



ANNUAL NARRATIVE REPORT PROGRAM YEAR 2021

Presented by: Nevada's Workforce Development Boards

State of Nevada, Department of Employment, Training and Rehabilitation

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December 1, 2022

On behalf of Governor Steve Sisolak, it is my pleasure to present Nevada's Workforce Innovation and Opportunity Act (WIOA) Program Year (PY) 2021 Annual Narrative for Titles I and III. The elements contained in this report have been compiled in accordance with the United States Department of Labor Training and Employment Guidance Letter (TEGL) 05-18. In PY 2021 the Governor's Workforce Development Board (GWDB) continued to work with core, required and state strategic partners under the WIOA to achieve the vision and goals outlined in [Nevada's 2020-2023 Unified State Plan](#).

I am proud of the strides we have made toward putting Nevadans back to work and providing businesses with a talented pool of workers. More businesses than ever are using their local EmployNV Business and Career Hubs to grow and train their workforces. We have come together and collaborated across all Title programs to find new ways to serve the community. This commitment has been vital during the challenges of widespread unemployment and business impacts caused by the COVID-19 pandemic.

Thank you for the opportunity to report regarding Nevada's WIOA accomplishments for the program year. We will be pleased to respond to any questions you may have about the accompanying narrative or the related performance outcomes.

Sincerely,

Elisa Cafferata, Director
Nevada Department of Employment, Training & Rehabilitation

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PREFACE

Through Workforce Innovation and Opportunity Act (WIOA) funding, the Department of Employment, Training and Rehabilitation (DETR), the Governor's Office of Workforce Innovation (GOWINN), and the state's two Local Workforce Development Boards (LWDB) provided an array of quality programs and services during Program Year (PY) 2021. 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 and 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 Nevada's workforce needs. Successful outcomes were attained and WIOA performance levels were met, and often exceeded, through exceptional efforts by the state and LWDBs. The positive results of these endeavors are reflected in this Annual Report and its supporting appendices.

A strategy for fulfilling Nevada's vision of collaborative partnerships is an important step in streamlining the workforce system. Title I (Workforce Development), Title II (Adult Education and Literacy Services), Title III (Wagner-Peyser Act) and Title IV (Vocational Rehabilitation Services) are considered the core partners of the workforce system under WIOA. The core partners meet to collaboratively address processes, issues, and co-enrollment opportunities. Coordinated efforts to serve employers is one example of how the core partners work together to reduce redundancies in the system and present seamless services to businesses and job seekers.

Nevada's Workforce Innovation and Opportunity Act (WIOA) Annual Narrative Report PY 2021- Titles I and III Based upon Training and Guidance Letter (TEGL) 05-18

The Workforce Innovation and Opportunity Act (WIOA) is landmark legislation designed to strengthen and improve our nation's public workforce system and help put Americans, especially those with significant barriers to employment, back to work. WIOA supports innovative strategies to keep pace with changing economic conditions and seeks to improve coordination between WIOA and other federal programs that support employment services, workforce development and adult and youth education. WIOA promotes program coordination and alignment of key employment, education, and training programs at the federal, state, local levels. Furthermore, this legislation ensures that federal investments in employment and training programs are evidence based and data driven as well as accountable to participants and taxpayers. WIOA provides employment, job training, and education services to eligible adults, dislocated workers, and youth.

[Training and Guidance Letter \(TEGL\) 05-18](#) states WIOA Title I and III grantees are to submit an annual report narrative in accordance with the guidance. The WIOA Annual Statewide Performance Report Narrative provides an opportunity for states to describe progress towards meeting their strategic vision and goals for the workforce system.

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 was to provide workforce investment activities through statewide and local efforts that increased the employment, retention, and earnings of participants, and increased occupational skill attainment. Under the Act, the Governor's Workforce Investment Board (GWIB) was established in accordance with WIA Section 111 (PL 105-220), and through the Governor's Executive Order.

Workforce Innovation and Opportunity Act of 2014 (WIOA), which replaced WIA as the primary federal workforce development legislation, 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 WIOA, the Governor's Workforce Development Board (GWDB) was reauthorized in Section 101 and through Governor's Executive Order 2015-08.

Governor's Office of Workforce Innovation (GOWINN)

The Governor's Office of Workforce Innovation (GOWINN) was established through Governor's Executive Order 2016-08 and subsequently codified in Nevada Revised Statutes (NRS) 232.965. GOWINN serves as the statewide workforce coordinating agency between K-12, postsecondary, the publicly funded workforce system, and the employer community. GOWINN'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 GOWINN 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. In addition, GOWINN is responsible for the Nevada P-20 to Workforce Research Data System (NPWR), the statewide longitudinal data system, which helps guide and inform education and workforce policy by fostering data-driven decision-making.

GOWINN oversees the Governor's Workforce Development (GWDB) and nine GWDB Industry Sector Councils which consist of representatives of Nevada businesses, education, and labor that facilitate data-driven recommendations concerning sector-specific workforce needs and challenges to help guide state workforce development efforts. The industries represented in these sector councils are Aerospace and Defense; Natural Resources; Health Care and Medical Services; Information Technology; Manufacturing; Logistics; Mining and Materials; Tourism, Gaming and Entertainment; and Construction. Although the industry sector councils did not meet in 2020, GOWINN staff did hold teleconferences with each of the industry sector council chairs in April of 2020 to discuss ideas on how to reconstitute and reinvigorate the councils in the future. A plan to reestablish regular sector council was developed to revitalize the councils beginning with 4 industries: Manufacturing, Technology, Logistics, and Healthcare, with quarterly meetings in late 2021.

GOWINN 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 (GWDB). GOWINN also engages in meaningful partnerships with the state's Regional Development Authorities (RDAs) and local chambers of commerce.

During the 2021 state legislature session, there were some changes that impacted GOWINN and its functions in the new state fiscal year (starting on July 1, 2021). The Governor formally requested that the agency's acronym change from OWINN to GOWINN (Governor's Office of Workforce Innovation) per AB459 passed by the Nevada Legislature on May 25, 2021. With this bill, the office moved under the DETR umbrella, with the GOWINN Executive Director continuing to report to the Governor. The final adjustment with the bill is the State Apprenticeship Council and Apprenticeship Director transferred to the Office of the Labor Commissioner, in the Department of Business and Industry.

