the business community.

Nevadaworks Local Elected Officials as of January 1, 2018
Austin Osborne, Chair
Jim French, Chair Elect

<u>NAME</u>	<u>TITLE</u>	<u>COUNTY</u>
Abowd, Karen	Supervisor Ward 1	Carson
Clark, Art	Commissioner	Lander
Eklund, Clifford	Commissioner	Elko
Erquiaga, Carl	Commissioner	Churchill
French, Jim	Commissioner	Humboldt
Hastings, Bob	Commissioner	Lyon
Howe, Richard	Commissioner	White Pine
Jung, Kitty	Commissioner	Washoe
McDougal, Robert	Commissioner	Pershing
Osborne, Austin	Senior Planner	Storey
Penzel, Barry	Commissioner	Douglas
Price, Garth	Commissioner	Mineral
Sharkozy, Michael	Commissioner	Eureka

Nevadaworks Council Members, as of July 1, 2017
Cheri Hill, Chair
Steve Olson, Chair Elect

<u>NAME</u>	<u>TITLE</u>	<u>COMPANY</u>
Auld, Theresa (B)	Human Resources Manager	Haws Corporation
Dalpe, Kyle (E) (L)	Dean, Technical Services Division	Truckee Meadows Community College
Darney, Alan (L)	Administrator	Northern Nevada Electrical Apprenticeship
Davé, Elmar (B)	Managerial Director	Hughes Private Capital
Dunlap, John (B)	President	D4 Advanced Media
Hill, Cheri (B)	Owner	Sage International, Inc.
Huntley, Mark (L) (B)	Business & Community Liaison	Sierra Nevada Job Corps
Jolcover, Scott (B)	General Manager, Director of Business Development	Comstock Mining, Inc.
McCormick, Nancy (G&ED) (B)	Vice President	EDAWN
Merrill, Mechelle (G&ED)	Bureau Chief	DETR Vocational Rehab
Mowrey, Harry (L)	Training Coordinator	IPAT - Local 567 JATC
Olson, Renee (G&ED)	Administrator, Employment Security Div.	NDETR (Wagner-Peyser)
Olson, Steve (B)	President	Day Time, LLC
Sanchez-Bickley, Michelle (B)	Vice President Human Resources	Renown Health
Sweeney, Chuck (B)	President	Chuck Sweeney Associates
Towler, Thoran (B)	CEO	Nevada Association of Employers (NAE)

In addition to business (B), membership categories for the Board included education (E), labor/CBO/youth organizations (L), government and economic development (G & ED), and other (O), as reflected in the list above.

Service Providers

Nevadaworks funded 18 contracts among eight organizations with WIOA Title 1 dollars during PY2017. Seven of the contracts were within the Adult Program funding stream. Five contracts were through the Dislocated Worker funding stream. The number of Out-of-School Youth contracts was six.

The contractors ranged from non-profit organizations to institutes of higher education and a labor apprenticeship program. Another funded agency provides services in seven locations throughout the region, including some of the most rural counties. Program diversity and achievement was evident in the following annual program summaries from each of the contractors.

Adult Programs

Community Chest Inc. AdultWorks Community Chest Program



For the PY2017 grant cycle, the AdultWorks Community Chest Program had the goal to assist 40 total clients within the grant year to become employed, obtain training to become more employable, and to provide supportive services when needed. Community Chest intended to serve these clients in a holistic manner, to follow their mission statement, and provide quality service. Of the 40 expected clients, Community Chest estimated that 34 clients would be enrolled within the 17'-18' program year while six clients would rollover from the previous contract.

- 11 clients were rolled over from the 2016-2017 grant year
- 41 clients were enrolled within the 2017-2018 grant year
- A total of 52 clients participated during the 2017-2018 grant year
- 34 clients exited during the grant year
- 18 clients rolled over into the 2018-2019 grant year

During the grant cycle, recruitment of clients occurred from a couple of primary sources. The first source was previous clients that had a positive experience and they referred new clients. The next source was community referrals which included local food pantries, other Community Chest programs, Healthy Communities Coalition members, training providers that were aware of our agency and Lyon County Human Services. Last year, their adult worker program placed an ad on Facebook for those needing case management services. This generated participation interests. Also, SNAP Rural Outreach started to utilize the Fernley office to see clients two times per month. This assisted active clients to enroll in services, and it further promoted the agency as a place to receive services.

The services that AdultWorks clients received included sector-specific occupational skills training, counseling/mentoring, case-management, assistance with utility bills, supportive services for fuel and sector training supplies, employment-seeking assistance, and more. A significant percentage of these participants successfully completed their work trainings and successfully obtained post-program employment. In total, 42 clients enrolled in a sector training in the following categories: Manufacturing and Logistics, Information Technology, Health Care/Medical Services, and Mining & Materials. The most

popular category by far was Health Care/Medical Services. The most popular trainings for Community Chest clients were Community Health Worker, Clinical Medical Assistant, and Dental Assisting. The most popular training site was TMMC Workforce Development, serving 19 of the clients through various trainings. Details of clients and their respective trainings are below:

All Community Chest case managers noted that there was a general increase in clients applying for benefits. This included Medicaid, SNAP, and Disability. In fact, the same increase was noted by case managers in other programs. There was an increase in reports of domestic violence and violent crimes in the area. Housing and mobility were a massive and overwhelming hurdle for many clients last year. Both housing and rental costs were rapidly increasing, and case managers feared the continuation of this trend. The greatest barrier for most of the clients remained the lack of transportation available in the rurally-isolated communities.

The AdultWorks Program had a couple of staff changes last year. Within the first quarter, a new Case Manager was hired to assist part time in the program. The Program Director took a three-month maternity leave within the second quarter. When the Program Director returned, the interim and lead AdultWorks Case Manager left the agency to pursue higher education in the third quarter. This coincided with a change in reporting systems from NJCOS to EmployNV. Also, a new Case Manager was hired in the third quarter. These staff changes had an impact on the Community Chest agency. The staff changes coupled with the added stress of learning a much more complicated reporting system was rather challenging for the limited number of staff members. Community Chest confirmed that as of the end of the grant year, all staff changes settled down. Community Chest reflected that this was a period of growth, and it proved the AdultWorks Program's resilience. Clients were not impacted by these changes and the trainings continued whilst the budget was spent down.

Overall, the AdultWorks program was a huge success last year. Several new clients enrolled in the third quarter, and the fourth quarter saw a large spenddown of funds while almost half of the clients for the year were enrolled in training. The program continued to build strong connections within the communities that they serve as well as other community providers in the area. As the contract ended, Community Chest looked forward to continuing with the program and making positive changes for the future of the program and their clients.

Success Stories:

The Case manager had been job searching with client 001752548 for a while, when the client presented the desire to attend training. The client is a mother of two minor children, and she was assisting with raising her one-year-old granddaughter. After discussing some of her interests, the case manager signed the client up to take a Clinical Medical Assisting course that was a little over 3 months long. The client had great success with the class; she earned high scores on her test and passed the Nevada State Exam on the first attempt. The client's self-esteem was higher after completing the difficult course. The client and case manager were working together to find employment using her new skills and knowledge.

Client 2065711 and his family first began utilizing resources provided by Community Chest in February of 2017. Upon meeting them, the case managers immediately realized this particular family was in dire need of multiple resources, so they began reaching out to agencies in the area that could help. This family of three was living in an SUV that was not registered or insured, had minimal food, and no employment. With the amazing cooperation of different agencies, this family was able to get into a hotel, secure food, and begin working with an employment case manager. The client came into the Community Chest office to build a resume, apply for jobs, and he was enrolled in the AdultWorks program. He expressed he had a history of delivery driving but was interested in any employment that could help keep his family off the streets. The client was initially hired through a temp agency but was hired permanently within a week of

our first appointment. This client had a phenomenal attitude and perseverance throughout their journey. On December 26, 2017, the client started training to obtain his Class A CDL. The client and his family are currently living in an apartment and have just welcomed a new addition to the family. They had stable housing, food, and access to healthcare. Although the client was currently unemployed because he was attending training, he was determined to begin a career as a truck driver. The case manager reported the entire family's can-do attitude was contagious and believed they will succeed.

Client 1402235 started coming to her appointments with the intention of getting a better job. She did land a job, but due to her change in the household and going through some personal concerns she realized she needed to look at a career path to be able to support herself. The client was very interested in the medical field, so her Case Manager suggested the idea of attending training as a Clinical Medical Assistant. She was elated for the opportunity and signed up for the class. Classes began, and she completed them easily. Then she went on to take her state exam which she passed as well. The client was hired in her area of interest making a livable wage. The client continued to stop by from time to time to say hello.

Client 1903391 was enrolled into the AdultWorks program on 3/5/18. He was enrolled in an online/classroom program CompTIA A+ Certification through New Horizons. He started the class on 3/12/18. The client had been out of the workforce for over 10 years. Due to the client's senior status, he was reluctant to begin school. The client had to work through several personal issues to have the confidence to rejuvenate his education and start a new career. Community Chest assisted the client in several ways with gas vouchers to get to class, clothing, and a haircut. Staff worked closely with this client to ensure his success and wellbeing. The client overcame barriers to school by utilizing Community Chests computer station on a weekly basis. The client attended class in Reno as well as online and continued to excel in the program. Staff witnessed a remarkable difference in the client's demeanor and attitude.

Client 2097601, a female in her 50's, was very reluctant to start training because she felt that due to her age, she would be too old to learn anything new. She had a very real fear that she could not and would not be a success. Her case manager worked with her on many things including instilling hope and confidence. After working with the client on her barriers of transportation, homelessness, and personal stresses, the case manager was able to enroll her in the Community Health Worker Training through Truckee Meadows Community College Workforce Development in January. This client overcame her fears and her insecurities. Taking this course empowered her on many levels. She was able to learn and have her ideas validated. The Case Manager assisted the client to seek employment after the class ended.

Client 2509067, a single mother raising her son, had to overcome some obstacles to go back to school and further her career. The obstacles included finances, childcare, housing, transportation, and general know-how. The Case Manager and client began searching for possibilities, utilizing career aptitude tests and they had many conversations to find the right fit for her. The client decided to take the Clinical Medical Assistant Course offered through Truckee Meadows Community College. Throughout her time and meetings with her Case Manager, she stated that the class was difficult yet rewarding at the same time. The client completed the class and passed her state board exam and the client was job searching with the assistance of her Case Manager.

Client 2556599 began the Dental Assisting Program through the National School of Dental Assisting in April 2018 and was third in her class. When she graduated from the program in May, she continued to search for an externship that would complete her certification. This client had a medical disability, struggled with mental health, and she had been through the court system on several occasions as a youth. She is a mother who perseveres every obstacle. She did not simply want to stay on disability; she wanted more. She did not have the family support to encourage her yet, she continued to try and improve her life for herself and two children. This client was very proactive and continued to follow up on leads for her

externship. She did not appear to be frustrated because she remained optimistic about her future. This client was an inspiration to her children and the staff who have been lucky enough to work with her.



Community Services Agency Nevadaworks Adult

Last program year, CSA received a minimal amount of close out funding to serve 47 clients that were enrolled from the previous program year. Each of these individuals accessed the comprehensive soft skills and pre-employment services. Of those that were still enrolled, 29 received vocational training to increase their skills. The intensive services resulted in 31 job seekers who had completed their Individual Employment Plans and successfully achieved their employment goals.



Success Story – The participant came to CSA through a referral from JobConnect with an interest in Real Estate Appraisal Training. He had been working on commission for QM Resorts selling timeshares, but the goal was to develop a career in real estate. CSA assisted the participant with tuition assistance of \$245.00 for Avalon School of Real Estate, which was not financial aid eligible, a gas card was provided for his job searching needs, and \$125.00 for the State of Nevada real estate license. In addition, CSA provided \$1,252.08 for the costs of the lockbox code/activation fee, application fees, and national, state, and local dues with Reno Sparks Association of Realtors, Inc. The participant successfully completed occupational skills training in February 2018. He was able to achieve employment related to his training at Sierra Nevada Properties in May 2018, where he had been training to become a real estate

salesperson.

One-Stop Adult Program



The JOIN PY2017 One-Stop Adult Program was successful in sector spending and in meeting program enrollment goals. Last contract year, JOIN achieved 38.8% of the sector-spending goal of 40% and 100% of the enrollment goal.

During PY2017, JOIN promoted a long-time Career Training Coordinator to Regional Manager and hired three new Career Training Coordinators, one of which resigned at the end of the program year.

The implementation of EmployNV was both challenging and rewarding for the regional teams. The new data system had many features that complemented the case management process, but the JOIN staff still had many corrections that needed to be addressed with conversion clients and glitches identified during general usage.

Training:

JOIN Adult program clients received training in 25 unique occupation skills trainings throughout the program year.

The top trainings requested by JOIN clients were:

- CDL
- Certified Nursing Assistant
- Certified Medical Assistant
- Comp TIA+

Program Promotion:

JOIN's One-Stop Regional Manager attended over 60 unique outreach meetings, events, and activities. The One-Stop Manager had standing monthly partner meetings to continually update community leaders and partners about JOIN activities, educational, and employment trends. In addition to local events and activities, JOIN utilized a variety of social, print, radio, and television media platforms to promote all programs.

Rural Adult Program



The JOIN PY2017 Rural Adult Program was successful in sector spending but saw a slight decline in enrollments. During the program year, JOIN worked with one adult contract for all regional offices. This proved to be a complimentary move as JOIN was able to adjust budgets per location as additional needs were identified throughout the program year.

During the PY2017 program year, JOIN achieved 39.8% of the sector-spending goal of 40% and 85% of the enrollment goal.

During last program year, JOIN hired two new Regional Managers. One manager oversees the Carson City office and the other manager oversees the Fernley, Fallon, and Winnemucca offices. In addition, JOIN had two new Career Training Coordinators hired in the above-mentioned offices.

The implementation of EmployNV was both challenging and rewarding for the regional teams. This new data system had many features that complemented the case management process, but the JOIN staff still had many corrections that needed to be addressed with conversion clients and glitches identified during general usage.

Training:

JOIN Dislocated Worker program clients received training in 17 unique occupation skills trainings throughout the program year. The top trainings requested by JOIN clients were:

- CDL
- Certified Nursing Assistant
- Certified Medical Assistant

Program Promotion:

JOIN's three Regional Managers covered a vast amount of territory during last program year. With three managers covering 12 counties, they attended over 170 unique outreach meetings, events, and activities.

Each manager had standing monthly partner meetings to continually update community leaders and partners about JOIN activities, educational, and employment trends.



Health Care Workforce Development Adult Worker Program

During PY2017, the Nevada Hospital Association's (NHA) Health Care Workforce Development Adult Worker program served 60 clients. Fifty-six of the total clients were newly graduated nurses (NGN) from schools in Northern Nevada that qualified as adult workers. The remaining four clients were enrollees interested in pursuing allied health careers.

One of the four enrolled allied health clients obtained a certification of completion from Majen, the certified nursing assistant (CNA) training vendor and secured part-time employment as a CNA. Two of the four enrollees withdrew from their training due to family obligations and the fourth enrollee was unsuccessful in passing the course. The Program Manager continued to follow these clients for status and employment updates.

Occupational Skills Training

The NHA continued the occupational skills training partnership for NGN clients this program year with Coleman Consulting. Jami-Sue Coleman, PhD, RN, MBA, CCM, CNE, CPN, CNL, CEO of Coleman Consulting, provided a one-day training seminar to the NGN clients. Coleman Consulting proved to be an excellent partner as evidenced through client follow-up and post-training surveys. The NGN clients found the training valuable and were grateful for the experience.

Unfortunately, the unexpected passing of Dr. Jamie-Sue Coleman in March of 2018, resulted in the NHA securing another vendor, Debra Scott, MSN, APRN, FRE, of Scott Consulting, LLC. Debra Scott has done a wonderful job of continuing the course where Dr. Coleman left off. Between both vendors, 54 NGN clients successfully completed the Transition to Practice Skills Seminar. Feedback from the NGN cohort regarding the seminar has been exceptional. The NHA plans to continue partnering with Scott Consulting, LLC, for the next program year. The remaining two NGN clients entered employment in behavioral health, however, due to multiple scheduling barriers, they were not able to attend the Psyche Nurse Transition to Practice Skills seminar offered by Scott Consulting, LLC.

Budget

Overall, during the 2017-2018 AD program, the NHA spent \$143,400.00 in occupational skills training, \$173,087.10 in NGN on-the-job (OJT) training, and \$35,726.92 in supportive services (non-training and training related) for a total expenditure of \$352,214.02 in sector training/non-training registrant costs.

The NHA helped many clients through supportive services by providing funding for housing rental assistance, utility bills, child care, gas/transportation, uniforms, and medical equipment.

