



Nevada's Workforce Development System

Annual Report

July 2017 – June 2018

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Preface

Through Workforce Innovation and Opportunity Act (WIOA) funding the Department of Employment, Training and Rehabilitation (DETR), Office of Workforce Innovation for a New Nevada (OWINN), and the state's two Workforce Development Boards (WDB) provided an array of quality programs and services during Program Year 2017 (PY17). Individuals and businesses benefited from well-established offerings. Opportunities around the state included unique approaches to engage out of school youth, projects to assist veterans, individuals with significant barriers to employment and promising programs designed to further economic growth.

WIOA funding, as well as funds from other sources, play a role in providing a level of services that will meet workforce needs. Successful outcomes were attained and WIOA performance levels were met, and often exceeded, through exceptional efforts by the state, and the two WDBs. The only measure that was not met was Youth Credential Rate, however Nevada obtained 88.1% of that goal which was 63.9%. The positive results of these endeavors are reflected in Nevada's annual report with supporting appendices.

Governance of the Nevada Workforce System

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

WIOA reauthorized WIA, and is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers that they need to compete in the global economy. Under the Act, the Governor's Workforce Development Board (GWDB) was reconfirmed in accordance with WIOA Section 101, and was renamed the Governor's Workforce Development Board (GWDB) pursuant to the Governor's Executive Order 2015-08.

Governor's Office of Workforce Innovation (OWINN)

In order to increase alignment with the goals and passage of WIOA, on March 16, 2016, Governor Sandoval issued Executive Order 2016-08, revising Executive Order 2015-08 and establishing the Office of Workforce Innovation (OWINN) within the Office of the Governor.

OWINN shall:

- (1) Provide support to the GWDB, the industry sector councils, and the Office of the Governor in developing a strategy for the cooperation and collaboration among all stakeholders focused on workforce development.
- (2) Develop a career pathway strategy for Nevada in the fields of technology, advanced manufacturing, education, and health care.
- (3) Recommend improvements to the allocation of federal and state dollars incorporating evidence-based and outcome-based strategies to align workforce training programs in Nevada with current and projected job opportunities and career pathways, based on Nevada's economic development plan and information received from the industry sector councils.
- (4) Apply for and administer grants, including those that may be available from funding reserved for statewide workforce investment activities from WIOA.
- (5) Review the current status and structure of local workforce development boards in the State to insure they are appropriately aligned to serve the unique needs of regional economies in Nevada.
- (6) Work on any other matter as directed by the Office of the Governor.

During the 79th Nevada Legislative Session OWINN was codified in statute as a permanent agency within the Office of the Governor to continue to align workforce statewide and ensure sustainability. OWINN serves as the statewide workforce coordinating agency between K-12, postsecondary, the publicly funded workforce system and the employer community. In addition to the duties outlined above, OWINN serves as the State Apprenticeship Agency and oversees the statewide longitudinal data system. A significant portion of Governor's Reserve funds are utilized for OWINN.

OWINN's mission is to help develop a skilled and diverse, workforce aligned with the needs of business and industry within the state of Nevada by promoting cooperation and collaboration among all entities focused on workforce development. The primary responsibilities of OWINN are to (1) leverage labor market data, (2) design career pathways designed by the State of Nevada, (3) scale apprenticeships, (4) identify industry-recognized credentials, and (5) promote responsive workforce policies.

OWINN engages with core partners and agencies to continually improve Nevada's workforce system. These agencies include: Nevada Department of Employment, Training, and Rehabilitation (DETR), Nevada Department of Education (NDE), Nevada System of Higher Education (NSHE), Nevada Department of Health and Human Services (DHHS), Governor's Office of Economic Development (GOED), the Office of Science, Innovation, and Technology (OSIT), Workforce Connections and Nevadaworks (the state's local workforce development boards), and the Governor's Workforce Development Board. OWINN also engages in meaningful partnerships with the state's Regional Development Authorities (RDAs) and local chambers of commerce.

GWDB's Industry Sector Councils

The mission of the GWDB's industry sector councils is to convene representatives of Nevada businesses, education and labor in order to facilitate data-driven recommendations concerning sector-specific workforce needs and challenges that will help guide State workforce development efforts. Per NRS 232.935, the GWDB is required to establish industry sector councils to better align workforce development efforts in the State. As of July 2016, the following eight industry sector councils have been established:

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

The industry sector councils shall:

- (1) Issue recommendations and insights based upon short- and long-term employment and occupational forecasts.
- (2) Make recommendations concerning the necessary skill and education requirements for in-demand jobs.
- (3) Identify job training opportunities and education programs determined to have the greatest likelihood of success in meeting Nevada's workforce needs via the development of talent pipelines/career pathways.

Representation on the industry sector councils consists of seven members appointed by the GWDB in consultation with OWINN and the Governor's office, with at least four members representing private sector businesses. Other members are to be representatives of education, specifically as it relates to workforce training, and organized labor. A chairperson will be elected by the council members, respectively. Industry sector councils shall meet at least twice annually, and all meetings are subject to Nevada's Open Meeting Law, NRS 241.