WIOA State Plan

The Governor's Workforce Development Board (GWDB), comprised of 33 members at capacity with representatives from all four core WIOA title programs, businesses, workforce/labor entities, and state and local government, is charged with, among several duties, leading the continuous improvement of the state workforce development system, and the development, implementation, and modification of the WIOA State Plan. In Spring 2022, a new Chair and Vice Chair were appointed to the GWDB, as well as the replacement of one-third of the Board's members due to prior members who were termed out.

To create a more engaged and focused Board, the GWDB approved the creation of several subcommittees with different focus areas in August 2020. One of the subcommittees, Strategic Planning, was made responsible for developing and overseeing modifications for the current 2020 WIOA State Plan due in the Spring 2022. As the 2020 state plan was developed before the COVID-19 pandemic, many of the plan's components needed revamping to reflect current realities and ambitions. The revision of key sections of the WIOA State Plan was conducted by two work groups: the Data and Accountability Work Group and the Common Processes and Customer Flow Work Group. Both work groups comprised of representatives from GOWINN, the Department of Employment, Training and Rehabilitation (DETR), the Department of Welfare and Social Services (DWSS), the two local workforce development boards (Workforce Connections in southern Nevada and Nevadaworks in northern Nevada), the Nevada Department of Education (DOE), one of the state community colleges and one of the local workforce development service providers.

Over the course of several months during the summer of 2021, both work groups virtually met to discuss and develop recommendations for sections of the WIOA state plan that needed revision within their particular focus areas, specifically in sections that detailed the strategies that WIOA core programs and other partners will utilize to align Nevada's workforce system with the state's workforce development goals and objectives. These recommended inputs were then sent to a Core Group of representatives from DETR, DWSS, GOWINN, DOE, and the two local boards.

The Core Group met virtually multiple times to go over these recommendation revisions and make any necessary adjustments. After briefing members of the Strategic Planning subcommittee of these revisions and incorporating additional updates from each of the core title programs as well as key workforce development agencies like GOWINN to reflect the most current information, the revised version of the state plan will be posted online for a 60-day public comment period. The revised plan will then go to the GWDB likely in February for final approval before being submitted to the Department of Labor.

GOWINN Grants

A major challenge this past year, which has impacted all work and will continue to effect grant awards and deliverables, has been the COVID-19 pandemic. Nevada was hit hard by the pandemic, but GOWINN is working hard to move forward and help the workforce find new careers through training assistance. To address this challenge, GOWINN worked closely with other state agencies and entities across the state to develop relationships and to position the office as a leader in this space. GOWINN's collaborative approach to its recently awarded grants, especially Project SANDI and ANAA, has shown the office's ability to be a key convenor in the state by bringing together various entities to work together on workforce development.

- NGA WIN: The National Governors Association (NGA) Workforce Innovation Network grant (WIN), ended in 12/31/2021. Utilized two contract consultants to execute work:
 - DFI CONSULTING: To examine and articulate the gap between existing state practices and resources and desired future goals. The work produced by this consultant has provided a clear opportunity for all of those involved, including GOWINN and partners to understand more of the workforce needs in Nevada.

- **RED 7 COMMUNICATIONS:** To provide a communications and outreach strategy action plan that will bring together various partners to accomplish goals identified within a state workforce development action plan.

In the wake of the economic fallout from the COVID-19 pandemic, Nevada had to take necessary steps to build a workforce that will allow the state to prosper in the future and create opportunity for all Nevadans.

- **NGA WBL:** The National Governor’s Association (NGA) selected GOWINN to serve as a mentor state in their Work-Based Learning (WBL) Policy Academy. The major goals of GOWINN have been to define work-based learning, educate and collaborate with workforce stakeholders, and bring awareness to the benefits of work-based learning across the state.
 - At the Fall Workforce Symposium the NGA hosted September 29 to October 1, 2021 in Phoenix, Arizona, former GOWINN Executive Director Isla Young participated in a multi-state panel where she discussed Nevada’s work on the NGA WIN Grant by summarizing the importance of the weekly in-depth strategy sessions GOWINN staff participated in to identify previously neglected gaps in workforce system delivery and strategies to alleviate them.
 - Between August and October 2021, GOWINN and the Nevada Department of Education partnered to sponsor a teacher externship program to link employers from the state’s high-growth, high-demand industries such as IT, manufacturing and healthcare with middle and high school teachers, counselors, and administrators from all over Nevada to provide them the opportunity to participate in immersive experiences in a variety of occupational areas and activities.
- **Nepris:** Over the past year GOWINN in partnership with the Nevada Department of Education (NDE) collaborated to provide more than 5,000 students in more than 200 classrooms in every Nevada county across the State with professionals to learn about in-demand exciting careers in science, technology, engineering, and mathematics (STEM).
- **Project SANDI:** Over the past year, the GOWINN and dozens of state and community partners collaborated to provide more than 500 dislocated and underemployed Nevadans free educational training programs for in-demand careers in science, technology, engineering, and mathematics (STEM) through the Supporting and Advancing Nevada’s Dislocated Individuals (SANDI) project. Organizations that provide courses for SANDI students include partnerships with Nevada’s public community colleges, among additional outside training providers that assist job seekers.
- **H-1B:** In the past year, the H-1B grant for the Northern Nevada rural counties has served over 20 individuals. There had been delays and limitations in meeting with interested partners and students due to COVID-19, but the work progressively increases through Nevadaworks, and the Nevada Hospital Association. GOWINN has also submitted to DOL a scope change to incorporate the Southern Nevada rural hospitals into this work.

The key partners in the H-1B Rural Healthcare program are all supportive of the need to expand to the rural areas in the southern region of the state of Nevada. This would open participant enrollments to rural areas including Pahrump (Desert View Hospital, 25 beds), Mesquite (Mesa View Hospital, 25 beds) and Boulder City (Boulder City Hospital, 82 beds). The rural hospitals in southern Nevada have expressed interest in the H-1B to Nevada Hospital Association (NHA). This would be a tremendous benefit for these rural hospitals in southern Nevada that continue to struggle with high demand, patient care, workforce shortages.