Partnerships

The NHA partnered with Renown Regional Medical Center, Saint Mary's Regional Medical Center, Carson Tahoe Hospital and Northern Nevada Medical Center for OJT contracts and continued to value these partnerships. The NHA also partnered with Majen and Scott Consulting, LLC, for occupational skills training. The NHA planned to partner again with these vendors next year. Western Nevada College added a nursing program in Fallon and the NHA was scheduled to speak at the college next grant cycle to enroll clients from Fallon's rural population.

The NHA will continue to expand outreach to rural Northern Nevada during the next grant cycle by working with additional training vendors, such as Great Basin College, and other rural health care employers.

Behavioral Health

Little progress had been made to address the shortage of behavioral health care providers in Northern Nevada. The widening gap between the supply of behavioral health care providers and the demand for care was driven by a greater emphasis on rising health care needs. Efforts to improve behavioral health treatment in Northern Nevada were hindered by staffing challenges while employers struggled to fill vacant positions with qualified nurses.

There were many training opportunities for the NGN to transition into an acute care setting, but few existed for those transitioning into behavioral health. Through partnership with Scott Consulting, LLC, they offered a one-day training seminar designed specifically for NGN clients interested in pursuing a career in behavioral health. The Program Manager planned to visit each nursing school in Northern Nevada to educate prospective NGN clients interested in behavioral health about this great opportunity.

Results

At the end of the program cycle, all 56 NGN clients were exited from the program and retained full-time employment with their facilities as registered nurses. The Program Manager will continue to follow-up with each client on employment status during the next grant cycle.

Northern Nevada Electrical Joint Apprenticeship & Training Committee (JATC) Adult Program



The Northern Nevada Electrical Joint Apprentice & Training Committee Adult Program goal was to serve 16 individuals. NNEJATC actual enrollments of 24 were 150% of the original goal. All 24 adult clients (100%) completed their on-the-job training component of the program.

After the completion of OJT, two clients left the program as they moved out of state to be with family.

The Northern Nevada Electrical Joint Apprentice & Training Committee finished the Nevadaworks WIOA Adult program with 22 individuals completing the program and successfully graduated from Apprentice I to Apprentice II Electricians, which resulted in a success rate of 92%.

Success Story: NV002333197 is a Veteran who recently completed his first year Electrical Apprenticeship. Through this program, he was able to excel in the field while transitioning from military life. This client was able to experience the comradery and rapport by being a part the International Brotherhood of Electrical Workers.

Dislocated Worker Programs

Community Services Agency Nevadaworks Dislocated Workers



CSA far out performed expectations for this program year by more than doubling the number of job seekers they planned to serve at an outstanding 52 participants. In addition, many were still completing training as part of their Individual Employment Plan. Seventy-seven percent of job seekers had already obtained employment because of our services. CSA achieved 100% of their goals for retaining employment at both 90 and 180 after obtaining employment.

Success Story – Job Seeker Follows Dream of Becoming Entrepreneur



The individual came into CSA with the goal of obtaining employment as a Cosmetologist. The individual loved working with hair and was especially interested in hair coloring. To meet the employment goal in cosmetology, she needed to increase her skills and obtain licensure from the Nevada State Board of Cosmetology. CSA was able to assist the participant with the remaining balance on her Cosmetology training and assisted with supportive services for gas and training attire, and she was able to successfully complete her occupational skills training.

To begin operating her own booth, CSA assisted her with the initial costs required to start her business. CSA assisted customer with obtaining her pre-employment business licenses, booth rent, and supplies so that she could be successful in operating her own business as a Cosmetologist.

One-Stop Dislocated Worker Program



The JOIN PY2017 One-Stop Dislocated Worker Program was successful in sector spending but saw fewer enrollments than anticipated for the region. Last contract year, JOIN achieved 37.7% of the sector-spending goal of 40% and 84% of the enrollment goal.

During last program year, JOIN promoted a long-time Career Training Coordinator to Regional Manager and hired three new Career Training Coordinators, one of which resigned at the end of the program year.

The implementation of EmployNV was both challenging and rewarding for the regional teams. This new data system had many features that complemented the case management process, but the JOIN staff still had many corrections that needed to be addressed with conversion clients and glitches identified during general usage.

Training:

JOIN Dislocated Worker program clients received training in 15 unique occupation skills trainings throughout the program year. The top trainings requested by JOIN clients were:

- CDL
- HR Management
- Certified Medical Assistant

Program Promotion: JOIN's One-Stop Regional Manager and staff attended over 80 unique outreach meetings, events, and activities. The One-Stop Manager had standing monthly partner meetings to continually update community leaders and partners about JOIN activities, educational, and employment trends.

Rural Dislocated Worker Program



The JOIN PY2017 Rural Dislocated Worker Program was successful in sector spending and saw significant enrollments. Last program year, JOIN worked with one dislocated worker contract for all regional offices. This proved to be a complimentary move as JOIN was able to adjust budgets per location as additional needs were identified throughout the program year.

Last contract year, JOIN achieved 37.2% of the sector-spending goal of 40% and 136% of the enrollment goal. Due to the unemployment rates for Nevada being low throughout the state, JOIN was surprised by the number of dislocated clients looking for services.

During last program year, JOIN hired two new Regional Managers. One manager oversees the Carson City office, and the other manager oversees the Fernley, Fallon, and Winnemucca offices. In addition, JOIN had two new Career Training Coordinators hired in the above-mentioned offices.

The implementation of EmployNV was both challenging and rewarding for the regional teams. This new data system had many features that complemented the case management process, but the JOIN staff still had many corrections that needed to be address with conversion clients and glitches identified during general usage.

Training:

JOIN Dislocated Worker program clients received training in 17 unique occupation skills trainings throughout the program year. The top trainings requested by JOIN clients were:

- CDL
- Certified Nursing Assistant
- Certified Medical Assistant

Program Promotion:

JOIN's three Regional Managers covered a vast amount of territory during this program year. With three managers covering 12 counties, they attended over 170 unique outreach meetings, events, and activities. Each manager had standing monthly partner meetings to continually update community leaders and partners about JOIN activities and educational and employment trends.



Health Care Workforce Development Dislocated Worker Program

Last year, the Nevada Hospital Association's (NHA) Health Care Workforce Development Dislocated Worker program served 23 clients. Twenty-one of the total clients were newly graduated nurses (NGN) from schools in Northern Nevada that qualified as dislocated workers. The remaining two clients were enrollees interested in pursuing allied health careers.

One of the two enrolled allied health clients obtained a certification of completion from Majen, our certified nursing assistant (CNA) training vendor. The other enrollee was unsuccessful in passing the course. At the end of the program year, one allied health client continued to work with the Program

Manager to obtain employment.

Occupational Skills Training

The NHA continued the occupational skills training partnership for NGN clients last program year with Coleman Consulting. Jami-Sue Coleman, PhD, RN, MBA, CCM, CNE, CPN, CNL, CEO of Coleman Consulting, provided a one-day training seminar to the new graduate nurse (NGN) clients. Coleman Consulting proved to be an excellent partner as evidenced through client follow-up and post-training surveys. The NGN clients found the training valuable and were grateful for the experience.

Unfortunately, the unexpected passing of Dr. Jamie-Sue Coleman in March of 2018, resulted in the NHA securing another vendor, Debra Scott, MSN, APRN, FRE, of Scott Consulting, LLC. Debra Scott has done a wonderful job of continuing the course where Dr. Coleman left off. Between both vendors, all 21 NGN clients successfully completed the Transition to Practice Skills Seminar. Feedback from the NGN cohort regarding the seminar was exceptional. The NHA planned to continue partnering with Scott Consulting, LLC for the next program year.

Budget

Overall, during the 2017-2018 DW program, the NHA spent \$56,700.00 in occupational skills training, \$71,105.43 in NGN on-the-job (OJT) training, and \$15,430.26 in supportive services (non-training and training related) for a total expenditure of \$143,235.69 in sector training/non-training registrant costs.

The NHA helped many clients through supportive services by providing funding for housing rental assistance, utility bills, child care, gas/transportation, uniforms, and medical equipment.

Partnerships

The NHA partnered with Renown Regional Medical Center, Saint Mary's Regional Medical Center, Carson Tahoe Hospital, and Northern Nevada Medical Center for OJT contracts and continues to value these partnerships. The NHA also partnered with Majen and Scott Consulting, LLC, for occupational skills training. The NHA planned to partner again with these vendors next year. Western Nevada College added a nursing program in Fallon, and the NHA was scheduled to speak at the college during the next grant cycle to enroll clients from Fallon's rural population.

The NHA will continue to expand outreach to rural Northern Nevada during the next grant cycle by working with additional training vendors, such as Great Basin College, and other rural health care employers.

Behavioral Health

Little progress had been made to address the shortage of behavioral health care providers in Northern Nevada. The widening gap between the supply of behavioral health care providers and the demand for care was driven by a greater emphasis on rising health care needs. Efforts to improve behavioral health treatment in Northern Nevada were hindered by staffing challenges while employers struggled to fill vacant positions with qualified nurses.

There were many training opportunities for the NGN to transition into an acute care setting, but few existed for those transitioning into behavioral health. Through the partnership with Scott Consulting, LLC, they could offer a one-day training seminar designed specifically for NGN clients interested in pursuing a career in behavioral health. The Program Coordinator will visit each nursing school in Northern Nevada to educate prospective NGN clients interested in behavioral health about this great opportunity.

Results

By the end of the program cycle, all 21 NGN clients were exited from the program and have retained full-time employment with their facilities as registered nurses. The Program Manager continued to follow-up with each client on employment status during the next grant cycle.

Out-of-School Youth Programs



Community Chest, Inc. G.A.M.E. *Guidance through Academics, Mentoring & Employment Program*

During PY2017, the G.A.M.E. (*Guidance through Academics, Mentoring & Employment*) Program pledged to take 15 new youth into the program. These OSY youth, not uncommonly, had little to no family stability, lacked transportation or, even the ability to meet their basic needs. In addition, most 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.

G.A.M.E. participants received the following services: academic support/tutoring and study skills training, incentive pay, education offered concurrently with workforce preparation, WEX (work experience) opportunity, job search and placement assistance, group program approach, leadership development, financial literacy education, entrepreneurial skills training, adult mentoring and guidance, group counseling, life skills classes, and various supportive services (housing, transportation, food, clothing, etc.).

In total, 17 youth were served within the 2017-2018 grant year. Of the 17 youth, two were rollover clients and 15 were newly enrolled. All new youth received academic incentive pay and participated in some, if not all classes. Out of the 17 clients served this past year, 11 of them obtained their GED or High School Diploma. This is by far the highest percentage of completion the G.A.M.E. Program had seen. The academic phase of the program proved to be critical to our community and clients. Classes and class topics this past year included:

- **Life Skills:** Because many of the students had never held a job, many of the skills learned correlated with the workplace. Classes included stress management, social media awareness, interpersonal relationships, grocery budgeting, nutrition, food preparation, food challenges, living a healthy life, finding the right career for you, contracts, prevention, defining your own future, how to enroll in college, fight or flight, and living in “the real world”. A special veteran guest speaker also presented on what it is like having a military career and how one goes about joining the service.
- **Entrepreneurship:** Students were tasked with creating a mock company, product, and sales pitch in a 7-week Shark Tank project. Students worked in groups, researched company costs and expenses, and presented their idea to a panel of judges. Classes last year also included creating a business, impact of small business, dreaming big, licenses for business, generating ideas, career aptitude tests, benefits of trade schools, entrepreneurship or being a wantpreneur, and owning your own business.

- **Work It to Work It:** Students in both the academic and WEX phase of the program were asked to attend the Work it to Work it class each week. These classes were strictly workforce oriented and consisted of resume building, tattoos and piercings in the work place, traits of a good employee, tough interview questions, how to fill out a W2, taxes, checking accounts/direct deposit, strategic employment plans, job searching, WEX talks, social media dangers, cover letters, punctuality, aptitude tests, and steps to getting the job you want.
- **Financial Literacy:** Students participated in weekly activities that demonstrated what it means to be financially literate. Some topics included credit, home budgeting, checking accounts, balancing a checkbook, debt, credit scores, how to get out of debt, making a budget, ways to maintain income, football, writing checks, needs vs wants, grocery shopping for one, and saving for college. Students also were challenged to (virtually) shop and create a dinner party for four on limited funds. Nevada State Bank came to the Fernley office and conducted a class on financial literacy. The speakers were wonderful because they addressed a vast range of questions regarding fiscal health. Many conversations included checking accounts, savings accounts, investments, working with late fees, taking out a loan and the ins and outs of credit. All AdultWorks and G.A.M.E. Program Clients were invited to the event. Six clients attended in total, five youth participated from the G.A.M.E. Program.
- **Comprehensive Guidance and Counseling:** This group was run through the counseling team. Topics in group included impacts of drugs on self and others, motivation, keeping your calm, impacts of stress, coping skills, group bonding, validation, dealing with anger, grief, healthy relationships, suicidal ideation, self-harm, and an overall weekly mental health check in.

The G.A.M.E. Program was very purposeful in its use of time with students. Each encounter was taken as a new opportunity to mentor and grow each youth. On 6/12/18, one such encounter occurred in the form of a WNC campus tour and Virginia City entrepreneurship discussion/visit. Youth were invited to tour the campus, speak to financial advisors, and discuss options for higher education that had never occurred to them prior. Afterwards youth toured Virginia City, discussed the entrepreneurship spirit that exists in the town and the history. Many of the youth, although native Nevadan, had never seen the town. It was an exciting trip for staff and youth alike.

In addition to a fun trip, graduation was also another monumental moment for the program, the family of the youth, and the youth themselves. Never had the program had so many youths participating in commencement ceremonies. In total, seven youth walked. One youth was even chosen to give a speech. For these kids, being recognized for doing something good rarely occurred. It was a special moment for them and for the program.

Within the last grant year, 14 out of the 15 newly enrolled youth were provided a first WEX. Of those 14, six completed their WEX successfully and eight did not. Of the 14, six youth were provided a second WEX. Of these six, three were an extension of their first WEX and finished successfully, while the other three were provided a second chance and did not finish. Nine youth received employment outside of the program. In the fourth quarter, a WEX wage increase occurred to provide more of an incentive for WEX completion. Out of all the youth placed in a WEX, one youth was hired by her WEX employer. A total of 11 WEX employers were used within this last grant year. Sadly, one of those employers passed away within the program year. It was a devastating hit to the Fernley Community, and previous youth from this WEX site. In addition, it was a loss for new youth that did not get an opportunity to learn from such a wonderful employer.

Throughout the grant cycle, obstacles included client's willingness to finish a WEX, youth being fired and/or quitting from WEX's, lack of reliable transportation, substance abuse, mental health issues, and suicidal ideation. Sadly, 3 youth attempted suicide last year. This was an unusual thing that the program had to face head on. Many classes and cross program activities occurred to prevent second attempts. This was a stressful situation for staff and participants alike. With the help of the in-house counseling team, the G.A.M.E. Program was relieved to report that they did not lose one youth to mental health issues and all clients were given positive reinforcement, mental health counseling, and unrelenting care.

Several large changes in staff also occurred last year. A new Program Coordinator was hired, and the Program Director was on maternity leave for most of the second quarter. In the second quarter, the EmployNV system was implemented. These factors, while stressful for staff, proved to have no detriment to participants.

Positive outcomes for the year included a deepened relationship with fellow agencies including Fernley Adult Education Center, Juvenile Probation, and Lyon County Human Services. Additional positive outcomes were the youth forming bonds with each other, new counseling groups, deeper relationships with WEX employers, the addition of three new employers, and a more widely known program. Recruitment last year was based mostly on word of mouth from previous participants. The G.A.M.E. Program became increasingly known and the program ended the year with seven clients on a waitlist.

Overall, the G.A.M.E. Program exceeded expectations with the addition of a new staff, a robust change in curriculum, a soaring percentage of completion for GED/HSD/HSE, and a financial spenddown that only left \$143.41 for the contract budget. The G.A.M.E. Program was a unique and fundamental aspect of success for a forgotten population within the community. The program served many youths successfully and typically had more referrals than open availability. They were proud of the service they provided to their clients and cannot wait to continue to do so next year. Five clients were rolled into the next grant year to assist them with job searching.

Re-cap of success stories from the grant year:

Client 2547237 had numerous barriers to overcome. The client lacked sustained transportation, medical access, housing, employment skills, and struggled with his mental health. This student of the G.A.M.E. Program successfully completed his HiSet within the first few weeks of his academic phase. He was beyond intelligent; he completed it with high enough scores that it waived many credits and he was able to complete his High School Diploma with a few more hours of schooling. His memory was remarkable, and he impressed staff at both the Ed Center and the Program. He was working on his WEX prep and he was excited to see what else he could accomplish in the program.