Describe the state's approach to customer satisfaction:

Nevada utilizes a survey system, Opinionmeter, with computers in each office designated specifically for gathering survey data. Based on the number of customers requesting services at each office, it is determined how many surveys should be completed both weekly and monthly at each JobConnect location. Customers (job seekers) are randomly selected, and requested to take the survey after services have been provided by JobConnect, or partner staff. To insure a random selection of customers the person and staff do not know that they will be asked to complete the survey until they are ready to leave the office.

During the period of 12/6/2017 – 12/6/2018 the number of individuals/employers who were provided customer satisfaction outreach, and efforts to improve the response rate:

- 9,457 surveys completed by individuals of those completed, 93.71% of the job seekers were satisfied with services and would return to an office; and
- 22 surveys completed by employers of those completed, 92.9% would use services again.

Response Rate:

- 44,793 registrations were completed with a rate of 19.79% new WP registrations surveyed.

The responses are sent weekly to local office managers and supervisors for review and corrective actions are taken if it is found that the customer was not completely satisfied. Nevada continues to find ways to increase the employer outreach customer satisfaction surveys.

WIOA Title I and Wagner-Peyser Levels of Performance for Program Year 2016-2017

| PERFORMANCE MEASURES | LEVELS OF PERFORMANCE | |
|--|------------------------------|----------------|
| Adults 2016 | | 2017 |
| Employment 2nd quarter after exit | 63.0% | 66.0% |
| Employment 4th quarter after exit | 63.0% | 66.0% |
| Median Earnings in the 2nd quarter after exit | \$3,741 | \$3,941 |
| Credential attainment rate | 57.4% | 60.4% |
| Dislocated Workers 2016 | | |
| Employment 2nd quarter after exit | 67.9% | 70.9% |
| Employment 4th quarter after exit | 67.9% | 70.9% |
| Median Earnings in the 2nd quarter after exit | \$6,300 | \$6,500 |
| Credential attainment rate | 58.3% | 61.3% |
| Youth 2016 | | |
| Education or training activities or employment in the 2nd quarter after exit | 61.1% | 64.1% |

| | | |
|--|----------------|----------------|
| Education or training activities or employment in the 4th quarter after exit | 44.3% | 47.3% |
| Credential attainment rate | 60.9% | 63.9% |
| Wagner-Peyser 2016 | | |
| Employment 2nd quarter after exit | 59.6% | 62.6% |
| Employment 4th quarter after exit | 55.0% | 58.0% |
| Median Earnings | \$4,100 | \$4,300 |

EmployNV (State MIS system):

EmployNV a state of the art management information system for workforce organizations has been fully implemented. It has significantly expanded the reporting capabilities of WIOA partners, the system provides additional service delivery capabilities and self-service improvements. EmployNV captures WIOA Participant Individual Record Layout (PIRL) data at the time of registration and automatically updates through the progression from Reportable Individuals to actual participants in Wagner Peyser (WP) and or WIOA. Additionally, EmployNV has business rules that provide assurance that the common exit methodology required by the Department of Labor is utilized. This affects all enrolled participants who have not received a DOL administered program service for at least 90 days, when no future services are planned

Nevada JobConnect: Employment Security Division a proud partner of the American Job Centers of Nevada

The Employment Security Division (ESD) is organizationally a part of the Nevada Department of Employment, Training, and Rehabilitation (DETR). The Nevada JobConnect offices are the employment services delivery system of ESD. Nevada JobConnect has ten (10) offices strategically located throughout the metropolitan and rural areas of Nevada, all of which provide a full range of employment services that meet the needs of the residents and businesses in the community in which they are located. In addition, ESD also operates day labor offices in Sparks and Las Vegas and a JobConnect Business Services Office in both Reno and Las Vegas.

The 2008 recession fortunately is in the rear-view mirror of our economy. Nevada's unemployment rate is less than 5%. Housing prices are on the rebound and the labor market is under stress due to labor shortages, particularly in Northern Nevada and some areas of rural Nevada.

While the State has enjoyed a general economic recovery, there is still needed improvement in several areas, one of which is the significant number of long-term unemployed individuals who are still attempting to reenter the workforce. Other groups who are facing challenges in finding

work include youth, former offenders, and certain minorities. JobConnect is continually reviewing its processes and services to refine its delivery of services to customers with barriers to employment.

Both during and following the recession, the labor exchange network established by the Wagner-Peyser Act of 1933 continues to be the most efficient and cost-effective means to assist Nevada's return to work and to assist the business community meet its workforce needs.