- ANAA: On May 3, 2022, the State Leadership Team for Accelerating Nevada's Apprenticeships for All (ANAA) met to review the four (4) submitted applications in response to a Notice of Funding Opportunity released on April 7, 2022 and identified the intermediary support awardee. The leadership team consisted of the key partners of ANAA: GOWINN; the Nevada Department of Employment, Training and Rehabilitation (DETR); the Nevada System of Higher Education (NSHE); College of Southern Nevada (CSN); Western Governors University (WGU); IONnovate; and the City of Las Vegas. It was a unanimous decision to award the project to the Institute for American Apprenticeships (IAA). ANAA targets Nevadans displaced by the pandemic, with a specific focus on women, racial minorities, and underrepresented populations.
- SAE 2020: Over the last year, GOWINN has worked with partners and identified a need to build capacity for apprenticeships in the area of corrections. GOWINN has identified with partners a key need for the state is to build apprenticeship program opportunities through the Department of Corrections, and GOWINN has requested a change with DOL for this grant.

It has been determined that there is a great need for better apprenticeship opportunities for incarcerated individuals that will allow for program growth in the high-demand sectors, especially in advanced manufacturing. GOWINN, and partners from around the state, with the help of an intermediary, would like to grow this goal to include additional partners to develop a pilot program for men and women who will be released from prison and get these individuals into a valuable and viable apprenticeship. The proposed additional partners are Institute for American Apprenticeships (IAA), Nevada Department of Corrections (NDOC), Nevada Department of Health and Human Services (DHHS), Western Nevada College (WNC).

Workforce Research Data System (NPWR)

The Nevada P-20 to Workforce Research Data System (NPWR) is a state of the art, longitudinal data research tool aimed at tracking performance metrics and outcomes of Nevadans in the realms of education and workforce. Through its advanced reporting functionality, NPWR enables all Nevadans to understand firsthand how Nevada's K-12 schools, colleges, and universities are preparing Nevadans for tomorrow's jobs. NPWR was funded by the United States Department of Education 2012 Statewide Longitudinal Data Systems Grant Program and developed as part of an inter-state partnership between three Nevada state agencies, along with the Commonwealth of Virginia and the Center for Innovative Technology (CIT). The data system operates as a collaborative partnership with the Nevada Department of Education (NDE), the Nevada System of Higher Education (NSHE), the Department of Employment, Training and Rehabilitation (DETR), and the Center for Innovative Technology (CIT), a nonprofit technology organization. Additional partners have joined NPWR since its conception – Nevada Department of Motor Vehicles (Nevada DMV), Nevada Department of Corrections (NDOC), and the

Division of Child and Family Services (DCFS) under the Nevada Department of Health and Human Services (DHHS). In the future, GOWINN hopes to onboard many more data partners to increase the amount of robust data that is available through NPWR.

Under NRS 232.975 The Governor's Office of Workforce Innovation (GOWINN) is tasked with maintaining and overseeing NPWR and managing the NPWR Advisory Committee. The Governor's Office of Workforce Innovation (GOWINN) is building a Nevada that works for everyone. The GOWINN team is focused on strengthening Nevada's workforce development system through creating a skilled, diverse, and aligned workforce in the State of Nevada by promoting cooperation and collaboration among public and private sector partnerships. Goals of GOWINN include preparing all K-12 students for college and career success, increase the number of Nevadans with postsecondary degrees and credentials, and increase employment outcomes in training and credentialing programs.

For more information on GOWINN over the program year, please see Appendix A.

State's Approach to Customer Satisfaction

During PY20, Nevada's customer survey system was changed to SARA which is designed to contact clients/consumers via text and/or email. The switch to SARA proved advantageous during the pandemic and through PY21.

Effective and timely feedback is crucial to improving the customer experience. Based on the feedback received, actions are taken to improve service delivery. Survey results allow us to see any potential pitfalls and which areas may require growth and improvement.

SARA (Semi-Autonomous Research Assistant)

SARA was developed by The Career Index (TCI) and was offered for state piloting by the U.S. Department of Education, Rehabilitation Services Administration (RSA). SARA is a cloud-based virtual assistant software designed to contact clients/consumers via text and/or email that provides a two-way communication pipeline between SARA and the client, recording these communications directly into Nevada's workforce management information system (MIS), EmployNV, and case notes. SARA can perform some of the more menial tasks and data entry for staff, thereby freeing up their time for more complex tasks and increased direct customer service. SARA collects common performance measure data directly from the client including employment information, wages, credential attainment and skill gains. At the conclusion of the communication, SARA sends a request to the client to complete a customer satisfaction survey. Offices have access to the survey results and can use them to improve service delivery.

Data Element Validation Policy and Methodology

Statewide evaluations conducted during Program Year 2021 consisted of monitoring activities of all WIOA programs conducted by the Workforce Innovation Support Services (WISS) Monitoring Team

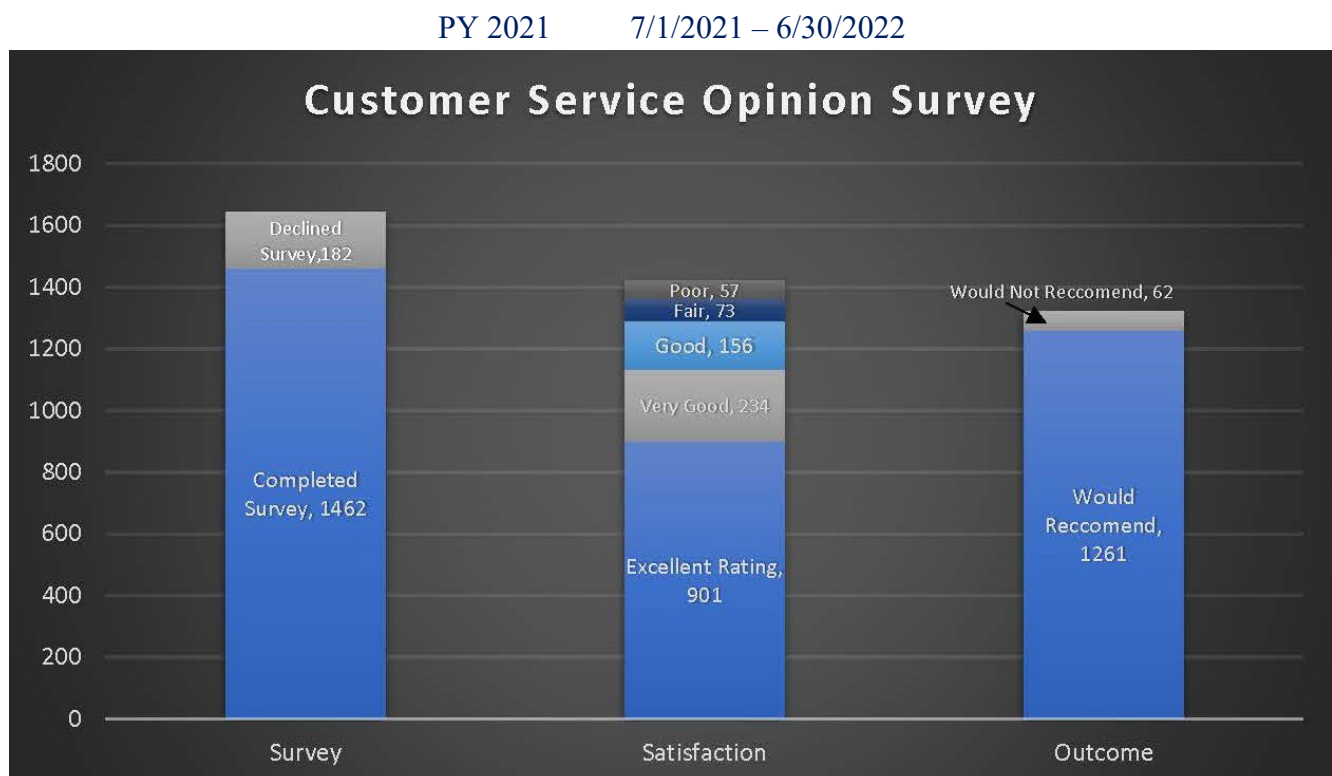
pursuant to WIOA sec. 184, 2 CFR Part 200 and 20 CFR Part 600, data element reviews completed by WISS Program Staff, and corresponding [State Compliance Policy 5.7](#), in addition to random participant qualitative surveys completed by statewide program participants.