Client 2520748 was attending class since September and he struggled for some time focusing on his studies. The client lacked enthusiasm and drive to complete his tests. After meeting with the client several times, the case manager discovered some barriers that he needed a little extra help with. After assisting the client with a bike, coat, and a referral to counseling, the client seemed more comfortable and confident. Since then, the client passed all his requirements to receive his HSE and passed with a college ready score allowing him to waive some credits and was working towards his high school diploma. The client was working at his WEX and was in his third week. The employer was very happy with his performance, and he was interested in keeping him long term.

Client 2508755 was enrolled with the GAME Program since 7/28/17. He initially started his WEX with Mario's Florist on 8/7/17. He was close to completion when he injured himself off the job and was relieved from his WEX. The client worked hard and studied from 9/5/17 to 10/18/17. After he completed his Academic Phase, he continued to study hard and eventually passed his Hi-Set on 1/16/18. After passing the test, the client was unsure if he wanted to go to college or start working. There were numerous talks

about trying to return to his WEX. Unfortunately, his previous WEX employer Mario Flores passed away within the quarter. The client was devastated, and he and his case manager visited his gravesite out of respect. This loss really shocked the client to his core, however, he continued to stay involved in groups, classes, and he even attended the recent Nevada State Bank special guest class. His case manager worked hard to include him. The case manager accompanied him on a tour of a local community college, met with a financial advisor, and took him to several job interviews on USA Pkwy. The client decided that he wasn't quite ready for college and instead wanted to start working. The client was hired on at Chewy's working full time. They were very proud of the client, and they looked forward to exiting him, and they continued to provide him support.

Client 2565921 was enrolled with Community Chest on 4/26/2018 and began her WEX on 4/30/2018. As an ESL student she had several barriers that she was struggling to overcome. The client completed her WEX successfully on 6/29/2018 and was doing online ESL studies. The client planned on attending WNC in the fall and was anticipating enrolling in their ELL program to prepare to take her Hi-Set test. The client was hesitant to enroll in school due to being both mentally and physically abused by teachers in the past. Since enrollment, the client started to come out of her shell and began to trust adults. The client was noted to be very bright and a very hard worker. Her WEX employer had nothing but good things to say and wished that she could have offered her full-time employment. The client was able to receive incentive pay. The client earned a total of \$560 of incentive pay for working online and in person (with an interpreter) towards her Hi-Set and ESL studies.



Community Services Agency CareerLink-Youth Services

CareerLink Leads to Jobs – The youth participating in CareerLink entered some type of employment and at the end of the program year, 25 youth were still active in services.

Strong Career Matching – CSA increased career matching services and provided intensive career matching that placed youth with employers who retained them. In fact, this number should increase as many youths are due to meet the benchmark as time goes by.

Employer Partners – CSA was able to leverage current employer partners and build new ones based on high growth sectors, the youth's desired career paths, and the needs of the hiring employers.

Up Skilling Our Youth – CSA leveraged more than \$99,000 in addition to program funds for CareerLink youth to receive crucial career training in partnership with several local training institutions. This training led to quality jobs.



Success Story – The participant came to CSA seeking a career in HVAC in hopes of a sustainable career to support his two children. CSA helped pay for the training and placed him on a paid Work Experience in his career field with a local employer who kept him on after his training at \$18 an hour.

One-Stop Young Adult Program



The JOIN PY2017 One-Stop Young Adult Program was successful in Work Experience spending and enrollments in its first year of operation. Last contract year, JOIN achieved 52% of the work experience budget goal of 35% and 108% of the enrollment goal for the program year. JOIN enrolled 52 young adults in the program.

JOIN faced anticipated enrollment challenges at the beginning of the program year, as there was not a young adult program offered by the agency in over 10 years. Extensive outreach and program promotion resulted in high enrollment numbers in the last half of the program year.

Program Promotion:

JOIN's One-Stop manager and staff conducted work experience meetings with over 40 businesses and organizations to promote the new program. As new business was initiated for the JOIN One-Stop office, various methods of program promotion and outreach were utilized to reach as many young adults as possible, this included social media, radio and television, and print media. The manager and staff worked closely with employers in all industries to ensure promotion to all in-demand sectors.

Training:

Many of the participants enrolled in the program participated in occupational training that was required or recommended for their career goals.

JOIN Young Adult program clients received training in 11 unique occupation skills trainings throughout the program year. The top trainings requested by JOIN clients were:

- Accounting
- Certified Nursing Assistant
- Certified Medical Assistant
- OSHA 10

Work Experiences:

JOIN's One-Stop manager and staff executed an outreach plan to employers throughout the region promoting the program's ability to provide screened, trained, and qualified employees.

Of the 52 program participants, 16 worked with local employers in a work experience to hone their workforce readiness skills and sharpen their job skills in general. Of those working in a work experience, many were able to work in a field of their choice: electricians, child care, glaziers, health care, customer service, culinary, clerical, construction and manufacturing. Many of the young adults chosen for work experiences were hired as full-time employees within the companies participating in the program.



Workforce 60 Rural Young Adult Program

The JOIN PY2017 Rural Young Adult Program was successful in Work Experience spending and enrollments.

During the PY2017 contract year, JOIN achieved 44% of the work experience budget goal of 35% and 122% of the enrollment goal. JOIN enrolled 38 young adults in the program and achieved the goal to have at least one work experience in each regional office.

Program Promotion:

JOIN's Regional Managers conducted work experience meetings with over 38 businesses and organizations to promote the program. The managers focused on all industries to ensure promotion to all in-demand sectors.

Training:

Many of the participants enrolled in the "Workforce 60" program participated in occupational training that was required or recommended for their career goals.

Access to training opportunities was difficult for many rural participants who do not have a driver's license or reliable transportation. Participants without driver's licenses were encouraged to apply for them and were reimbursed for permits and licenses when no other resources were available.

Work Experiences:

JOIN's Regional Branch Managers executed an outreach plan to employers throughout the Northern Nevada region promoting the program's ability to provide screened, trained, and qualified employees.

Of the 38 program participants, 16 worked with local employers in a work experience to hone their workforce readiness skills and sharpen their job skills in general. Of those working in a work experience, many were able to work in a field of their choice: electricians, auto mechanics, glaziers, health care, customer service, maintenance, clerical, construction, and manufacturing. Many of the young adults chosen for work experiences were hired as full-time employees within the companies participating in the program.

Northern Nevada Literacy Council (NNLC) Learn and Earn Program



Northern Nevada Literacy Council (NNLC) is a community-based, non-profit school for adult learners. The Learn and Earn program finished its third successful year (PY2017). The successes included:

- 1) Exceeded the goal of 40 enrollments by 4 enrollments.
- 2) Learn and Earn spent 100% of all grant monies awarded.
- 3) Fourteen youth received their High School Equivalencies.
- 4) Twelve youth participated in Work Experience (WEX) contracts.
- 5) Thirty-six youth participated in occupational skills trainings.
- 6) Three youth were college bound, seeking advanced degrees.

Northern Nevada Literacy Council noted that it is located close to the areas where most of the population that it serves lives. Northern Nevada Literacy Council has proven to be a valuable resource for learning, and an integral part of the community. Northern Nevada Literacy Council has provided a safe haven where reading, writing and math skills are supported and encouraged for all who pass through the doors. Learn and Earn has often been the first opportunity for life improvement that the clients experience. Many students expressed profound feelings of gratitude and astonishment at the opportunities provided to them by Learn and Earn, and they were surprised by their accomplishments. Their self-esteem developed, then flourished, as they accomplished their dreams. Their dreams expanded, and there was new hope for bright and prosperous futures.

The out-of-school youth often lacked a high school diploma and had negative experiences in the public-school system. Many reported having been teased and taunted by children and adults. Some of the skills that they lacked were basic life or “soft” skills. These included how to operate a computer, create an effective resume, accepting responsibility for their actions, establishing and maintaining professional relationships, showing up on time, speaking with someone in a professional manner without using profanity, dressing properly when making business contacts, and maintaining eye contact while others are speaking. Other skills that were addressed and improved upon were note-taking and study skills. Barriers to success included lack of education, poverty, illiteracy, disabilities, lack of reliable transportation, homelessness, a lack of the means to purchase a car or even a bus pass. Many came from the foster care system and/or have extraordinarily dysfunctional family systems. Many were parents themselves, and/or become pregnant soon after completing their enrollment in the Learn and Earn program.

The 44 Learn and Earn participants received the following services: skills assessments, basic skills (High School Equivalency) academic support/tutoring and study skills training, occupational skills training, tutoring and support for class and non-class related tests such as driver’s license tests. Other services included: computer proficiency education and supportive services like resume writing assistance, career training soft skills classes and interview practice. Some received bus passes, gas cards, rent, phone and other bill payment assistance, childcare expense assistance, paid supplies for occupational skills courses and job search and placement assistance. Employers received reimbursement for regular wages and workman’s comp and taxes (WEX).

Forty-four new youth were enrolled, and three were carried over from last year. Twelve worked with a WEX contract in place. Thirty-six out of the forty-two received or were receiving occupational skills training, and of those thirty-six, all but two successfully completed their training. Fourteen earned their High School Equivalencies, seventeen were exited as successful, and one of the 44 were exited as unsuccessful.

Throughout PY2017, the program faced some challenges, but the year was very smooth when compared to PY2016. The most significant challenge was the departure of NNLC's Executive Director during the early part of the fourth quarter. An Interim Director was chosen two to three months after her departure, and a permanent director had not yet been chosen. The program received an increase in funding of \$55,870 that allowed Learn and Earn to provide more occupational skills trainings and more WEX training opportunities to its participants. An influx of funding from OWINN and DETR grants specifically earmarked for OST (occupational skills training,) allowed Learn and Earn to reallocate some of its funding, putting it to use in areas where it was needed most like WEX, occupational skills training and other supportive services. Learn and Earn surpassed its enrollment commitment by four youth, spending almost half or 46% of the total grant funds in WEX (work experience) contracts, exceeding the 35% WEX requirement by 11% and exhausting 100% of its funding.

Success Stories Fiscal Year 2017-2018

ENV 2553966 came to Learn and Earn with one goal in mind; to earn his GED so that he could go to work for Tesla. The client was an immigrant from South America and he spoke of his old life in his home country as being very difficult with limited opportunities. The client said that he left his country because he was fleeing from the drug cartels. He said that if he were still in his country, he thought that he wouldn't have a job because the only available work involved working with the drug cartels. The client said that if he hadn't been allowed to immigrate, he was certain that he would have been killed because of his refusal to work for the cartels. The client wanted a bright and prosperous future and was grateful that he lived in the US where he can have genuine opportunities for success. The client earned his GED and started working for Tesla, he was very happy, and he looked forward to having a bright and prosperous future.

ENV 2484880, came to NNLC hoping to earn his GED. The client passed four of the five tests on his first try. He became discouraged about not passing the fifth test but returned two months later to take the fifth test a second time, but again did not pass it. The Learn and Earn Manager and a staff member began to call the client and leave him messages that were ignored for several weeks by the client. Then the Learn and Earn Manager contacted his alternate contact, his father, to check on the welfare of the client. The client's father told the Learn and Earn Manager that the client had been drinking heavily and partying while he was underage. The client's father stated that he reported the liquor store to law enforcement for selling alcohol to underage persons, and he said that law enforcement was not doing anything about the underage sales. The client was also lying to his father by telling him that he needed money to pay for his NNLC classes. The client's father did not realize that all classes are free at NNLC. The client's father said that he would speak with the client because he had a job in the union lined up for him once his GED was completed. One week later, the client came in to see what he needed to do to become better prepared for the fifth test and two weeks after that he took the test and passed it. The client and his family attended the NNLC commencement ceremony to celebrate his accomplishment. The client reported that he was working after exiting from the program.

ENV 2525991 came to Learn and Earn not knowing exactly what she wanted to do. Learn and Earn Manager gave the client a career assessment that showed that the client might excel in medically-related career fields. The client attended an ophthalmic assistant course and earned an OA certificate. Learn and Earn Manager established a relationship with an optician's office where she and the three other OA graduates, ENV 2510846, ENV 2476845 and ENV 2517200 (who also earned her CMAA certificate,) could continue and expand on their training through WEX contracts. Through their WEX contracts, they were all trained by their employer as Ophthalmic Technicians and not just ophthalmic assistants.

ENV 2559186 came to Northern Nevada Literacy Council with a strong desire to attend dental assisting school. The client was interviewed to make certain that she was committed to attending and finishing dental assisting school. While waiting for dental school to begin, the client earned her CMAA (Certified

Medical Administrative Assistant) certificate and became a nationally certified CMAA. The client was attending dental assisting school and reported that it was going well and that she was really enjoying school and was looking forward to working as a Certified Dental Assistant.

ENV 2547238 came to the Northern Nevada Literacy Council to earn her High School Equivalency so that she could get a better job. She earned her CMAA (Certified Medical Administrative Assistant) certificate and then took the national certification exam and passed it. The client became a nationally certified CMAA. The client continued to work on earning her GED and stated that life issues were getting in the way of her earning it but said that she was committed to getting it and continued to study.

ENV 2546209 came to Northern Nevada Literacy Council to gather more information about Learn and Earn. She was one of so many applicants that hear about the program through friends, extended family or the Learn and Earn Manager's community outreach activities. Due to family circumstances, she became a parenting youth and assumed legal custody of her 17-year-old and eight-month-old sisters. The client's mother resided in Mexico and experienced severe and chronic health issues that landed her in the hospital about every other week. The client's father was not involved in the lives of his children, so, the custody of the younger children fell on the client. The client was determined to attend and successfully complete dental assisting school, then work as a dental assistant, while attending college with the final goal of becoming a dentist. The client completed dental assistant school, and she moved to Arizona to be closer to her mother where she has obtained a full-time job working as a dental assistant. The client was in the process of enrolling into college to accomplish the next part of her dream; becoming a dentist.

ENV 2505420 wanted an opportunity to properly provide and care for her two children. The client was a warehouse worker who had dreams of becoming a certified dental assistant. The client told the Learn and Earn Manager that she feared not having another opportunity to get out from under her current situation and build a promising future for herself and her children. The client was a referral from another Learn and Earn participant and she realized since, she was already 24 years old, her window of opportunity would quickly close. The client met with the Learn and Earn Manager and completed all the requirements for consideration and acceptance. The client was accepted into the program, attended dental assisting school. Just like all other Learn and Earn participants, she attended the Learn and Earn Manager's career class to increase her chances of being hired after her dental assisting school graduation. It took the client less than one month to secure a full-time job after graduation. The client reported that she was so happy to be able to provide for her family, and she was so grateful to have the skills to work in a field that she loves.

ENV 2190868 had disability barriers and graduated from high school with a regular diploma on an IEP. The client's life-long dream was to become a nurse. After completing the Learn and Earn career assessment and exploring the requirements for earning a degree as a registered nurse, the client decided that the best place for her to begin her career would be with a CNA certification. The client fulfilled all prerequisites, applied to a CNA program, and she was accepted. The client continued to work at a fast food restaurant while she attended school. Although it wasn't easy for her to complete that course, mainly because of her disability, the client refocused her attention and learned how to advocate for herself with the Learn and Earn Manager's guidance and support. The client successfully passed the CNA course and the state licensing exam. The client became a licensed CNA and began working in the field as a CNA. The client purchased her first car and reported doing very well and enjoyed her work. The client expressed an interest in furthering her education and planned to eventually become a registered nurse.

ENV 2559574 came to NNLC to earn her GED. The Learn and Earn Manager became acquainted with the client through community outreach. The client and her infant baby were participants in a community program that was designed to help get single mothers on their feet. The client needed a job and like the clear majority of Learn and Earn participants, she could not afford to attend school exclusively. Therefore, she had to work in a non-related field while attending school and training. The client's community

program provided child care for her so, she could focus on earning her GED and finding a job. The client landed a job at the VA hospital in food service, but she dreamed of becoming a pharmacy technician. The Learn and Earn Manager asked the client to speak with HR at the VA hospital to see if she could transfer to the pharmacy once she'd earned her pharmacy technician certificate. The client reported that the VA was receptive to the request so, the client was enrolled into the pharmacy technician training. The client reported enjoying the training and looked forward to earning her certificate and working in the pharmacy. The client's long-term goal was to enroll in college and become a pharmacist.