The Wagner-Peyser funded labor exchange in each JobConnect office provides a comprehensive range of employment services for job seekers that include employment assessment, counseling, job readiness workshops, resume assistance, short-term skill training, and job referrals. A number of JobConnect offices designated as affiliate One-Stop sites have the full-time presence of Title I WIOA services providers. Services available to the business customer include recruitment assistance, applicant screening services, labor market information, and access to hiring incentives.

All JobConnect Offices are equipped with state-of-the-art resource centers which provide customers the choice of performing 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.

In recent years the JobConnect offices have experienced an increased demand by job seekers for staff-assisted services. Trends indicate that job seekers, in greater numbers, prefer to meet one-on-one with the JobConnect employment staff. In the current labor market, many businesses are preferring to list suppressed job orders rather than posting openings on commercial job boards. Businesses are realizing the cost saving benefits of receiving pre-screened qualified applicants versus the deluge of resumes and unqualified applicants inherent to job boards and Internet postings.

Nevada JobConnect Job Seeker Services:

Each Nevada JobConnect office provides a full range of reemployment services including Wagner-Peyser Labor Exchange (ES), State funded Career Enhancement Program (CEP), Work Opportunity Tax Credit (WOTC), Rapid Response, and Trade Adjustment Act (TAA). In addition to its ESD funded program it also has services available from the Bureau of Vocational Rehabilitation. Offices which are designated One Stop Affiliate sites have WIOA Title I services available from a co-located WIOA service provider or have a convenient linkage to Title I services. The two most robust employment programs with the greatest demand for services in the JobConnect offices are the Labor Exchange (ES) and the Career Enhancement Program (CEP).

Labor Exchange/Employment Services:

Labor Exchange or Employment Service is the most robust reemployment program in Nevada. It is the driver of 86% of all the activity in the ten JobConnect offices. The JobConnect brand to the public is synonymous with employment services. The metropolitan JobConnect offices in Las Vegas often have traffic in excess of 1,000 job seekers a week. As a result of this very high usage by job seekers, businesses put a high value on using JobConnect assisting with their small and large recruitments.

Career Enhancement Program:

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

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

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

Effectiveness in Serving Employers:

Nevada chose Employer Penetration Rate and Repeat Business Customers. As part of tracking these measures Nevada utilizes Opinion Meter to survey businesses after hiring events and other special activities that are performed. There are no state -established measures for this program year. (Appendices SAS report)

*Reference Appendices I.

Waivers:

Nevada has submitted one waiver request for the Eligible Training Provider Listing reporting. It would require training providers to report outcome information for all WIOA clients, but not for their total student populations. This request will reduce the reporting burden on Nevada training

providers while retaining the requirement to report required performance data for all WIOA funded participants.

State's approach to data validation (DEV):

Nevada uses several strategies for this task. First the WIOA program monitoring worksheets that are utilized for on-site reviews have been updated to include the elements outlined in the Source Documentation Requirements for Programs guide issued by DOL. Additionally, program staff that are assigned to WIOA do desk top monitoring to validate that the correct information is being captured. Lastly, each quarterly PIRL report is analyzed by the Automated Reporting team with program staff.

Rapid Response activities and Layoff Aversion:

The primary responsibility to carry out Rapid Response activities remains with the state workforce agency, DETR. The agency is designated by the governor to ensure delivery of comprehensive workforce services to businesses in transition and workers facing dislocation due to layoffs and/or business closures of any size both in Worker Adjustment and Retraining Notification Act (WARN) and non-WARN instances. These services are coordinated through DETR's Workforce Investment Support Services (WISS) section. Nevada's Rapid Response team consists of individuals from the local boards, dislocated worker service providers, organized labor and DETR's ESD division; which are all part of the American Job Centers of Nevada. The team endeavors to educate businesses and dislocated workers about services and information available through federal, state and local organizations to reduce the effects of businesses in transition. In Program Year 2017, Nevada Rapid Response team reached out to approximately 78 employers that were in transition and introduced services and provided information to approximately 889 dislocated workers. Additionally, the team makes every effort to conduct immediate and on-site assessments with employers and worker representatives to evaluate the specific needs of the event and to provide intervention services which include layoff aversion activities when possible, which in Program Year 2017 the Rapid Response team coordinated three job fairs that assisted some of the 889 dislocated workers to avert being laid off. Nevada's Rapid Response unit endorses all activities necessary to plan and furnish services that assist businesses in transition and enable dislocated workers to transition into employment as quickly as possible.

Title I Activities:

There are two local boards serving the State of Nevada. Nevadaworks serves the northern part of the State and Workforce Connections the four southern counties. Both Boards continue to expand their activities. During the program year 2017 Nevadaworks opened their comprehensive One-

Stop American Job Center. Workforce Connections initiated a program to provide services at local area libraries and targeted funding to serve the foster youth and re-entry populations. Local Board activities are described in detail in the report appendices.

*Reference Appendices II.

*Reference Appendices III.

Appendices:

- I. PY17 Self – Appraisal System (SAS)
- II. PY17 WFC
- III. PY17 Nevadaworks