Nevada uses several strategies for data element validation (DEV). 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 assigned to WIOA conduct desktop monitoring to validate that the correct data is being captured. In addition, each quarterly PIRL report is analyzed by the DETR WISS Automated Reporting team with program staff. Lastly, Nevada's MIS system, EmployNV, has audit forms for conducting DEV. This programming allows for PIRL data elements to be audited by program funding. Elements can be limited to program-required only elements as needed for auditing purposes.

Further, the Governor's Workforce Development Board, comprised of members from all four core WIOA title programs, businesses, workforce/labor institutions, and state and local government agencies, assist in improving the state workforce system by policy, procedure, and process reviews, giving recommendations, and updating, if needed.

For more information on DEV over the program year, please see Appendix B.

Customer Satisfaction Data



Studies for Research and Evaluation: Evaluation Peer Learning Cohort

In November 2021, Nevada participated in 2021 Evaluation Peer Learning Cohort (EvalPLC) which took a deep dive into Nevada's current capacity for evaluation, expanded the evaluation framework and developed a capstone project to support the learning cohort and implement into best practices. The EvalPLC provided the opportunity to learn from each other through assessment tools and draw upon subject matter experts knowledge with the leadership and guidance of a designated EvalPLC coach. Through this process representatives from all Workforce Innovation and Opportunity Act (WIOA) titles were able to work together to provide advice and relevant examples of strategies to develop an evaluation action plan. The Nevada team was comprised of representatives from Department of Employment, Training and Rehabilitation (DETR), Nevada Adult Education, and DETR's Research and Analysis Bureau, along with the Governor's Office of Workforce Innovation (GOWINN) leading the team. This process included representatives from previous EvalPLC states to share their experience and expand the network of federal-state partnerships for program development and improvement.

The cohort identified Nevada's strengths as the Nevada PWR (NPWR) SLDS system, expandable architecture, and governance structure for supporting detailed research and protecting confidentiality. The Nevada team is enthusiastic and engaged in the process creating a strong foundation to build upon. However, there were few logic models and implementation of research models to reference. There was also a need to better identify research agenda to proceed with performing research.

The cohort was complete in April of 2022, with Nevada planning to build on the strengths of launching the NPWR research portal and the research governance team ensuring any IT needs are addressed. This includes launching the NPWR research portal and onboarding WIOA core partners into NPWR. The team identified the following areas of weakness to be addressed by the WIOA core partners to identify and document logic models for core activities and input; this includes key areas that need to be tested (e.g., budget, target population, alignment with state goals). Additionally, Nevada needs to identify and test the effectiveness and provision of wrap-around services. The use of the logic model developed during this cohort will assist in achieving these goals.

Based on this cohort the following is Nevada's goals over the next three years:

One Year Goals:

1. Researcher Portal active and ready for use.
2. Titles I and II added to NPWR.
3. Titles III and IV working toward NPWR integration.
4. Logic models used to identify research agenda.

Two Year Goals:

1. Identify researcher(s) and question(s) from research agenda.
2. Conduct initial round of research and produce results.
3. Titles III and IV are integrated in NPWR.

Three Year Goals

1. Build on original research, develop a pipeline to researchers and higher education institutions for further research.
2. As actionable, apply lessons learned from research, modify logic models, and prepare to retest.
3. Ongoing identification and documentation of logic models among core partners.
4. Review research agenda and revise to capture key activities, opportunities, and investments.
5. Broader expansion of NPWR participants and data to develop more robust data landscape for research.

For more information on the Evaluation Peer Learning Cohort Logic Model, please see Appendix C.

Effectiveness in Serving Employers

The Business Service Offices across Nevada focus on providing the best possible services to the business community. All employers who receive services from Business Service staff are asked to provide feedback via a survey emailed after completion of said services (such as hiring events). In Program Year 2021 surveys were not conducted as a result of the offices being closed due to COVID. The questions below are a sample of what would regularly be sent to employers to gauge their feedback on the services they received.

The following questions were ranked as “fair” or better:

1. How would you rate the services provided to you? –41 (100%)
2. Will you utilize the services provided to you in the future? –41 Yes (100%)
3. How would you rate the quantity of applicants? –23 (96%)
4. How would you rate the applicant’s preparedness to meet you? –18 (86%)

Common Exit Policy

Based upon Training and Guidance Letter (TEGL) 10-16 Change 1

DETR’s Technical Assistant Guide (TAG) 20-5 purpose is to provide Local Workforce Development Boards (LWDBs) with guidance on participant common exit policy and related processes. A “common exit” occurs when (1) a participant, enrolled in multiple Department of Labor (DOL) administered programs, has not receive services from any DOL-administered program to which the common exit policy applies for at least 90 consecutive days, and (2) no future services are scheduled, with the exception of self-service, information-only activities, or follow-up services. A participant is only exited when all exit criteria for each program is met. The common exit date is auto-calculated retroactively to the last qualifying participant-level activity service. EmployNV has established business rules that provide assurance that the common exit methodology required by DOL is utilized.