When ENV 2523431 approached the Learn and Earn manager, he wanted to join a trade union. He'd dreamed of joining the union all his life, but because of a disability, he feared that he would not be able to. Learn and Earn worked with the client to get him ready for the testing and other requirements that he would need to fulfill to join the union. The client worked diligently and became a member of the union. The client's first job was at the Tesla/Panasonic plant, but after working a few weeks, he was laid off. The client became desperate and worried that he would not work again, and he considered taking other work so that he could continue to support his family. In the eleventh hour, client was called back to work through the union and continues to work as a union employee. The client reported being happy that he decided not to give up on the union.

ENV 2022149 came to the Learn and Earn program with two children and no resources. The client's sister worked as a dental assistant and the client wanted to do the same. Once her training was complete, the client was confident that she would be hired at the dental practice where her sister was working. The client was enrolled into Learn and Earn and started dental assisting school. The client showed strength and determination and a strong desire to work hard and be successful. The Learn and Earn Manager encouraged the client to make introductions at various dental offices to ensure that she would have a job upon completion of dental school. The client refused because she was convinced that she would have a job at the practice where her sister works. The client completed dental school and then her one-week long externship at the practice where her sister worked, and she was told that she would not be hired as a permanent employee. Christmas was quickly approaching, and there was no job in sight so, the client began to panic about having no gifts, job, or money. NNLC and the Learn and Earn Manager went to work collecting Christmas gifts from generous donors for the family so that the client and her children would have an enjoyable Christmas. The Learn and Earn Manager took the opportunity to provide some contingency plan training to the client that included the importance of always having alternate plans and options available in case things do not work out as planned. The client said that she was afraid, if she made other plans, things would not work out the way that she wanted them to because she'd made other plans. The Learn and Earn Manager helped the client to determine why that type of thinking was flawed and the client began to understand and see things more clearly. The client expressed great remorse because earlier she was unwilling to discuss her viewpoint and to make employment contingency plans. The client then began to utilize the Learn and Earn Manager's resources to find employment. She attended Learn and Earn Manager's career class for work readiness skills. The Learn and Earn Manager secured an interview for the client and she was hired as a dental assistant making \$15.75/hr full-time with full benefits. The client reported being happy to have a great career/job and she was relieved because she can take care of herself and her children's needs.



**Northern Nevada Electrical Joint Apprenticeship & Training Committee
(JATC) Out-of-School Youth Program**

The JATC out-of-school youth program had 16 of their 16 Nevadaworks grant students complete their OJT and received their Electrical Apprentice I Certifications. All students successfully graduated from Apprentice I to Apprentice II Electricians. The JATC was proud to have a 100% success rate.

NV002533877 a single mother who was unemployed when she entered the program. Through the assistance of Nevadaworks, the WIOA grant provided her with child care support and she was earning \$18.23 an hour with fully-paid benefits for herself and her children.

Appendices III

2017

workforce CONNECTIONS

Connecting Employers to a Ready Workforce

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Executive Summary

During Program Year 2017 (PY17), July 1, 2017 through June 30, 2018, Workforce Connections (WC) and our partners had many accomplishments. Accomplishments throughout the year include national recognition for two local re-entry programs, Hope for Prisoners and Foundation for an Independent Tomorrow (FIT). Secretary of Labor, Alexander Acosta personally visited and recognized these programs as best practices for the outstanding work they do in our community. Also, in PY17 WC received its third unqualified audit. The hard work continued with integration efforts by opening five new one-stop affiliate centers in partnership with local public libraries and designating JobConnect and Temporary Assistance for Needy Families (TANF) centers as one-stop affiliate centers.

To support access efforts, the geographical footprint of the OSDS was expanded by leveraging significant in-kind library contributions as a result of strong partnerships between the Local Board and library districts. With the opening of new one-stop affiliate centers in the Las Vegas valley, access points within local neighborhoods and collocation of one-stop partners has increased. Our collocation efforts extended to rural areas in Clark, Esmeralda, Lincoln and Nye counties where the unemployed and under employed face significant challenges due to the distance from the employment and training services provided in the Las Vegas valley.

Integration of the OSDS is central to the implementation of WIOA and WC has made significant strides meeting regularly with the core partners, convening Resource Sharing Agreement (RSA) negotiations, and establishing meaningful access to all WIOA one-stop partner programs. Throughout PY17, WC collaborated with a diverse team of agencies from Economic Development, Education, Workforce Development and the Governor's Office to launch the Clark County ACT Work Ready Communities initiative. WIOA integration efforts were guided by executive leadership from the U.S. Department of Labor; Nevada's Department of Employment, Training and Rehabilitation, Department of Education and Department of Health and Human Services; and the other WIOA required partners. This will continue to be a high priority during the 2018 program year in order for the necessary partnerships to be established, where silos once existed. Additionally, in support of integration, the one-stop operator has begun coordinating the OSDS's employer and job seeker service delivery in the local area.

WC continues to focus on our vision of "Full Employment for All Southern Nevadans" and our strategic plan will operationalize our mission of "Connecting Employers to a Ready Workforce".

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 and the Executive Director, fiduciary responsibilities over local area resources, budget approvals and the coordination of inter-local government agreements.

Member

Commissioner Lawrence Weekly, Chair
Councilwoman Gerri Schroder, Vice-Chair
Councilwoman Michele Fiore
Councilman Scott Black
Councilman Warren Harhay
Commissioner Butch Borasky
Commissioner Varlin Higbee
Commissioner De Winsor

Jurisdiction

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

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



The Workforce Connections Board

During PY17, the Board continued to be enthusiastically engaged in workforce development activities. The 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 are leaders from various areas of the community including:

- Private business sector
- Public workforce organizations
- Labor organizations
- Education and training institutions
- Government and economic development
- Other areas as appointed by the Chief Local Elected Officials Consortium

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.

The Workforce Connections Board

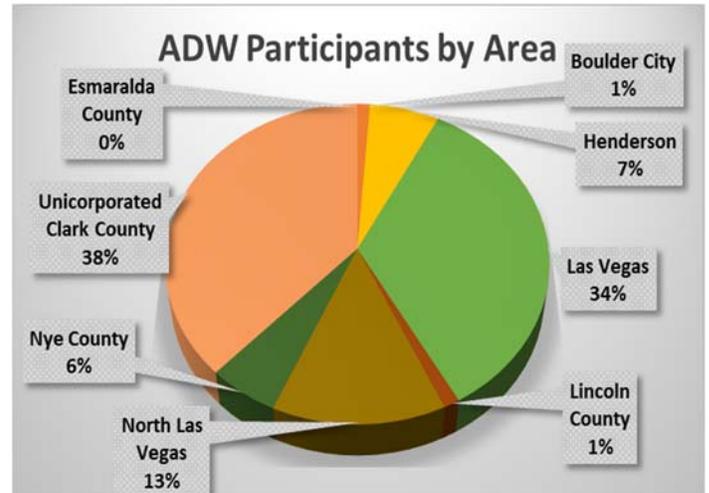
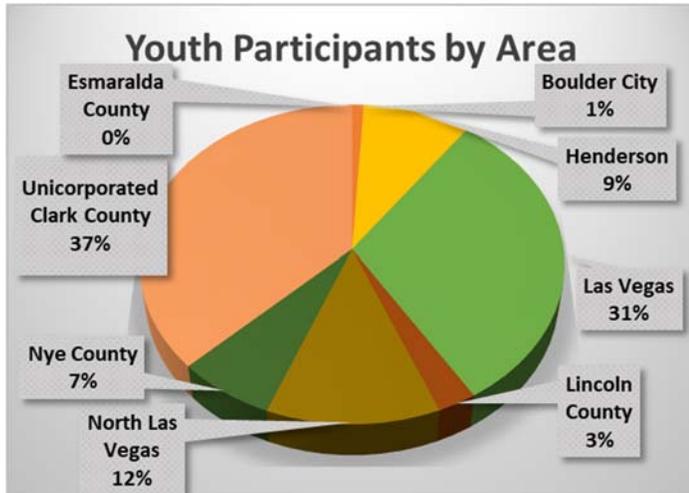
Board Members	Affiliation	Programs Committee	Finance & Budget Committee	Executive Committee
<i>Valerie Murzl, Chair</i>	<i>Station Casinos, LLC</i>	●		●
<i>Jack Martin, Vice-Chair</i>	<i>Clark County Dept. of Juvenile Justice</i>	●		●
<i>Bart Patterson</i>	<i>Nevada State College</i>	●		●
<i>Cecil Fielder</i>	<i>Keolis Transit America, LLC</i>	●		
<i>Charles C Perry, Jr.*</i>	<i>NVHCA Perry Foundation</i>	●		
<i>Eric D. James*</i>	<i>Urban Chamber of Commerce</i>		●	
<i>Janice John</i>	<i>Vocational Rehabilitation</i>	●		
<i>Jerrie E. Merritt</i>	<i>Bank of Nevada</i>		●	●
<i>Jill Hersha</i>	<i>Las Vegas-Clark County Library District</i>	●		
<i>Kenneth Evans*</i>	<i>Urban Chamber of Commerce</i>	●		
<i>Leo Bleznitsky</i>	<i>LBA Networking, Inc.</i>	●		
<i>Liberty Leavitt</i>	<i>Clark County School District</i>	●		
<i>Lou DeSalvio</i>	<i>Southern Nevada Laborers Local #872</i>		●	
<i>Louis Loupias</i>	<i>So. NV Operating Engineers/JATC #12</i>	●		
<i>Marcia Turner</i>	<i>University Medical Center of Southern Nevada</i>	●		
<i>Mark Keller*</i>	<i>Steamatic Las Vegas</i>		●	
<i>Marvin L. Gebers</i>	<i>Plasterers & Cement Masons/JATC</i>		●	
<i>Michael Gordon*</i>	<i>Las Vegas Global Economic Alliance</i>		●	
<i>Paul Brandt*</i>	<i>Solar City</i>		●	
<i>Peter Guzman</i>	<i>Latin Chamber of Commerce</i>	●		
<i>Rebecca Henry</i>	<i>Allegiant Air, LLC</i>		●	
<i>Renee L. Olson</i>	<i>Department of Employment, Training and Rehabilitation</i>		●	
<i>Rob Mallery*</i>	<i>Originate</i>		●	
<i>Tobias Hoppe*</i>	<i>RDI Corporation</i>		●	
<i>Seth Waite*</i>	<i>RevUnit</i>		●	

**Board members whose term expired mid-year*

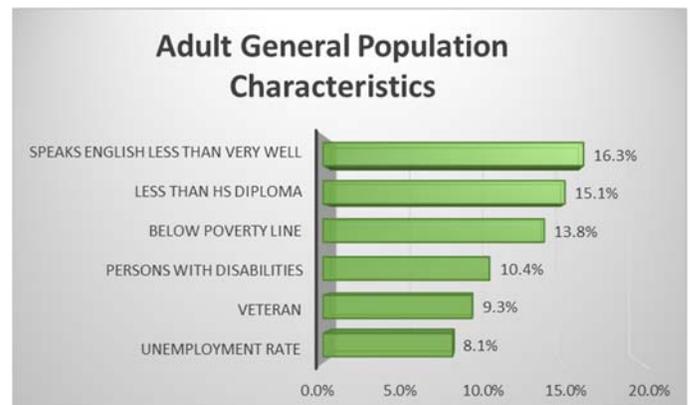
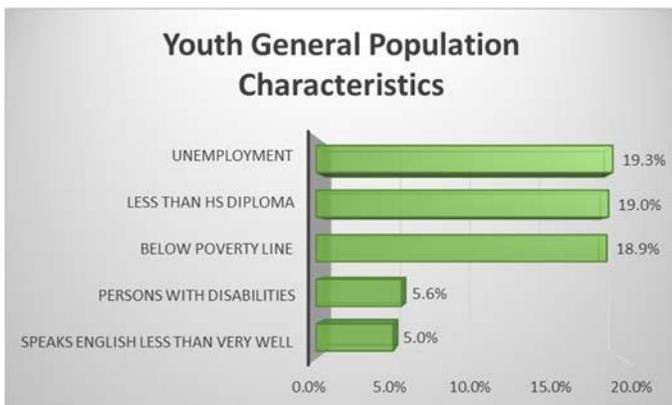
Participants

In PY17, 1,372 youth and 2,427 Adult and Dislocated Workers were served in the Southern Nevada Workforce Development Area (SNWDA).

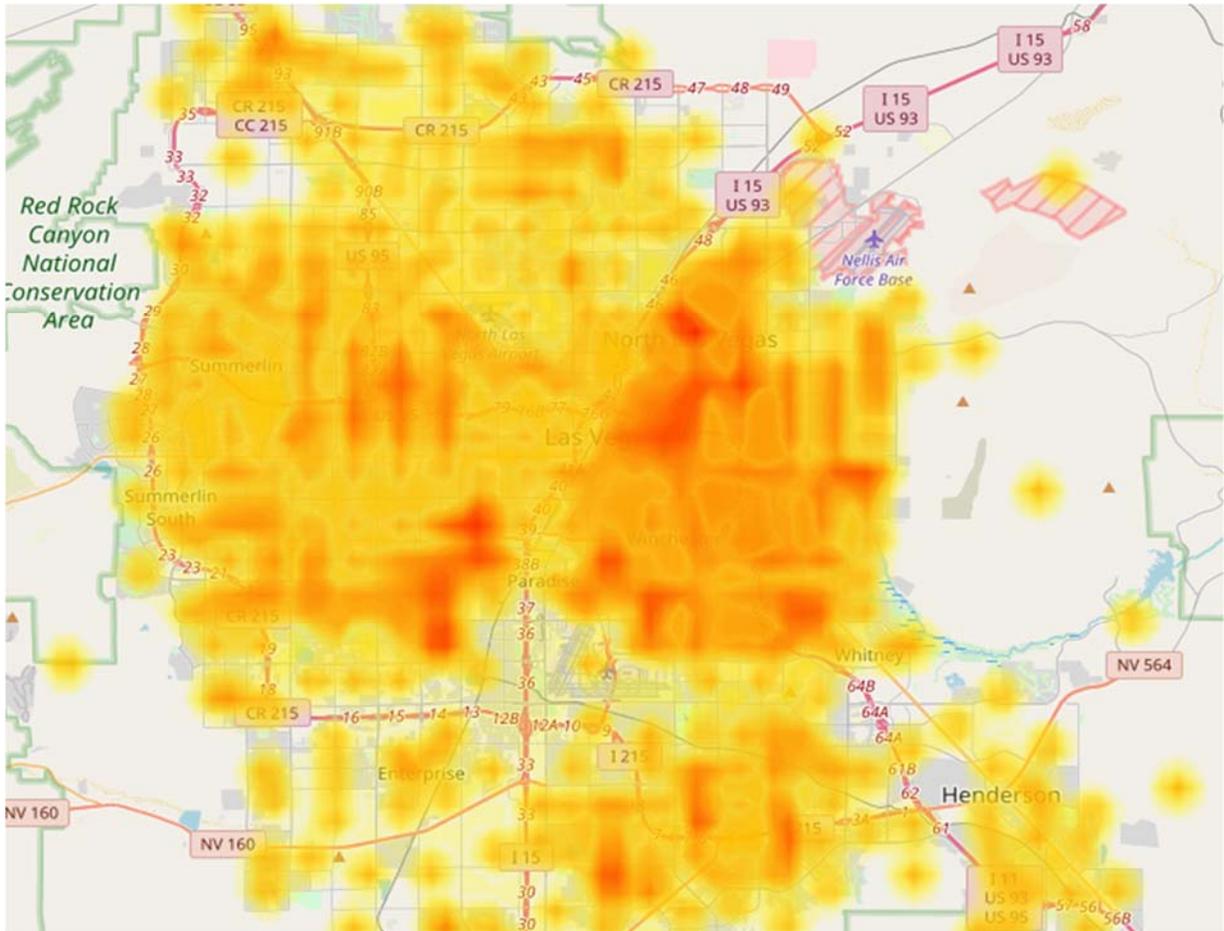
Areas Served: Our Youth and Adult & Dislocated Worker (ADW) programs serve the counties of Esmeralda, Lincoln, Nye, and Clark (including the cities of Boulder City, Henderson, Las Vegas and North Las Vegas).



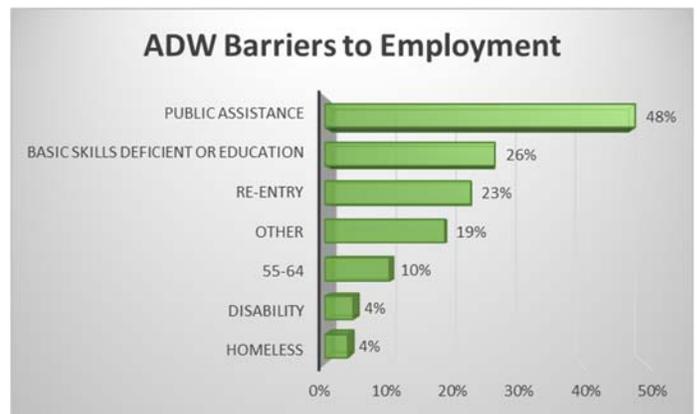
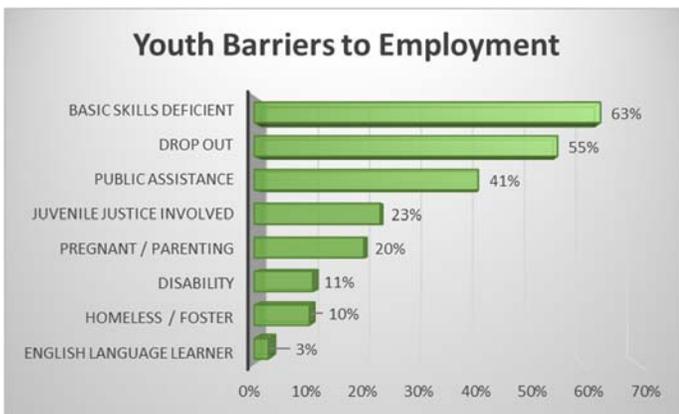
Our Community: The SNWDA faces significant challenges with respect to employment and education. The area has high unemployment, high poverty rates and low education rates. Based on the 2012-2016 American Community Survey 5-Year Estimates the SNWDA's population is comprised as follows:



Geographically, poverty is distributed in the area as follows:

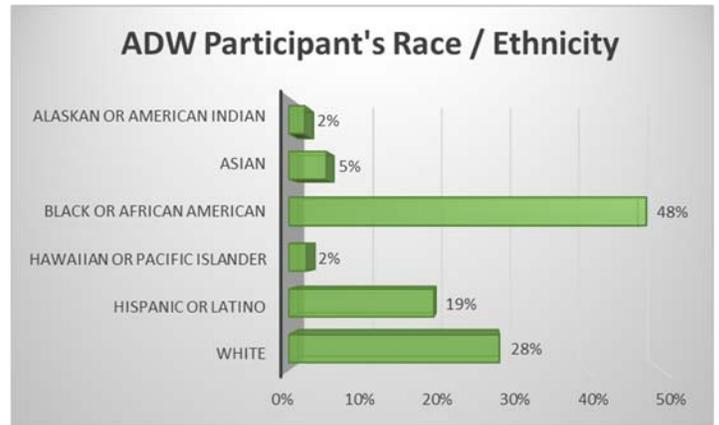
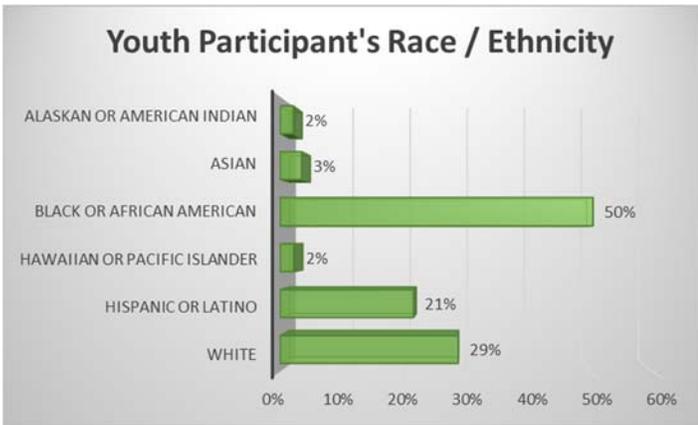


Although not specifically shown on the map, areas of high poverty exist in Mesquite, Laughlin, Esmeralda County, Lincoln County and Nye County.

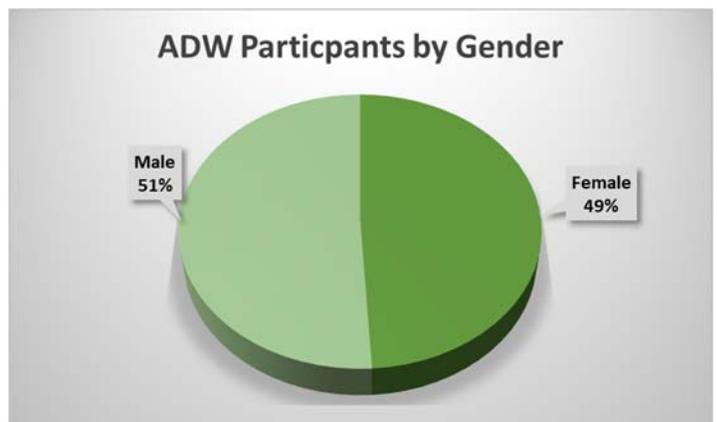
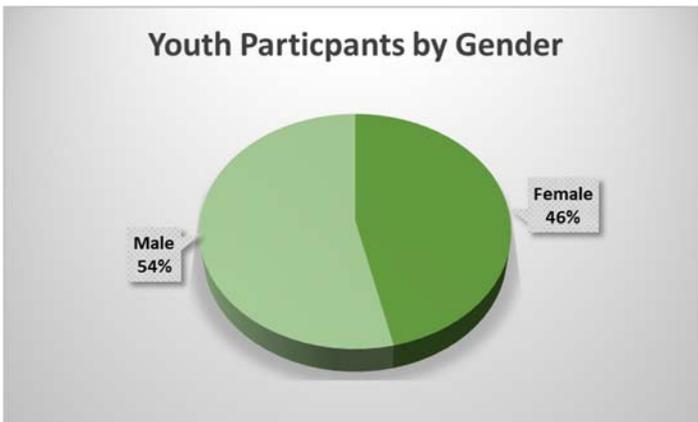
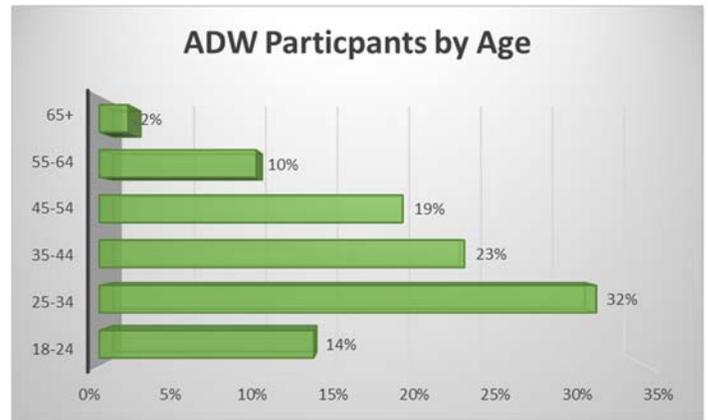
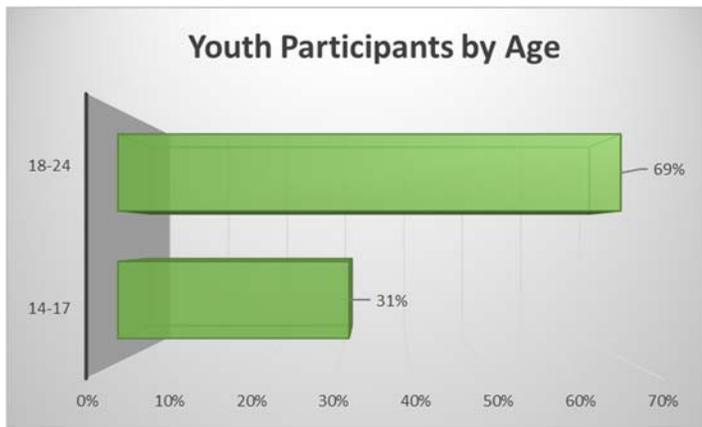


Target population: The target population for the SNWDA consists of youth and adults who are low income and face significant barriers to employment or education. Our programs assist a wide variety of people, offering unique tools and training opportunities to ensure the fastest path to regaining employment and strengthening our workforce. These populations include: Adults & Dislocated Workers, Youth, Veterans, Individuals with Disabilities, Foster Care Youth, At Risk Youth and Re-entry.

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



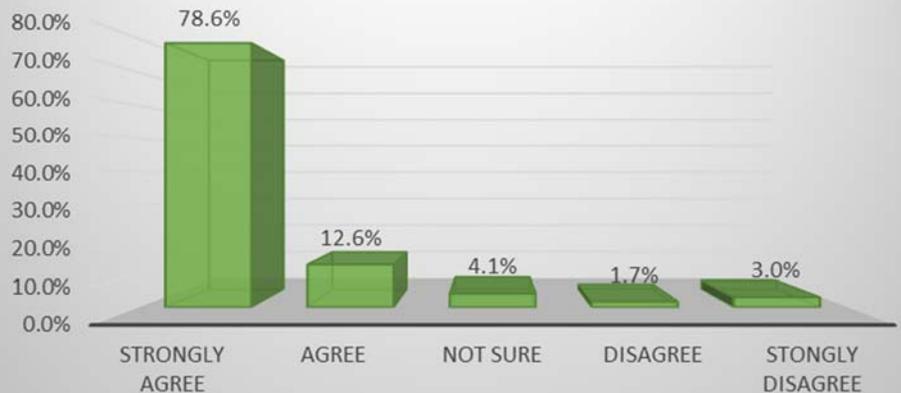
Additional Demographics: Age and gender demographics are listed below.



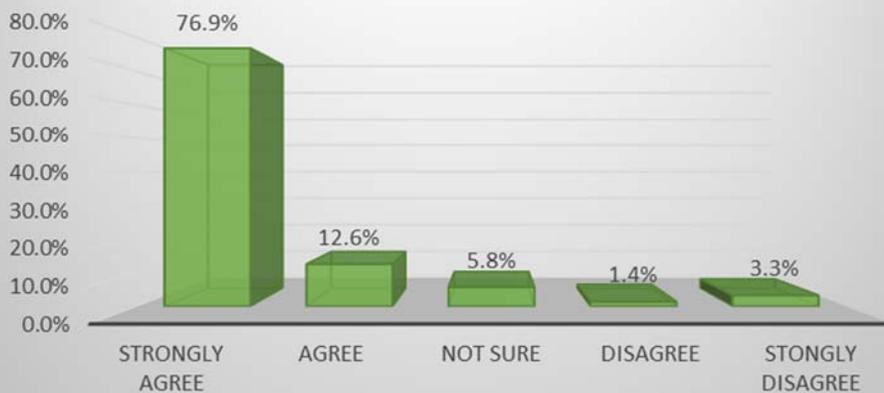
Customer Satisfaction:

Improving customer service continues to be one of the primary areas of emphasis for both WC and its funded partners. To this end, at each visit to the OSCC, job seekers are asked to complete a customer satisfaction and/or workshop survey to help evaluate the effectiveness of services, staff and their overall experience. The survey includes questions about the

Q1 Were you greeted in a warm, respectful, and professional manner?



Q2 Staff was courteous and knowledgeable?

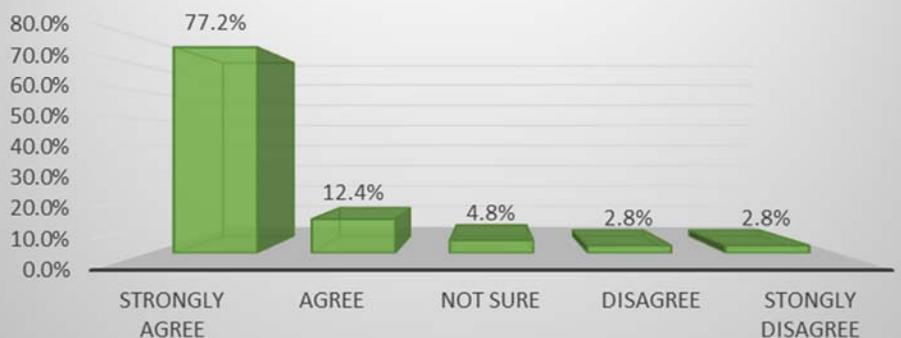


client's most recent experience and asks questions about their interaction with staff including courtesy, professionalism and how well services received helped meet their needs.

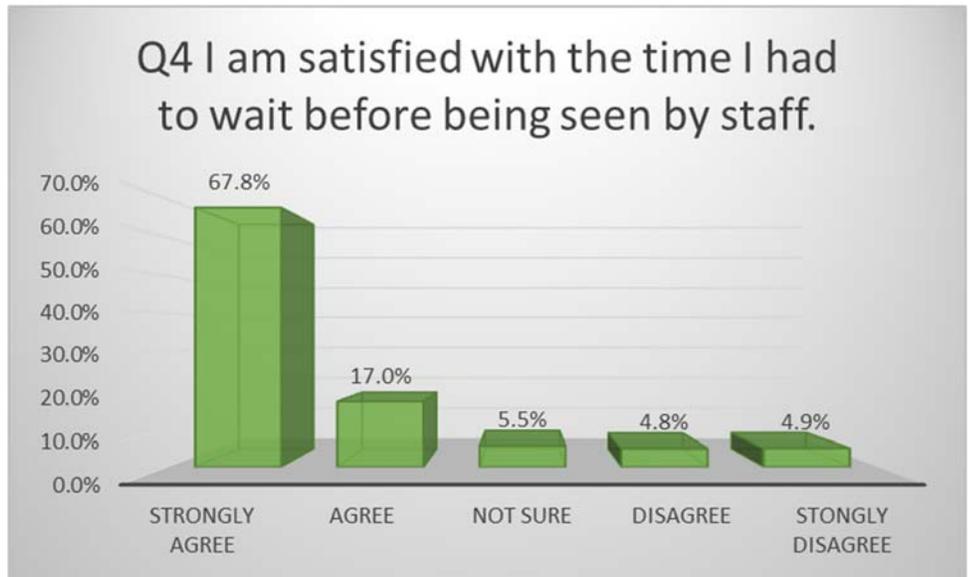
The survey also allows respondents to tell the OSCC what it did well and how it can improve. The survey forms were developed with input from top managers, executives, and middle managers. It also asks respondents about their satisfaction

level based on their most recent visit. Customers were asked to complete the survey online or drop the form in the comment box located at the front desk.

Q3 Staff helped you understand the service process and what your next steps will be?



The data shows that the majority of customers have a positive experience at the OSCC.



PEOPLE, PARTNERSHIPS, POSSIBILITIES

Strategic Workforce Development Initiatives

Demand Driven

Our strategic workforce development initiatives are driven by our strategic goals. We aim to deliver efficient, effective and timely employment and training services throughout the SNWDA.

The initiatives support the realization of an integrated OSDS that supports Nevada's key industry sectors and aligns education, career training and workforce development services in the local area to achieve targeted objectives.

WIOA Statewide Implementation: During PY17, WC staff continued to participate and provide input to the Executive Committee of the Governor's Workforce Development Board and work with staff from the Office of Workforce Innovation (OWINN), Department of Employment, Training and Rehabilitation (DETR), the Department of Health and Human Services (DHHS) and the Nevada Department of Education (NDE). Primary areas of focus were the two-year update to the State Unified Plan and updates of state compliance policies. The collaborative efforts will successfully meet all WIOA implementation requirements in the local area and create an integrated system that meets the employment and training needs of Southern Nevadans.



WIOA Local Area Implementation Plan: In PY17, WC continued to execute the Local Plan which was written to reflect our strategic goals, comply with the new requirements of WIOA, align with the State Unified Plan and support the Governor's vision of a "New Nevada".

Throughout PY17, WIOA implementation activities centered on expanding partnerships with the 17 partners and increasing integration of Title I services into centers. WC staff continued to attend 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 WIOA implementation activities. Consistent with WIOA, the LWDA was redesignated by the Governor in July 2017.

System Memorandum of Understanding (MOU) and Resource Sharing Agreement: During PY17, WC staff worked diligently to refine the WIOA compliant MOU with the 17 system partners. The System MOU is an agreement between the partners which supports the Local Plan, defines and shapes how services are delivered in the local area and defines how the costs of those services are shared. The primary focus of the MOU was the comprehensive One-Stop Career Center and the associated infrastructure and resource sharing agreement. The groundwork laid in PY17 forms a strong foundation for future agreements such as: the library partnerships; procurement of the one-stop operator; establishing and strengthening meaningful access; other system building initiatives. The vision for future agreements is to define the system in a broader, more comprehensive fashion with the flexibility to accommodate evolving partnerships and a rapidly changing employment landscape.