Programs: Nevada’s workforce management information system, EmployNV, common exit takes into consideration enrollment and activities for the following listed programs:

- Title I Adult/ Dislocated Worker (DW)/ Youth

- Title III Wagner-Peyser (WP)
- Jobs for Veterans State Grants (JVSG)
- National Dislocated Worker Grants (NDWG)
- Trade Adjustment Assistance (TAA)
- Career Enhancement Program (CEP)/ Silver State Works (SSW)

Labor Exchange: Effectiveness in Serving Employers

Labor Exchange, also referred to as Employment Services, is the most robust reemployment program in Nevada. It is the driver of over 70 percent of all workforce activities in the nine Nevada JobConnect offices. The Nevada JobConnect brand to the business community and job seekers is synonymous with recruitment or employment. A reflection of this in PY21, wherein the Nevada JobConnect Business Services Offices reopened October 2021, listed over 40,000 job orders, achieving 46% above the plan goal for the program year.

Self-Appraisal System (SAS)

During PY21, the Self-Appraisal System (SAS) reviews were conducted on the Workforce Innovation and Opportunity Act (WIOA) Title I Program, Wagner-Peyser Title III Program, Nevada's Career Enhancement Program, and Nevada's Silver State Works Program entries to determine:

- Success in reaching State Entered Employment and Placement Goals for participants
- Appropriateness of services provided to employers and participants
- Timeliness in service delivery to employers and participants

In PY21, program staff monitored, analyzed, and coached Nevada JobConnect employees to ensure goals were met and appropriate program services were recorded. Staff utilized the Semi-Autonomous Research Assistant (SARA), integrated with EmployNV, the statewide workforce case management system, to ensure consistent and timely communication with participants. SARA has allowed for staff to send scheduled program specific communication via text and email, schedule and remind participants about appointments, allowed for documentation to be obtained and recorded, helped alert staff to urgent client needs, and has enhanced participant and staff communication. The Nevada JobConnect offices reopened their doors on October 1, 2021. Services were only provided virtually from April 1, 2021 to September 30, 2021.

Nevada was not able to meet the participant employment 2nd quarter after exit goal by 87% and missed the placement goal by 65% due to lack of job seeker traffic in offices. The lack of job seeker traffic is directly related to the low unemployment rates, as well as job seekers becoming more self-sufficient with online services.

The Silver State Works Program had a total of 157 participants who remained employed, which is 79% less than the goal of 765. Participation in Silver State Works has decreased this program year; however, the retention rate of those sustaining employment has exceeded the goal by 12%.

Job Orders received from employers exceeded the planned goal by 214%. While the number of jobs available exceeded the goal, the number of job seekers registered, and job referrals are significantly under their goals. The high number of job orders can be attributed to employers using self-service to post their own jobs and not being able to fill all their positions due to the low unemployment rate.

Efforts to ensure appropriateness of services and timeliness of service delivery were successful and supported by the customer survey results received. 95% of participants receiving employment services rated the services received as beneficial.

| Quarterly & Annual Numeric | |
|---|-----------------------|
| <i>EmployNV Services</i> | |
| • # of Employment Service Participants who Gained Employment 2 nd qtr. after exit | |
| Plan: 33,604 | Actual: 4,437 |
| • # of Career Enhancement Program Participants who Gained Employment after receiving services | |
| Plan: 5,340 | Actual: 488 |
| • # of Silver State Works Program Participants who Remained Employed | |
| Plan: 765 | Actual: 157 |
| • # of Placements | |
| Plan: 11,580 | Actual: 4,051 |
| Quarterly & Annual Numeric (Continued) | |
| <i>EmployNV Services to Employers</i> | |
| • # of Job Orders from Employers | |
| Plan: 18,780 | Actual: 40,211 |
| • # of Job Openings Received | |
| Plan: 47,400 | Actual: 85,069 |
| • Employer Penetration | |
| Plan: 3.50% | Actual: 9.5% |
| • Repeat Customer Business | |
| Plan: 41.00% | Actual: 25.5% |
| Annual Non-Numeric | |
| <i>Qualitative Review</i> | |
| • Local Office and Administrative Oversight | |
| Reviews showed staff and offices are within compliance. | |
| • Customer Survey Results Review | |
| 93% of Customers Responded they would recommend the services of Nevada JobConnect to a friend or colleague. Nevada will continue with efforts to increase this number. | |
| • Employer Survey Results Review | |
| Employers indicated 86% of the candidates received were of "fair," "good," or "excellent" quality. | |

WIOA Titles I and III Performance

The following demonstrates the negotiated and actual levels of performance obtained for PY21 reporting period in the WIOA Titles I (Adult, Dislocated Worker and Youth) and III (Wagner-Peyser) programs:

| Performance Measures | Negotiated level of Performance | Actual Performance |
|--|---------------------------------|--------------------|
| Adults | | |
| Employment 2 nd quarter after exit | 76.0% | 72.9% |
| Employment 4 th quarter after exit | 70.0% | 70.1% |
| Median Earnings in the 2 nd quarter after exit | \$5,700 | \$6,966 |
| Credential attainment rate | 77.0% | 74.3% |
| Dislocated Workers | | |
| Employment 2 nd quarter after exit | 83.0% | 74.2% |
| Employment 4 th quarter after exit | 83.5% | 76.3% |
| Median Earnings in the 2 nd quarter after exit | \$7,400 | \$8,757 |
| Credential attainment rate | 82.5% | 79.3% |
| Youth | | |
| Education or training activities or employment in the 2 nd quarter after exit | 65.0% | 66.6% |
| Education or training activities or employment in the 4 th quarter after exit | 68.0% | 66.2% |
| Credential attainment rate | 56.0% | 55.4% |
| Wagner-Peyser | | |
| Employment 2 nd quarter after exit | 73.3% | 68.2% |
| Employment 4 th quarter after exit | 72.3% | 59.6% |
| Median Earnings | \$5,400 | \$6,807 |

Nevada JobConnect Offices

The Employment Security Division (ESD) is organizationally a statutorily defined division within DETR (NRS 612.049). The Nevada JobConnect offices are the employment services delivery system of ESD. Nevada has nine (9) JobConnect 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 Reno and Las Vegas and a JobConnect Business Services Offices (BSO) in both Reno and Las Vegas.