The Local One-Stop Delivery System: Employment and training services in the local area continued to be anchored in PY17 by the comprehensive OSCC on West Charleston Boulevard. WC continued to execute on its vision by opening multiple OSCCs in local libraries capitalizing on no-cost facilities strategically located in the community. The vision for the system moving forward includes:

- Improved geographical footprint across the local area
- Additional points of system access
- Strengthening the “system” presence through more OSCCs
- No “wrong door” for clients
- Centers co-locate WIOA core mandated partners (Titles I, II, III, IV and TANF)
- Centers co-locate other WIOA required partners when possible
- No-cost buildings that will translate into more clients being served

Library Partnership: WC continued to execute the strategy to implement a more effective one-stop delivery system by: establishing additional OSCCs in the libraries; collocating services from the WIOA four core mandated partners; and co-locating services from the 13 additional WIOA partners when appropriate. Additional OSCCs were opened during PY17 based on geography, customer base, accessibility and space availability. The centers were opened in partnership with the four local library districts.

- Las Vegas-Clark County Library District (14 urban and 11 rural locations)
- North Las Vegas Library District (3 urban locations)
- Boulder City Library District (1 urban location)
- Henderson Library District (4 urban locations)

Expanding on the pilot phase opening of OSCCs in Mesquite, Laughlin and Boulder City, five additional locations were opened in PY17: West Las Vegas; Clark County; Alexander; Gibson; and Green Valley Libraries.

One-Stop Operator: During PY17, KRA served as the one-stop operator for the SNWDA. The one-stop operator provided oversight and functional supervision of the day-to-day operations of the comprehensive OSCC and additional centers opened at the local libraries. The one-stop operator continued to build capacity and refine its role with a collaborative, communicative, and holistic approach. Over the past year, the one-stop operator has focused on creating a customer-centered, robust one-stop delivery system that integrates service strategies across all programs, enhances and maximizes access to center services, and results in better outcomes for customers, both job seekers and businesses. Primary areas of focus have been:

- Functional supervision
- Center hours
- Customer flow
- Focus on customer-centered design
- Alignment, collaboration and integration of center partners
- Meaningful Access: During PY17, the one-stop operator continued to refine and tailor the feel of meaningful access to the partner programs to best serve both the one-stop customer and the one-stop partners. As a component of meaningful access, the referral process was examined and an electronic referral form, resource guide and procedures were developed and tested by the partners. Roll out is expected in early PY18.
- During PY17, the comprehensive OSCC continued serving youth ages 16 to 24.

System Building: WC utilized a number of strategies in PY17 to increase integration, partnership and system capacity:

- The Affiliate One-Stop Centers policy was updated and the Chief Local Elected Officials Consortium designated the following partner locations as Workforce Connections One-Stop Affiliate Centers as outlined in WIOA:
 - TANF Belrose
 - North Las Vegas JobConnect
 - Henderson JobConnect
 - Maryland Parkway JobConnect
- Following up on the visit by US Department of Labor (DOL) Region VI Administrator Virginia Hamilton, WC, continued dialogue with DETR, Department of Health and Human Services (DHHS), Department of Education (DOE) and other WIOA partner programs in order to facilitate WIOA system integration planning and implementation.
- WC held a joint Board meeting between the Local Elected Officials Consortium and the WC Board. Direction was given to organize a strategic retreat to discuss major funding decisions and Request for Proposal content for the future procurement of Title I service providers. As a result, the first of a series of strategic conversations with system partners, economic development, education and the business community was held on June 4, 2018 with leaders from: the Governor's Office of Economic Development (GOED); Las Vegas Global Economic Alliance (LVGEA); Nevada System of Higher Education (NSHE); Nevada Department of Education (NDE); Las Vegas Metro Chamber of Commerce; OWINN; and business and industry.

Nevada's Targeted Industry Sectors: WC continued to focus its efforts and align its resources to support the key industry sectors identified by OWINN:

- Aerospace and Defense
- Construction
- Healthcare and Medical Services
- Information Technology
- Manufacturing and Logistics
- Mining and Materials
- Natural Resources
- Tourism, Gaming and Entertainment

ACT Work Ready Communities Initiative: WC led the ACT Work Ready Community Initiative along with OWINN, DETR, DHHS, K-12, public libraries, higher education and Economic Development. The goal is to achieve 5,160 National Career Readiness Certificates (NCRCs) and 351 supporting employers over a two year period. Activities in the year include:

- Submitted a county-led application to ACT to become a Work Ready Community and received approval.
- Members of the team attended four academies in four different states over eight months bringing back information to the entire team and then completing tasks related to each academy.
- Team assembled regularly to define goals, identify challenges and craft solutions.

- Smaller working teams were organized to focus on unique tasks like employer outreach, marketing campaign, collateral, etc.
- Team received certificate of completion for the ACT Work Ready Communities Academy.
- Team submitted Official Support Letter to ACT signed by Clark County Commissioner Marilyn Kirkpatrick and Henderson Councilwoman Gerri Schroder.
- Developed employer collateral and carried out the official launch.
- Participated in Ambassador training in April.
- Presented at the Latin Chamber of Commerce Luncheon on May 18, 2018. This began the outreach stage through local chambers of commerce and industry associations.

Presentations: As leaders in the workforce community, WC and system partners presented to the following organizations:

- WC and Las Vegas Library staff presented at the 2018 National Association of Workforce Boards Conference on March 25. The topic was accelerating the spread of its one-stop career centers by collaborating with local libraries.
- WC participated on a panel for the inaugural Milliken Dialogues and Policy Summit hosted by Communities in Schools on April 25. The topic was successful partnership and using WIOA dollars to serve out-of-school youth.
- Vice Chairman Jack Martin led a delegation of mandated core partners and staff to visit the Texas Investment Council and the Texas Workforce Commission On April 16-18. The purpose of the trip was to learn best practices for a fully integrated system.

Conferences and Outreach: Throughout the year, Local Elected Officials, Board members, board staff and service providers attended a variety of conferences to keep abreast of the latest trends in workforce development.

- Local Elected Officials, Board members and board staff attended NAWB in Washington, D.C. The group also met with both of Nevada's U.S. Senators and three U.S. Representatives.
- WC Staff attended the GEO Solutions Workforce Technology Conference.

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. These areas are separated by large distances and are not serviced by public transportation, have a limited number of employers and lack the social services infrastructure commonly found in urban areas. These communities require a different approach to sustain and develop employment opportunities for residents. To



effectively serve unemployed and underemployed individuals in Nye and Esmeralda County, Nye Communities Coalition has coordinated hiring events, supported efforts to sustain local businesses and developed relationships with new and existing employers in these areas. Nye Communities Coalition was also awarded a grant through Brownfields and leveraged WIOA Title I resources to provide trainings in the areas of solid waste management and recycling, asbestos abatement, Commercial Driver’s License, and wastewater treatment. Lincoln County Workforce provided meaningful work experience activities for young adults in various occupations. They partnered with several local employers including Grover C. Dils Medical Center, Bureau of Land Management, City of Caliente, Lincoln County Power District, Panaca Farmstead, Nevada State Parks, Dylan Frehner – Attorney at Law, Pioche Public Utilities, Lincoln County Oversight, Lincoln County School District, CARS, Panaca Market and Lincoln County Library.



During PY17, Workforce Connections continued its partnership with the Las Vegas-Clark County Library District and the Boulder City Library to serve residents in rural areas of Clark County, which include Mesquite, Boulder City and Laughlin. Previously, residents from these areas had to travel to the Las Vegas area to receive Title I services. A grand opening was held for the Mesquite Library location in May where local residents had the opportunity to learn more about employment and training services.

Workforce Development Practitioner Apprenticeship Program (WDPAP): WC launched the first cohort of the Workforce Development Practitioner Apprenticeship Program for the OSDS, its associated workforce development partners, and individuals interested in a career in WIOA workforce development programs. This apprenticeship program received formal approval from the Office of Workforce Innovation (OWINN).

This innovative competency-based initiative counters traditional registered apprentices in construction and skilled trades, such as electricians, plumbers and carpenters. Instead, participants are in the process of completing 2,000 hours to enhance skills in: WIOA Title I regulations, customer service, working with returning to work citizens, job development, mentoring and several other designed disciplines.

One hundred and forty-four hours of related instruction courses were designed to support this groundbreaking endeavor. Apprentices were accepted from WIOA Title I staff including job developers, career coaches, retention specialists, with managers and supervisors in the role of journeymen.

The WDPAP apprentices received technical instruction in a more flexible way, such as through on-line and traditional classroom modes. The model allows the apprentice to immediately start or continue work at the agency while supplementing time at work with classes that may be conducive to supporting work experience. The model supports the latest trends from the Department of Labor, which has an increased emphasis on competency-based programs rather than time-based programs.

Re-Entry Initiatives:

On June 26, 2018, the Secretary of Labor, Alexander Acosta, visited Foundation for an Independent Tomorrow and Hope for Prisoners, Inc. where he recognized both re-entry programs as best practices across the US. Hope for



Prisoners, Inc. hosted a panel discussion with several local elected officials and community leaders where employment barriers for individuals were discussed. Secretary Acosta also recognized Hope for Prisoners, Inc.'s program model as a best practice and indicated that their model is currently being replicated in Milwaukee, WI, and Dallas, TX.



During Secretary Acosta's visit to Foundation for an Independent Tomorrow, he personally announced that they were awarded \$3 million in grant funds directly from Department of Labor. One program will focus on serving youth and young adults who are 16-24 years of age and the other program will serve individuals who are 25 years of age or older.

TESLA: The comprehensive One-Stop Career Center (OSCC), in partnership with Jobs for America's Graduates (JAG), helped assist 22 young adults, most of whom were recent high school graduates, on their employment journey to begin work at TESLA's Gigawatt factory in Reno, NV. TESLA was recruiting workers from Southern Nevada to help meet their employment needs. Through the WIOA Title I Youth and Adult programs, Career Coaches with ResCare Workforce Services were able to provide career preparation services, transportation assistance and, more importantly, funds to cover the first month's rent for these young adults – removing the barrier often faced by new employees where housing costs are present prior to receiving their first paycheck. Due to the time sensitive deadline for these new workers to begin employment, ResCare Workforce Services partnered with the Southern Nevada Regional Housing Authority (another WIOA Title I Youth Provider) to ensure that the maximum number of young adults could be assisted. Fifteen new TESLA employees received assistance through the OSCC, with an additional seven receiving support via Southern Nevada Regional Housing Authority. The support of all these partners – a shining example of how our system is meant to operate and thrive – made possible the goal of these young adults to begin a new career pathway in a stable and successful way.



Clark County Summer Business Institute: Workforce Connections has partnered with the Clark County Summer Business Institute (SBI) for over 10 years, providing summer internships for juniors and seniors in high school. During program year 2017-2018, Goodwill of Southern Nevada and Nevada Partners, Inc. worked closely with SBI staff to recruit and prepare youth interested in summer employment, mentorship and civic activities. The SBI program accepted 123 youth into the program and 23 of those youth were enrolled under the WIOA Title I Youth program. Youth were placed in various positions throughout the Las Vegas valley and gained invaluable workplace knowledge, leadership skills and long-lasting relationships. Three Title I Youth were awarded a \$500 scholarship each for their hard work and dedication over the summer.



Ironworkers Apprenticeship: On May 16, 2018, Nevada Partners developed a partnership with the Ironworkers Apprenticeship program. The Ironworkers Apprenticeship program creates opportunities for individuals to gain the needed skills, knowledge and training necessary to be competitive in the workplace and satisfied in their careers.

The Ironworker Apprenticeship program offers countless opportunities in the construction industry with a starting wage of \$14.00 to \$21.00 dollars per hour. With the new collaboration, Nevada Partners was able to provide wrap around support services and employment tools to twenty-four new ironworker apprentices. Through the collaboration, thirteen of the individuals were provided training and training materials, leadership development, and accreditation.



MyPath Savings Program: Workforce Connections, in partnership with United Way of Southern Nevada and Charles



Schwab Bank, piloted MyPath Savings with three WIOA Title I Youth service programs: Nevada Partners Youth Program; Nevada Partners Pre-Entry Youth Program; Goodwill of Southern Nevada Youth Program. Youth participants earned income/stipends from work experience activities at various worksites. Phase one of MyPath Savings included: tested financial education curriculum, a youth money management tool called MyPath Money (which is mobile-responsive and online accessible), a train-the-trainer session for 2-5 program staff from each WIOA Title I youth service provider, planning and implementation tools and personalized technical assistance for each program by a MyPath representative. Workforce Connections also received a grant from Charles Schwab Bank in May 2018 to support phase two, which will begin in PY18.



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 and update process. The intent of the process is to improve and 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 administrative processes.
- Structured analysis of WIOA final regulations, webinars and conferences.
- Assessment of the local workforce development system towards continuous improvement, effectiveness and accessibility including the Comprehensive OSCC certification process.
- Enhance program coordination and align programs across common goals within the OSDS to increase accountability and transparency.
- Alignment of operating guidance and policies and procedures with WIOA, its associated regulations; State policies and guidelines; and the four-year local plan.
- Focus local resources on improving performance and outcomes at the local level while ensuring the financial integrity of awarded funds and consistency among implemented processes.

Established policies are structured in five different categories: administrative; fiscal; program services and activities for adult and dislocated workers; program services and activities for youth; and general, with the intent to support an integrated workforce development system that promotes strong partnership among system partners and universal access for jobseekers, employed individuals and employers.

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:

- Return on investment.
- Geographical analysis of need in the community.
- Priority of service tracking.
- Employment and training activity.
- Training effectiveness.
- Program management.
- Data validation.
- Youth high poverty areas were identified and re-designated.
- Continued support of indirect cost rate structure for providers and WC.

The State went live with a new integrated case management information system name “EmployNV” in October of 2017. The system provides a large suite of tools and resources for all workforce stakeholders including job seekers, employers, training providers and career coaches. Working with DETR, WC participated in the accelerated conversion process to launch the system which included user acceptance testing, data conversion and training. WC has worked diligently with DETR to align policy, business processes, the Eligible Training Provider List (ETPL) functionality and reporting requirements through regular monthly calls.

Formula Funds

Program Year 2017 Service Providers for Adult, Dislocated Workers and Youth Title I Services

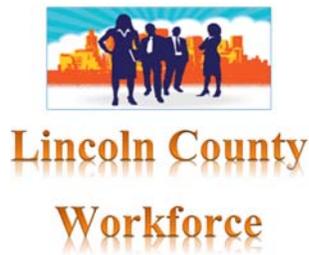
Adult, Dislocated Worker and Youth Title I services are provided by a network of providers throughout the SNWDA. The services are provided in multiple locations ranging from the comprehensive One-Stop Career Center to Nevada JobConnects. Populations served include:

- Adults & Dislocated Workers
- Youth
- Veterans
- Individuals with Disabilities
- Foster Care Youth
- At Risk Youth
- Re-entry

These populations often face additional barriers to employment such as: lack of education; insufficient skills; homelessness; single parenthood; exposure to domestic violence; extended absence from the job market; and substance abuse. All services are provided by skilled career coaches on a one-on-one basis to eligible participants. Services provided include:

- Career planning
- Job search assistance
- Application assistance
- Resume preparation
- Interview skills
- Financial support for occupational skills trainings, as determined on a case-by-case basis using assessments that take into account: employment goals, barriers to work, current aptitude and skillset, and previous work experience
- On-the-job training
- Job readiness workshops that focus 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
- On-site access and referrals to system partner programs such as Adult Ed, Wagner-Peyser, etc.
- Access to comprehensive wrap-around services for substance abuse, mental health and others

During PY17, the following organizations provided Title I services within the SNWDA.



Non-Formula Funds

YouthBuild Grant

YouthBuild Las Vegas (YBLV) focuses 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 integrates 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.

The program has helped many disconnected youth earn their diploma/HiSET, as well as be placed in a job and/or post-secondary education once completing the program. On average, 65% of the participants earn their education within the 9 month program, and approximately 75% of them are placed in unsubsidized employment and/or post-secondary education. YBLV has also built an average of four Habitat for Humanity homes every year for the past eight years. This program reached its conclusion with WC on June 30, 2018.



American Association of Retired People (AARP) Foundation Grant



PY17 saw Workforce Connections enter its fourth year of the Back-to-Work 50+ (BTW50+) program, sponsored through a private grant from the national AARP Foundation. The AARP BTW50+ Program at Workforce Connections implemented sector focused, employer-driven strategies to support the unique needs of older workers seeking employment.

The centerpiece of the program is an intense, six-week series of one-on-one and group coaching workshops provided by Joy Huntsman, Master Life Coach, that addresses the fears associated with being a 50+ job seeker. Coaching participants receive a comprehensive program specifically designed to support them in overcoming the uncertainty and self-doubt mature individuals feel when needing to return to the workforce after being unemployed for several months or years. Participants are empowered to recognize their talents and appreciate their unique life and job experiences, which raises their self-esteem and supports their growth and success.

Participants also receive practical training that ultimately leads to increased employability. This target group often lacks technical skills that are required in today's job market, so Workforce

Connections partnered with Las Vegas Professional Institute of Technology and Accounting for a fourth year to provide basic computer classes to each cohort of coaching participants. As an additional resource,



Master Life Coach Joy Huntsman (L) with a BTW50+ graduate (R)

the One-Stop Career Center (OSCC) provides job readiness workshops, such as ResumePro and Foundations for Job Search. Participants also have access to all of the resources of the center, including job clubs and job search activities, at no cost. Further, through co-enrollment into the WIOA program based at the OSCC, participants access the full array of WIOA wrap-around services to create a comprehensive program that addresses all barriers to employment.

The BTW50+ program helps participants not only gain employment; it also gives them the support to pursue their dreams.

To date in 2018, WC has provided *Seven Smart Strategies* job search workshops for 144 people, provided the coaching program for 71 participants, and placed 38 participants in jobs.

Workforce Connections has recently applied for funding from the AARP Foundation and hopes to continue the program for a fifth year in 2019.



John on the job in 2018 – living his dream!

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Possibilities Put to Work: Highlights from 2017

Comprehensive One-Stop Career Center

The comprehensive One-Stop Career Center is considered the flagship for Southern Nevada. The center is staffed by over 30 workforce development professionals representing ResCare (Title I), the CALL program (Title II), JobConnect (Title III), Bureau of Vocational Rehabilitation (Title IV), and Temporary Assistance for Needy Families (TANF). Meaningful access has been established to the additional 12



partners. In PY17, the One-Stop Career Center had 37,067 visits by 9,534 distinct individuals seeking employment and training services. The center partners are moving beyond co-location to a more collaborative approach to service delivery and are working together to create a customer-centered, integrated approach. The following tools and services are available in the One-Stop Career Center:

- Resume writing
- Pre-vocational online training
- Job matching
- Labor market information
- In-demand career exploration through Traitify™
- Career path exploration
- Skill-building workshops
- Staff guidance and planning
- Employment training and support
- On-the-job training & internships

To increase the geographical footprint within the SNWDA and provide greater access points for customers into the system, WC continued to deploy the original mobile one-stop. 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 SNWDA was coordinated by the one-stop operator to reach those who can't or won't come to the One-Stop



Career Center or affiliate sites. The mobile one-stop was used for community service, neighborhood outreach, job seeker engagement, employer services and to increase brand recognition. In PY17, the mobile one-stop was deployed 10 times. During these events, job seekers completed interest forms requesting additional information about workforce development services.

With four partner agencies co-located at the One-Stop Career Center, ResCare Workforce Services, JobConnect, the Bureau of Vocational Rehabilitation and TANF, the One-Stop Career Center is a valuable resource for the Las Vegas valley.

Affiliated One-Stop Career Centers

Job Connects



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. A number of JobConnect offices designated as affiliate sites have a full-time presence of Title I WIOA services. Services available to the business customer include 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. If the customer prefers, each office has mediated one-on-one services available from experienced and knowledgeable JobConnect employment specialists.

Each Nevada JobConnect office provides a full range of reemployment services including Wagner-Peyser Labor Exchange Employment Services (ES), State funded Career Enhancement Program (CEP), Work Opportunity Tax Credit (WOTC), Rapid Response, and Trade Adjustment Act (TAA). In addition each JobConnect also has services available from the Bureau of Vocational Rehabilitation. Offices which are designated as one-stop affiliate sites have WIOA Title I services available from a co-located service provider or have a convenient linkage to Title I services.

- Labor Exchange/Employment Services-Labor Exchange is the driver of 86% of all the activity in the three JobConnect offices.
- 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 CEP program focuses its limited training dollars on improving the skills of the Nevada workforce by targeting key industry sectors identified by OWINN. The basic components of the CEP Program include the following:
 - Vocational classroom training
 - Training related expenses

- Academic enhancement training
- Reemployment related expenses
- Customized training and workshops
- **Pathway 2 15** Pathway 2 15 is a new CEP funded service which had a soft launch last year. The program is designed to assist individuals with significant barriers to employment become employed at a wage of \$15 dollars an hour or in a job with a pathway to \$15 per hour.
- Salvation Army Culinary Training Program
- Ex-Offenders/Re-Entry Services - The growing national concern with businesses providing second chance opportunities for men and women leaving our city, county, state and federal correctional facilities is shared by Nevada JobConnect. This outreach includes both individual and group meetings with inmates to prepare them to reenter the labor market. The goals of this outreach are:
 - Labor Market Awareness
 - Workforce system awareness
 - Resume preparation
 - Skill assessment
 - Point of contact-post release

JobConnects have the following collaborative partnerships:

- One-Stop Career Center
- Foundation for an Independent Tomorrow (FIT) Re-entry Program
- Western Area Council of Apprenticeships (WACA)
- Statewide Re-Entry Coalition
- US VETS
- Division of Welfare and Supportive Services (DWSS)

JobConnects are co-located or provide extended services in the following locations:

- Title I service provider offices
- Three Square Community Food Bank / Supplemental Nutrition Assistance Program
- Work for Warriors
- Vocational Rehabilitation

TANF Belrose



Workforce Connections and the Division of Welfare and Supportive Services (DWSS) began a co-located partnership in June of 2017 when the centrally located Belrose District Office became an affiliate One-Stop site. Within the Belrose Office, the assigned Workforce Connections One-Stop Career Coach was provided a dedicated private office with the essential equipment to conduct daily business.

The Career Coach at this site can see customers through walk-in or scheduled appointments. Due to the potential for shared customers, a work flow process and communication plan was developed by DWSS Employment and Training (E&T) staff and the one-stop career coach. This plan helps to prevent duplication of services and improve coordination of customer's activities.

The DWSS E&T staff have direct access to the one-stop career coach and can do in-person handoffs allowing for a smooth transition for the shared customers. The DWSS staff provide the career coach with the verification of DWSS benefits to qualify the shared customer for enrollment in the One-Stop program. The career coach can contact and refer customers to the various program partners and resources in the community.

The shared customers who are receiving TANF benefits may be eligible for support services through the DWSS NEON program (TANF Employment and Training program). These supportive services include but are not limited to:

- Child care
- Bus passes or gas reimbursement
- Car repair
- Vouchers for clothing, tools, or items required to work or attend vocational training
- DMV vouchers for state ID, NV driver's license, vehicle registration

A shared customer participating in NEON may also be eligible to receive funds to pay for vocational training opportunities up to \$2,500. Through the partnership, funds from both programs can be leveraged to provide opportunities to additional customers. The DWSS E&T staff evaluate the shared customer's appropriateness for the vocational training opportunity prior to entering into a contract with a WIOA partner.

Library Centers

The Southern Nevada Workforce Development Board's commitment to providing workforce services across Southern Nevada in the most needed communities resulted in a strong partnership with the four local area library districts. With the common vision to expand access to employment, education and training services through leveraged resources, the partnership has been successful in establishing eight affiliate one-stop career centers located in Alexander, Boulder City, Clark County, Gibson, Green Valley, Laughlin, Mesquite and West Las Vegas libraries. The one-stop operator led the opening of five of the one-stop locations and has been instrumental in co-location of partner agencies and coordination of service delivery. Over 2,700 residents have received services through the library locations.

- Alexander – Provides needed workforce services in a high poverty area with high unemployment rates. The center offers Title I, Title II, and Title III services. LV PITA offers basic computer skills. The library also serves as an AARP worksite to assist participants with gaining valuable work experience.
- Boulder City – Offers Adult and Youth Title I services. In addition to the Title I services, Las Vegas PITA offers basic computer classes to assist individuals with the foundational computer skills required for employment. The Las Vegas Urban league (LVUL), a recipient of the Community Service Block Grant (CSBG) funding, also provides resume assistance workshops.
- Clark County – The location offers workforce and education services through Title I and Title II funded agencies. DWSS also provides onsite services for TANF, SNAP, and Medicaid. Additional services include Three Square food pantry, English Language Learner classes, HSE prep classes, citizenship classes, entrepreneur classes, and mortgage assistance programs. The library district was recently awarded a Best Buy Foundation grant to open a Best Buy Teen Tech Center. The center is a hub for local youth to come and experience hands-on STEM programs such as the live recording studio, a quilting center, 3D printing and more.
- Gibson – Offers Title I, Title II, and Title III services. LV PITA and LVUL are both present in the center offering their services. LV PITA provides basic computer classes that include registration into EmployNV. The LVUL provides resume classes with their CSBG funding. The location also serves as an employment training site for AARP participants.
- Green Valley – The library serves as the host for a number of education and workforce-related activities, such as fairs and STEM events. Title I and II workforce and education services are provided at the site. Basic computer classes are offered by LV PITA and AARP 50+ employment workshops are available for seniors who are trying to re-enter the labor force.
- Laughlin Library – Located in rural Clark County, Laughlin is a smaller town that thrives on casinos in the area. Title I employment and training services are provided to the local community.
- Mesquite Library – Located in rural Clark County, the one-stop offers an energy assistance program, SNAP, a food pantry, and other wrap around services. The new campus has a 3D printer to engage participants and library patrons in STEM activities.
- West Las Vegas Library – this affiliate location brings needed services to the historic Westside of Las Vegas; an area that struggles with double digit unemployment and high poverty levels. Staff representing Titles I, II, and III provide employment, education and training services. DWSS is also present to assist with the application process for TANF, SNAP, Medicaid, and childcare funding. This site also has a 3D printer, provided by WC, and collaborates with the seated staff

from the one-stop center to engage participants from their programs in STEM activities. Through this partnership the library is often the site of hiring events, community events and resource fairs.

Specialized Centers

Foundation for an Independent Tomorrow (FIT) – Re-entry Program

FIT Re-entry Initiative provides individuals with a criminal background the tools necessary to successfully reintegrate back into the workforce. Services provided include the following:

- Financial support for occupational skills trainings, as determined on a case-by-case basis using a bio-psycho-social assessment which takes into account: employment goals, the nature of previous charges and convictions, current aptitude and skillset, and previous work experience
- On-the-job training
- “Stages of Employment” FIT evidence-based re-entry job readiness workshop that focuses on motivation, time management skills, effective job searching, resume writing, 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, digital literacy, and keyboarding
- Partnership with Bank of America to provide financial literacy
- On-site access to Clark County School District Adult-Education High School Equivalency prep course
- On-site JobConnect representative
- On-site Department of Welfare and Support Services representative
- On-site Alcoholics Anonymous and Narcotics Anonymous meetings
- On-site access to mental health resources
- Partnership with Health Plan of Nevada to provide information regarding Medicaid

Hope for Prisoners (HFP) – Re-entry Program

Hope for Prisoners is a reentry program that assists men and women that are exiting various arenas of the judicial system navigate the challenges they might face during the reintegration process. Working with clients both pre- and post-release, the HFP organization is committed to providing the tools necessary for each of client to successfully reenter their families, the workplace, and the local community. Services provided include evidence-based career and occupational training services along with intensive case management, job development and long-term mentoring. Along with 40 hours of life skills and job readiness training, the 18-month program requires clients to attend financial literacy, parenting, and substance abuse courses, as needed. The goal, using a holistic approach, is to see participants healthy, employed, self-sustainable, and positively contributing to the community. Partnering with DETR JobConnect offices and other service providers in the community, the program provided services to more than 120 WIOA clients during

PY17. The training efforts inside the Clark County Detention Center have expanded to include on-site hands on forklift certifications through Moving Forward Centers for the enrolled participants who are still in custody.

Spring Mountain Youth Camp – Nevada Partners Inc.

Nevada Partners' Youth Pre-entry program serves out-of-school and adjudicated youth ages 16 to 19 that are currently at Spring Mountain Youth Camp. This program works in collaboration with Clark County School District and the Clark County Department of Juvenile Justice Services (DJJS). In extensive efforts to assist these youth, pre-entry's goal is to address specific needs and transition participants back into the community. Nevada Partners' Pre-Entry staff organize and deliver the following: college prep, high school re-engagement, adult education, guidance counseling, employment preparation, supportive services and vocational training to the youth enrolled with the pre-entry program. The program is specifically designed to provide vocational training and work-based learning opportunities pre- and post-release. Youth learn soft skills such as organization, customer service, communication, empathy, self-management and team work. Participants also obtain marketable hard skills and leadership development. Vocational training is offered to all participants throughout their tenure with the program. In addition, Hospitality International Training provides an opportunity to receive a nationally recognized Managerial ServSafe and Line Cook Certification upon completion of the vocational training at the facility. The program's partnership with My Path Financial Institution has made financial literacy classes available to all enrolled participants. The University of Nevada Las Vegas, in conjunction with the program, affords weekly mentorships to clients currently attending Spring Mountain Youth Camp in an effort to assist them with post-secondary preparation. The qualitative and quantitative outcomes of the participant's enrollment in the program will result in securing employment, confidence building, increased motivation, and the ability to receive their high school diploma or its equivalent.

Youth Advocate Programs (YAP)

YAP - WIOA Title I program serves youth aged 16 to 24 in Henderson, NV. The purpose of the program is to serve Henderson individuals who have barriers to employment, education and life skills. The program provides an array of services with the focus on employment and education such as work readiness, supportive services, incentives, occupational skills trainings, work based learning opportunities, mentorship, and more. The program focuses on the needs of the individual based on their goals and barriers. The staff consists of hands-on career coaches, assigned to an individual to provide support, mentorship and career guidance as well as a job developer that connects young adults to career pathways, employment and WBL opportunities.

The program has office space in Henderson for the convenience of WIOA participants and a main office in North Las Vegas with computer labs, conference rooms, and office spaces that are

accessible to the WIOA program participants. The main office houses Clark County Adult Education for youth 16 years old and up, the YAP Advocacy program contracted through DJJS and the Harbor (diversion program), and YAP's Safety Services program contracted through Department of Family Services (DFS).

The program has collaborative efforts with agencies throughout Southern Nevada and has co-enrolled participants in WIOA Title II services for the purpose of secondary education. Referrals are obtained in the valley from secondary education sites, Title III service sites, DJJS and Youth Parole. Additional efforts include Department of Health and Human Services assistance in childcare enrollment, TANF, SNAP, housing, and SSI benefits. Partnerships exist with employers and agencies willing to provide work based learning, occupational skills training and employment opportunities. Provider partner Goodwill has offered collaboration on WBL opportunities as well as field trips and STEM opportunities.

Wraparound services include collaboration with DJJS, DHHS, DFS, behavioral health agencies, and educational entities. YAP assists in case management of participants in active plans with other partners to ensure compliance, completion and success in services.

During PY17, YAP-WIOA has made many collaborative efforts and partnered with various community partners for participant and program successes.

Foster Youth - Olive Crest

Operation Independence is dedicated to serving current and former foster youth of Clark County between the ages of 16 and 24. The goal of Operation Independence is to help youth establish skills and provide support services necessary to be successful independent individuals as they age out of foster care. The focus on three areas to help alleviate potential barriers as youth make this transition-education, work readiness and experience, and transitional housing that will allow youth to gain life skills. The program assists youth with educational barriers related to graduating from high school or obtaining their GED/ HiSET; enrolling into post-secondary education; literacy and numeracy skills deficiencies. The goal is that all youth will attain a high school diploma or the equivalent and enroll into post-secondary education, if they are able to do so. All youth who are basic skills tested and are proven to be deficient will increase at least one grade level within one year of enrollment in the program. Through the program, youth receive specialized training opportunities in their career area of choice, subsidized WEX, OJT opportunities and career guidance. Lastly, the program assesses for any life skills areas that might prevent a youth from completing their goals and provide life skills workshops to help remove those barriers.

Rural Centers

Lincoln County Adult Workforce

ADW - Lincoln Adult Workforce provides career services, training, OJT and WEX opportunities 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 County 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 County Adult Workforce is growing and becoming well known within the community.

Youth - The Lincoln County program serves both in-school and out-of-school youth in rural Lincoln County. The focus of the program is to address barriers to employment and/or education and ultimately place youth into self-sufficient employment. To help alleviate these barriers, we offer services such as tutoring and credit retrieval, resume writing, interview skills classes and WEXs for those that have little or no work history. We also provide interest surveys and other assessments to help youth determine career interest and pathways. Due to the lack of summer school, Lincoln County has emphasized tutoring and credit retrieval services. Lincoln County's WIOA staff takes great pride in the success of Lincoln County's youth!

Nye Communities Coalition

ADW - NyECC Career Connections is committed to delivering quality, accessible service in a number of sectors, including: tourism; 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 covers almost 22,000 square miles.