Upon offices reopening (October 2021), the business and job seeker communities were provided the same outstanding services they have grown accustomed to from Nevada JobConnect. Each JobConnect office includes a self-service resource center with personal computers and internet access where job seekers can avail themselves with resume assistance, employment information, skill testing, and other services beneficial to their securing employment. These services include:

- **Wagner-Peyser:** Wagner-Peyser labor exchange services are heavily utilized by both the business community and job seekers throughout the state. Business customers range from multi-national corporations, world class casino/entertainment companies and small neighborhood businesses.
- **Veterans Services:** Veterans services targeted at veterans with significant barriers to employment (SBE). Seven of the nine Nevada JobConnect offices have at least one Disabled Veteran Outreach Program (DVOP) staff on site. The two that do not have a DVOP on site are served as outreach locations by a DVOP from a nearby office.
- **Day Labor Services:** Day Labor Services offices are located in Sparks and Las Vegas, Nevada; also, at each of the rural JobConnect offices. Day labor services are a targeted safety net for workers who because of homelessness or other economic problems must work in a job that pays daily. These services also provide the DVOPs and Wagner-Peyser staff a chance to reach out to these workers to assist them to break out of the cycle of day labor circumstances.
- **Career Enhancement Program (CEP):** Career Enhancement Program (CEP) services include short-term occupational training, assistance with items needed to begin training and assistance with items needed to begin employment (e.g., work cards, health cards, tools, and uniforms).
- **Silver State Works (SSW) program:** The Silver State Works initiative is designed to create an opportunity for business to help strengthen Nevada's economy while receiving incentives to hire pre-screened qualified workers. The Silver State Works program targets unemployment claimants, reentry individuals, Temporary Assistance for Needy Families (TANF) recipients, disabled individuals, and veterans providing on-the-job training and incentive-based employment opportunities.
- **ESD Work Experience (WEX):** The ESD Work Experience initiative targets hard-to-place individuals. It allows a business to provide a work-based learning experience to an individual for approximately 320 hours before making a hiring decision. During the 320 hours, Nevada JobConnect will pay the individual's wages.
- **Pathway to \$15 program:** This program targets the underemployed or part-time worker. It provides intensive employment services, training and other services to assist an individual to obtain a job paying at least \$15.00 per hour or puts them on a pathway to a position paying at least that wage.
- **Trade Adjustment Act (TAA):** TAA training and employment services to assist individuals who have become displaced due to foreign competition.
- **Rapid Response Services:** Provides workforce services to individuals who are dislocated or pending dislocation by quickly coordinating business-focused services and providing immediate assistance to businesses and their affected workers with flexible strategies designed to respond to layoffs and plant closures.

- **Reentry Program:** Nevada has two full time staff tasked with providing reentry services; one in Washoe County and one in Clark County. Both provide employment and training services to the reentry population and collaborating with corrections, parole and probation and other reentry service organizations.

In addition to the above-referenced services, all Nevada JobConnect offices are certified affiliate sites and have the presence of WIOA Title I services either in person or virtually.

USDOL-ETA Waivers

Waiver to allow WIOA individuals training accounts (ITA) for in-school youth (ISY). This waiver is approved through June 30, 2022. This waiver allows the State to waive the requirement limiting ITAs to only OSY, ages 16-24; State may use ITAs for ISY ages 18-21. The approval of the waiver should not impede State's efforts to prioritize OSY, including outreach to the OSY population.

Waiver in order to increase on-the-job training (OJT) employer reimbursement up to 90% for businesses with 50 or fewer employees. This waiver is approved through June 30, 2022, for WIOA Title I Adult, Dislocated Worker and Youth formula funds. The waiver permits the State and its local workforce areas to increase the reimbursement rate for OJT contracts up to 75%. The State may also reimburse up to 90% for OJT for businesses with 50 or fewer employees. DOL-ETA expects the operation of OJTs to increase in the State as a result of the waiver.

Waiver to allow State and local areas to expend 75% of Governor's reserve youth funds and local formula funds on OSY. The waiver is approved for PY2021 which includes the entire time period for which the State is authorized to spend PY 2021 funds. Nevada may lower the expenditure requirement of Governor's reserve funds to 50% for OSY.

- **90% OJT Waiver**

Utilization of the 90% OJT waiver was 29 or 16.4% with over 72% completing an OJT successfully. The participants who benefited from the OJTs had an average wage of \$16.15 per hour as compared to a wage of \$15.65 for all OJT participants. Approximately 76% of the participants served identify as African American/Black; Asian; or more than one race with 6.9% identifying as Hispanic or Latino. The participants had the following barriers: 31% re-entry; 6.9% veteran; and 6.9% persons with a disability. Statewide performance was not measurably impacted by the waiver.

Success Story: When participant was asked about her experience with the Workforce Connections (WC) One-Stop office she responded, "The first time I heard about the One-Stop office was from my teacher at Magnet High School here in Las Vegas. She advised me that after graduating if I would like to have more than just a job but rather a career path then WC would be the place to seek assistance. The career path I chose is dentistry. Helping people is my passion, and I have always had an interest in people's smiles. Part of my training was learning the importance of dental hygiene, including deep cleaning so that my clients have a better understanding of the effects it has on their life. I would definitely recommend WC One-Stop office. My Career Coach was very helpful when I was in a tough spot in my life. She was able

to guide me through the entire process of enrollment and took me from point A to point B. She was knowledgeable, honest, and caring. Thank you.”

- **In-School Youth Waiver**

Utilization of the ISY waiver in Nevada has allowed ISY enrollments to grow to 23.5% of total enrollments with enrollments for PY22 expected to approach 40%. Approximately 58% of the participants served identify as African American/Black; Asian; or more than one race with 44% identifying as Hispanic or Latino. The participants had the following barriers: 18% re-entry; 62% Basic Skills Deficient (BSD); and 23% persons with a disability. High School diploma rates for ISY were 44% compared to OSY drop-out recovery diploma rates of 24%. Also entered employment was 82% for ISY as compared to 77% for OSY.

- **In-School Youth ITA Waiver**

Utilization of the ISY ITA waiver was 10 or 3.3% of ISY. Approximately 33% of participants identified as African American/Black with 80% identifying as Hispanic or Latino. The largest barrier identified was BSD at 80%.

Incumbent Worker

DETR is partnering with Nevadaworks and Workforce Connections to provide training in high-demand occupations. This will be accomplished through incumbent worker training, classroom training, and/or on-the-job training. An incumbent worker is a person who is currently employed and could benefit themselves and their employer by upgrading their skills through education and training opportunities. Classroom training will be provided for in-demand occupations to provide a pipeline to employers who are struggling to fill positions with skilled workers. On-the-job training will be provided to individuals who need additional support to obtain the required job skills. Training in high-demand occupations will include but are not limited to, the following: Information Technology, Logistics, Manufacturing, and Healthcare.

Incumbent Worker Training is designed to improve the skills of employees and the competitiveness of an employer by offering support with the costs associated with upskilling the employer’s workforce with the support of the Nevadaworks and Workforce Connections boards. The training will allow employers to retain and promote effective employees or avert layoffs.

Career Enhancement Program

The Nevada Career Enhancement Program (CEP) is an integral part of the services that Nevada JobConnect offices offer to businesses and job seekers. This program intends to expedite unemployed individuals’ abilities to return to work through short-term vocational skill training or the removal of financial barriers that prevent them from accepting an offer of employment.

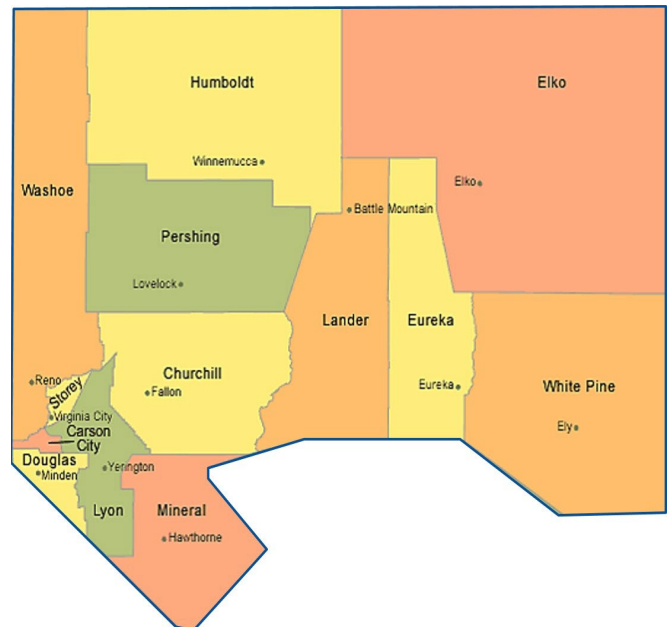
Financial barriers include expenses that a prospective employee often incurs before beginning employment in an offered position. Examples include costs for health cards, gaming cards, background checks, security clearances, alcohol awareness classes and certifications, work clothing, safety shoes, and essential tools. While these costs are nominal, they can be an insurmountable hurdle to an individual suffering financial hardship due to being unemployed. The financial inability to purchase required items prevents job seekers from being able to accept offered employment. The flexibility and responsiveness of CEP allow the Nevada JobConnect offices to react quickly to the real-time needs of Nevada's job seekers and businesses.

WIOA Title I Activities: Adult, Dislocated Worker and Youth

There are two local workforce development boards (LWDBs) serving the state: Nevadaworks serves the 13 northern Nevada counties and Workforce Connections serves the four southern Nevada counties. Both LWDBs continue to expand their activities. Local board activities are described in detail in the report appendices.

Nevadaworks

Nevadaworks administers 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. Staffed by seven dedicated individuals and with a budget of approximately six million dollars, Nevadaworks contracted with eight partner agencies and funded 22 local programs which served 1,010 participants from July 1, 2021, to June 30, 2022 (PY2021). This number represented a ten percent increase over the previous program year (PY2020) and a fifteen percent increase over PY2019 when the COVID pandemic started, and its full impact was being felt. These increases were seen across the WIOA Title I programs (Adult, Dislocated Worker, and Out of School Youth) and the National Dislocated Worker Grants (Employment Recovery and Disaster Recovery).



The H-1B Rural Healthcare Grant also gained momentum in the rural communities over the 2021 program year after being launched late in PY2020. This program's goal is to increase the number of individuals training in healthcare occupations that directly impact patient care and alleviate workforce shortages by creating sustainable employment and training programs in healthcare occupations, with

focus given to qualifying participants in priority focused populations of underserved, unemployed, under employed, and incumbent workers.

The Comprehensive One-Stop Center for Northern Nevada, American Job Center of Nevada (AJCN) at the Reno Town Mall, continues to assist both job seekers and employers alike and Nevadaworks continues to work with the required and optional partners in the Reno AJCN. WIOA Title 1 mandated partners and all required services are available at the Reno AJCN. This comprehensive approach enhances the range and quality of workforce development services provided to those in need of assistance. Program services are offered through a collaboration of partners responsible for the delivery, integration, and coordination of workforce development services.

Nevadaworks staff actively cooperates with the Nevada Department of Employment, Training, and Rehabilitation (DETR) to assist in the formulation of policies and procedures for WIOA. Nevadaworks collaborates with DETR to identify best practices and to help resolve issues within the EmployNV system. Nevadaworks also manages the Eligible Training Provider List (ETPL) through the EmployNV system. The total number of ETPL Training Programs during PY2021 was 333 representing 33 Training Providers.

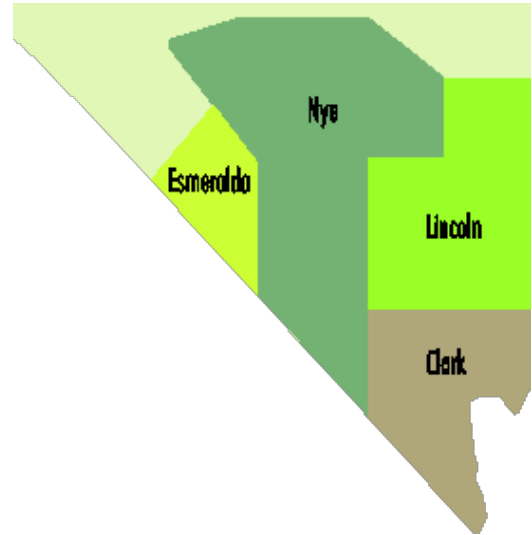
Nevadaworks resumed their regular convening of regional workforce development professionals, including employers, community-based organizations, and state agencies, with the Northern Nevada Workforce Alliance holding regularly scheduled monthly meetings the third Thursday of each month in the Reno Town Mall Board Room. Meetings are generally divided into segments to include presentations for businesses as well highlighting opportunities for jobseekers, with guided tours of the One-Stop always available immediately following. Robust networking among attendees is also always encouraged and enjoyed.