Youth - The Youth Work, Education, Responsibility, Knowledge and Skills (WERKS) program has been in existence for seven years serving Nye and Esmeralda Counties. We focus on youth ages 16 to 24, both in-school and out-of-school. These youth are low-income and have a barrier preventing them from attaining employment or completing their educational goals. Youth WERKS staff work closely with youth by building positive work ethics, strengthening their personal development, and helping them become successful young adults. Staff is able to do this by providing trainings on: job interview skills, resume building, WEX, life skills classes, group development, and activities involving communication skills, team building and exposure to STEM. It is our goal to reach all eligible youth within our communities and provide the structure and support to attain their goals.

Business Engagement

WC continues to collaborate on the transition of business engagement activities with DETR Business Services and the one-stop operator. The overarching goal is a “no wrong door” approach for businesses which eliminates duplication of services and confusion. Throughout the year, WC facilitated and participated in events and initiatives which brought the community together and put people back to work:

Whitney Recreational Center Event: Nevada JobConnect partnered with Workforce Connections, Clark County Commissioner Jim Gibson, and the STOP Coalition to host a job fair held in May at the Whitney Community Center which saw over 100 job seekers and 25 businesses participate. The event targeted individuals in or around the 89122 ZIP code area.

Department of Corrections: Nevada JobConnect partnered with State of Nevada Department of Corrections to host a job fair inside the Casa Grande Transitional Housing Center in Southern Nevada. The event hosted 8 businesses and 70 inmates and featured jobs from construction to hospitality. This job fair inside a correctional facility was the first of its kind in the State of Nevada.

Careers in Motion Career Fair: In collaboration with the Regional Transportation Commission (RTC), Laborers International Union 872, OWINN, Nevada Department of Transportation, SUMNU Marketing, DETR and the Nevada Contractors Association, WC participated in the Careers in Motion career fair and hiring event on May 16, 2018. The career fair focused on career opportunities in transportation, construction, engineering and design and there were 6 employers conducting interviews on site.

Success Stories

TITLE I PARTICIPANT SUCCESS STORIES

Comprehensive One-Stop Career Center

ADW

Carlton came into the Comprehensive One-Stop Career Center seeking assistance for employment and training. Carlton was a dislocated worker and had found himself in a position where he was lacking the resources to find new employment. Carlton's career coach assisted and encouraged Carlton in both his career research and in exploring potential training providers. Carlton enrolled into Southwest Truck Driving School and successfully completed the program to re-train into a new, in-demand field. During his WIOA enrollment, Carlton was assisted by his career coach in building up his employment soft skills, as well as helping him overcome his lack of computer skills, so that he would have a greater chance of maintaining his employment long term. As a WIOA participant, Carlton was also able to access support services during his training, including transportation funds that allowed him to attend and complete his training on-track and on-time. Carlton was recently offered a position with Schneider Trucking and is on his way to a new and stable career.

Youth

Tylar is a 21 year old, high school dropout that was referred to the WIOA Youth Program by his mom to receive help with employment, obtaining his GED and to gain job readiness experience. With the assistance of his youth career coach, Tylar was able to explore career options and discovered an unexpected interest in the medical field. His career coach helped him utilize the ResCare GED Academy and also a GED study guide to prepare for his test. After a month of preparation, Tylar took all sections of the GED assessment at CSN and passed successfully.

During his participation in the youth program, Tylar was continually supported by his career coach, received supportive services and successfully participated in a paid work experience while gaining valuable knowledge and work readiness skills. Through attending one of the one-stop hiring events, he was able to secure employment and now works part time while he pursues future employment and educational opportunities.

AARP Foundation BTW 50+

John came into the program in 2016. He had been unemployed for several months and finally got a job as a driver in an asphalt company. His dream job was to be an engineer with a railroad company. He was so passionate about locomotives that he volunteered at the train museum in Boulder City. John stayed in touch with Joy and shared his dream of working around railroad cars. Joy encouraged him to persevere despite several setbacks, and John was hired as a railroad engineer in 2018. The ongoing support provided by the AARP Foundation BTW 50+ program helped John reach his goal and secure his dream job.

Affiliated One-Stop Career Centers

North Las Vegas JobConnect

Ms. Guzman-Valdez is 40 years of age and a single mother of three children. She was previously employed as an accounts receivable clerk at a local company, earning \$13.00 per hour, but was laid-off in October 2017. She had an interest in working in the hospitality industry and came to Nevada Partners, Inc. on December 13, 2017, seeking funding assistance for Professional Cook training. Ms. Guzman-Valdez completed Nevada Partners orientation and completed the Traitify assessment, which showed a high interest in the hospitality industry as a professional cook.

Upon reviewing the ETPL for schools offering professional cook training, Ms. Guzman-Valdez chose to attend the Culinary Academy of Las Vegas and enrolled into their professional cook training. Ms. Guzman-Valdez started training in January. She was successful and completed the course with zero absences. Ms. Guzman-Valdez was hired at Caesars Palace, as a head cook, receiving a wage of \$21.57 per hour and is now employed full-time. She has achieved self-sufficiency and can support herself and her family.

TANF Belrose

Gabriel was a low-income unemployed job seeker who was referred to our program through our partnership with the DWSS-Belrose office. He was seeking assistance with employment and training services in order to increase his employment opportunities and earn a self-sufficient wage. Gabriel was interested in becoming a HVAC technician, but didn't have formal training and lacked an EPA certification. Gabriel was enrolled into the WIOA adult program and after receiving career guidance, and career exploration assistance, was able to attend and successfully complete a 12-week HVAC training through a local training provider. Following his training, Gabriel continued to receive assistance from his career coach, and has now secured employment with Ultra Heating and Cooling as a HVAC technician. Gabriel was thankful for the help provided by the one-stop career center and is now working in a job that he loves.

Library Centers

Alexander Library

David is a 19-year-old client from the Alexander one-stop. He had been laid off from his job and was interested in finding employment and going to school to become an emergency medical technician. The client set very strict and defined goals that he would have a job within three weeks of enrollment, and he gained part-time employment that would accommodate his possible school schedule. The client searched the eligible training provider list and found the EMS Training Center of Southern Nevada, toured the school and completed the Work Keys assessment.

Unfortunately, he was not able to immediately start EMT training. In the interim, he was promoted to a full-time position as a machine operator at a screen printing company. He continued to work towards his goal and received his Basic Life Saver for Healthcare Providers certifications through the College of Southern Nevada so he could potentially start working for one of the local ambulance companies that was hiring for drivers. He has since begun his emergency medical technician program and looks forward to completion and a new career.

Clark County Library

Ilse enrolled with HELP of Southern Nevada at Clark County Library in need of assistance finding employment after being unemployed for quite some time. After meeting with her career coach she discovered that WIOA provided the opportunity to further her education and at that point decided that she wanted to pursue training to become a professional chef. In May, Ilse began culinary training at the Culinary Academy of Las Vegas. Throughout the next three months of training, Ilse received numerous support services like transportation, clothing, resume building and professional development workshops to better assist her in achieving her goals. Ilse completed her training in August and has since had several interviews or auditions for line cook positions in several different high profile hotel/casinos. She is also working with the WIOA job developer for possible placement in an OJT to help her gain long term stable employment. Ilse is very determined to be successful, and she is very thankful for the opportunity to get training assistance, career planning and, most importantly, career coach support.

Gibson Library

Michelle is a young mother who relocated to Las Vegas from southern California several years ago with the intent of going to college and pursuing a degree in nursing. Unfortunately, when Michelle moved here she was unable to attend school and find employment and she began working

in the adult entertainment industry. Michelle stated she was making good money so she decided to continue for several years until recently when she decided that she didn't want her daughter to follow in her footsteps. Michelle sought out medical training and was referred to Gibson Library to meet with a HELP of Southern Nevada career coach for assistance with career planning, training costs and generalized support to meet her goals.

Michelle enrolled in the Adult WIOA program earlier this year and began looking for other employment with the assistance of her career coach. Within two months of enrollment and with career coach guidance, Michelle was hired at Ethel M Chocolate factory in Henderson as a full-time employee making \$16.00 an hour. Michelle is still looking forward to attending a medical training program and hopes to start training later this year after her daughter returns to school.

Michelle is elated that she has been able to transition out of the adult entertainment industry and into a more suitable job that her daughter would be proud of. Michelle's goal is to be a licensed practical nurse and believes she'll be able to achieve that goal within the next five years.

Laughlin Library

Troy moved out from the midwest to Laughlin hoping to secure employment to support his family of five. He picked up part-time employment at a local casino and eventually got a part-time position at one of the largest growing new businesses in Bullhead City - DOT Foods. DOT Foods offered Troy an opportunity to become a truck driver. At the time, he did not have the means to afford CDL training in order to obtain this position.

Troy was referred to the Laughlin one-stop by Arizona@Work since he was a Nevada resident. Troy was accepted into our program and went straight into CDL training in Kingman, Arizona. Troy is now a full-time truck driver at DOT Foods and was able to move his family closer to him.

This was a winning opportunity for both Troy and for the one-stop, as a partnership was forged between the one-stop and Arizona@Work to cross refer participants across state lines. DOT Foods was grateful that we could assist with training for one of their employees, as they foster a culture of in-house advancement. Troy's story reflects the success that comes from a developed and open partnership.

Boulder City Library

In April, a young, confident woman came into the Boulder City one-stop looking for assistance with employment. She had recently been laid off and was looking for a position where she could make a difference and continue to work directly with people. She had two young children to support and had just filed for unemployment.

The one-stop assisted with preparing her resume and saw that she had a wide range of experience in different fields. She had a passion for working with veterans and needed employment quickly. A position for a one-stop career coach had recently become available, and although she did not have prior experience, she was encouraged to apply for the position.

She had what is at the heart of being a career coach, a passion for helping people. She had confidence. She knew first-hand what it is like to lose a job.

She presented herself well in the interview and was hired as a career coach where she gets to touch lives every day. She recently returned to college to complete her degree and is looking to advance in this field.

Mesquite Library

Fatima was enrolled in the Mesquite program as a 21 year-old out-of-school youth. New to the area, she had not been able to find a job. From the first day we met her we knew that she would be a success. She kept her appointments, attended workshops, and completed her STEM activities. Fatima's Tratify results revealed that she is a mentor/visionary, excels in leadership roles, and looks out for the needs of others – and how accurate that turned out be!

Her interest in the tourism, gaming and hospitality sector made her an ideal candidate for a WEX at the front desk of the Eureka Casino Resort. Fatima thrived in this activity, regularly receiving complementary employer evaluations. Upon successfully completing her WEX, Eureka offered her unsubsidized employment. As she grew in her new position, she was asked to take on additional responsibilities. Fatima credits her WEX activity for helping her to develop her social skills and self-confidence. She remains in contact with her career coach and has spoken publicly about the positive impact the program has had on her life. Fatima says that she will always be grateful for the assistance she received.

West Las Vegas Library

Richard was a referral from the Southern Nevada CHIPs program where they offer a range of services to local homeless individuals. Through our partnership, Richard was referred to the West Las Vegas Library one-stop location to assist him with getting wrap-around and employment services. Richard met with the staff at the one-stop who assisted him in developing his individual employment goals. Richard disclosed he had an interest in construction and wanted to get assistance with pursuing a career. After assisting him with developing a resume and attending employability workshops, the one-stop staff was able to get Richard prepared and comfortable to look for work again. The JobConnect staff at the West Las Vegas Library was able to provide Richard a job referral to KBL Reinforcing. Richard submitted his resume, interviewed and was hired on the spot. The one-stop staff provided work clothes, certifications and the support he

needed to get back on his feet. Richard is now employed full time and is regaining control of his life with the support of the Southern Nevada CHIPs program and his career coach at the West Las Vegas Library.

Specialized Centers

Spring Mountain Youth Camp

Nathan enrolled with the pre-entry program credit deficient and was not on track to graduate high school. While at Spring Mountain Youth Camp, Nathan participated in several workshops the pre-entry program offered, such as Rights of Passage Experience (ROPE), Life Skills, employability and My Brother's Keeper Mentor program. Upon release, he participated in a WEX.

After completing the WEX, he received full-time employment with the Las Vegas Mini Grand Prix. Nathan has since graduated from Las Vegas High School and has continued to work with the pre-entry program to increase his knowledge in hopes of becoming successful. Nathan is currently in the process of joining the United States Army and will be receiving his boot camp orders soon. He is joining the military as a certified line cook and has stated that he will be furthering his culinary training in the military.

FIT

Nathan has overcome many challenges within his life and is so excited to be on a new journey.

Before coming to FIT, Nathan struggled with substance abuse for years. Even though he was working as a restaurant manager, his addiction began to lead him down a self-destructive path. He eventually lost his job, his family, and his pride. Nathan was at a point in his life where he did not know where to turn. In 2015, he decided to get sober in order to be the father his daughters deserved. He successfully completed intensive out-patient treatment and made sufficient life changes. In 2017, Nathan was ready to pursue his dream career of working in beverage management for a local Las Vegas casino.

FIT was able to help Nathan pursue a career in beverage management by providing him with the tools necessary to do so. With FIT's assistance, he was able to attend Beverage Management Training at Crescent School of Gaming and Bartending.

Since coming to FIT and finishing his training, Nathan has found full-time employment as a manager at a local restaurant making \$20 hourly. Nathan has been sober for two years, has reconnected with his family, and continues to make life strides for success.

Hope for Prisoners

Dwayne enrolled in the Hope for Prisoners program while incarcerated at Clark County Detention Center. He expressed interest in becoming a chef and completed six weeks of culinary training while still incarcerated. Dwayne is a humble young man that was eager to learn and always asked questions. He completed his training along with parenting, anger management, and financial literacy classes before he was released in July. Since he had limited work experience, Dwayne participated in a work experience at Lo-Lo's Chicken and Waffles after completing the Hope for Prisoners 40-hour leadership workshop. He continued to show enthusiasm and diligence and obtained his ServSafe Managers card with a great attitude. Upon completing his work experience, he was offered full-time employment as a prep cook with Lo-Los Chicken and Waffles which he accepted. He excelled at his job and was promoted to culinary manager at Lo-Lo's where he is still employed today. We are incredibly proud of Dwayne and excited to see the progress that he will continue to make. He is a wonderful example of someone who has overcome many challenges with the proper motivation and determination to change.

YAP

Ms. Matthews enrolled in YAP-WIOA Title I services in October. Ms. Matthews entered the program as a homeless youth, enrolled in a transitional housing program through Southern Nevada Children's First. She had just given birth to her first child in July and had hopes of finding immediate employment and entering back into education/training in her desired career pathway. She was interested in the human services or the healthcare industry sector. The program worked with Ms. Matthews on workplace preparation and contracted with Serenity Mental Health to offer a paid training opportunity as an administrative assistant. She was exposed to behavioral health and clerical experience while in the WBL opportunity.

Ms. Matthews began to explore the ETPL list and expressed interest in Milan Institute's CNA course. She was enrolled and completed occupational skills training. The program continues to work with her in exploring career opportunities in healthcare and assisting in elimination of barriers that arise. Ms. Matthews is seeking long-term career opportunities and exploring housing programs that best fit her and her child's need. She expresses continued gratitude for all opportunities provided through WIOA partners.

Olive Crest

Mark enrolled in Operation Independence in 2013, but drifted away from the program. When Mark returned to the program in the fall of 2016, he was in a more stable housing situation and was taking care of his identified barriers that had previously prevented him from engaging in services. Mark completed two work experiences successfully and was hired as a result of his second placement. Mark also completed his high school diploma through Parkridge Private

School. Mark recently identified he would like assistance looking for a new job which doesn't involve manual labor and staff has been assisting him in this process. He currently lives in his own apartment for the first time and enjoys his new found independence. This year Mark was honored at the Operation Independence graduation ceremony for all his success and achievements in the program.

Rural

Lincoln County Youth

A young woman came into Lincoln County Workforce hoping to get her HiSet and possibly a job. In the past, she had encountered legal issues and was having trouble finding work. Her program manager arranged a work experience at the BLM office and the BLM staff were great with her. They helped her with her interview skills and appropriate office conduct and attire. She attended several STEM activities and soft skills workshops. During her work experience she was able to pass the HiSet. After all the hard work and with a great reference from the WEX employer, she was able to secure a full-time position with a local business. She is still currently employed with the same company.

Nye Communities Coalition

The 2017-2018 was a successful year for many clients but one client really stood out. Ryan came into our program seeking fulltime employment and help to increase his education within the manufacturing industry. He was 22 with a high school diploma and little employment history. Shortly after his enrollment, Ryan co-enrolled into Brownsfield, our Environmental Training Program. Through this, Ryan received hours of training and attained multiple certifications. After attending courses for six weeks, Ryan interviewed and attained fulltime employment as a building inspector with Onyx Building Sciences. He is now employed in his field of choice, in one of Nevada's top sectors of employment, he holds a position above entry-level, and strives to grow through the company.