Nevadaworks' 2019 pilot program with Metrix Learning called "SkillUp Northern Nevada" continues to see increased enrollment and participation in PY2021. Over 1,100 registrants have signed up for on-line classes, explored career pathways and prepared for industry-recognized certifications. During PY2021, Nevadaworks continued to see more service providers incorporating SkillUp in their arsenal of training tools.

Nevadaworks is 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 the meetings were held in Reno, members unable to attend in person (due to travel distance, work schedules, or the COVID-19 Pandemic restrictions) were able to participate through teleconferencing and virtual meetings. Active throughout the year are two standing committees: 1.) the Executive Committee, which provides overall administrative oversight, and, 2.) the Nevadaworks Youth Council, which provides 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.

Workforce Connections

During Program Year 2021 (PY21), July 1, 2021, through June 30, 2022, Workforce Connections (WC) and our system partners enjoyed many accomplishments and faced many challenges. Throughout the year, WC continued to gain momentum and trust with local partners and elected officials resulting in increased cooperation, additional infrastructure and new solutions to better serve business customers and Southern Nevadans. With the increased partnership came the opportunity to open additional American Job Centers, national recognition, and the expansion of successful initiatives.



As Southern Nevada continued to recover from the COVID-19 pandemic, elected officials, economic development, local chambers and system partners have increasingly looked to WC to be a critical part of the solution. With a renewed focus and a realization that workforce development is critical to continued recovery and growth, new opportunities continue to arise. Expanding on the success of the first two EmployNV Business Hubs, WC worked with the Department of Employment, Training and Rehabilitation (DETR), Nevada Department of Business & Industry (B&I), the Vegas Chamber, Las Vegas Clark County Library District (LVCCLD), and others, to launch two additional JobConnect offices at the city halls of North Las Vegas and Henderson. The two new offices allow employers to have One-Stop access points for resources vital to their success. In addition, WC, in partnership with Henderson Library District, opened a 4,000 square foot combination JobConnect and Business Services Office (BSO) at Green Valley Library.

WC also received recognition at the 38th Annual NAWDP conference where the BSO program received the Program of the Year award. JobConnect BSOs also were the feature of NAWDP's post-event learning opportunity in which WC presented how they implemented the program and included site visits of a BSO in action.

Based on the success of the Workforce Fellowship, a new professional learning experience was developed to include the Clark County Department of Juvenile Justice Services (DJJS). Nine DJJS professionals spent the year immersed in the public workforce and economic development ecosystems. Fellows became practitioners and advocates for understanding and supporting Workforce Innovation and Opportunity Act (WIOA) programs for "at promise" (vs. at risk) youth and their families. The fellowship experience increases the footprint and supports access to resources while deploying multi-generational strategies for the youth population.

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.

The Workforce Connections Board: During PY21, the board continued to be enthusiastically involved 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.

For more information on both LWDBs for the program year, please see Appendix D and E.

National Dislocated Worker Grants

Nevada was awarded two National Dislocated Worker Grants (NDWG) for funding to address the emergency response to the COVID-19 Pandemic. Nevada requested statewide funding for both the Disaster and Employment grants which was sub-granted out to the Local Development Workforce Boards.

The Disaster Recovery grant (DW-34818-20-60-A-32) effective April 20, 2020, works towards responding to the Governor's emergency declaration by providing relief employment opportunities in medical facilities experiencing shortages, State of Nevada Unemployment Insurance office call center for increased staffing, and social service agencies staffing to assist with greater need of services for basic needs such as food, shelter and clothing. All services are in an effort to provide humanitarian services to the affected communities statewide. June 29, 2022, Nevada was granted a no-cost extension of the grant period of performance for an additional year without any change to the scope or statement of work to continue providing emergency services. This grant is extended through June 30, 2023.






The Employment Recovery grant (DW-35240-20-60-A-32) effective July 1, 2020, focuses on those individuals dislocated due to COVID-19 that would benefit from acquiring emergency employment and/or short-term training geared towards expanding their skills for increase employability. Case management from Title I-WIOA providers will include development of an Individual Employment Plan (IEP) and career assessments. On September 19, 2022, Nevada was granted a no-cost extension on the period of performance to provide continued employment recovery services. This grant is extended through September 30, 2023.

National Dislocated Worker Grants continued

| National Dislocated Worker Grants (NDWG) Disaster Recovery - DW34818 | Planned PY2021/SFY 2022 | Actual PY2021/SFY2022 |
|---|------------------------------------|----------------------------------|
| Employment Rate (2 nd Quarter after exit) | 66.0% | 81.1% |
| Employment Rate (4 th Quarter after exit) | 67.5% | 83.3% |
| Median Earnings (2 nd Quarter after exit) | \$6,600 | \$8,094 |
| Credential Rate | 80.0% | 91.9% |
| Measurable Skills Gain Rate | 64.0% | 74.5% |

| National Dislocated Worker Grants (NDWG) Employment Recovery - DW35240 | Planned PY2021/SFY 2022 | Actual PY2021/SFY2022 |
|---|------------------------------------|----------------------------------|
| Employment Rate (2 nd Quarter after exit) | 66.0% | 78.5% |
| Employment Rate (4 th Quarter after exit) | 67.5% | 82.7% |
| Median Earnings (2 nd Quarter after exit) | \$6,600 | \$9,806 |
| Credential Rate | 80.0% | 87.0% |
| Measurable Skills Gain Rate | 64.0% | 73.7% |

Nevada's Annual Narrative Report PY2021 – Appendix

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| Appendix A |  GOWINN ANNUAL NARRATIVE REPORT |
| Appendix B |  DEV Policy.pdf |
| Appendix C |  EvalPLC_Logic Model Template.pdf |
| Appendix D |  NEVADAWORKS WIOA ANNUAL REPC |
| Appendix E |  WORKFORCE CONNECTIONS WIO |