



Nevada's Workforce Development System

Annual Report

July 2018 – June 2019

Presented by:

*Nevada's Workforce Development
Boards*

Coordinated by:

*Nevada Department of Employment,
Training and Rehabilitation*

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Preface

Through Workforce Innovation and Opportunity Act (WIOA) funding, the Department of Employment, Training and Rehabilitation (DETR), the Office of Workforce Innovation (OWINN), and the state's two Local Workforce Development Boards (LWDB) provided an array of quality programs and services during Program Year 2018. 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 LWDBs. 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 was to provide workforce investment activities through statewide and local efforts 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, 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 (OWINN)

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

Under this Executive Order, OWINN's responsibilities include the following:

- (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 in 2017, OWINN was codified in statute as a permanent agency within the Office of the Governor to continue to align and ensure the sustainability of workforce strategy statewide. OWINN serves as the statewide workforce coordinating agency between K-12, postsecondary, the publicly funded workforce system and the employer community. 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 also operates as the State Apprenticeship Agency, overseeing existing apprenticeship programs and helping prospective programs appear before the State Apprenticeship Council for approval, and the statewide longitudinal data system, the Nevada P-20 to Workforce Research Data System (NPWR) which helps guide and inform education and workforce policy by fostering data-driven decision-making. A significant portion of Governor's Reserve funds are utilized for OWINN.

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.

Outcomes for the customer surveys:

11/18/2018 – 11/15/2019 8,817 surveys completed by individuals 92.88% (= 8941 job seekers) job seekers were satisfied with services and would return to an office

11/18/2018 – 11/15/2019 29 surveys were completed by employers with 96.55% (= 28 employers) would use services again.

11/18/2018 – 11/15/2019 48,846 (new WP) registrations were entered - 8,817 is 18.1 % of new WP registrations.

11/18/2018 – 11/15/2019 1,649 (new self- service, additional employer contact, Staff entered Direct)

These responses are sent weekly to local office managers and supervisors for review and corrective steps are taken if it is found that the customer was not completely satisfied.

WIOA Title I and Wagner-Peyser

Levels of Performance for Program Year 2018

Performance Measures	Negotiated level of Performance	Actual Performance
Adults		
Employment 2 nd quarter after exit	73.0%	76.3%
Employment 4 th quarter after exit	60.40%	71.2%
Median Earnings in the 2 nd quarter after exit	\$5,000	\$6,330
Credential attainment rate	53.0%	76.9%
Dislocated Workers		
Employment 2 nd quarter after exit	82.1%	80.2 %
Employment 4 th quarter after exit	64.3%	84.9 %
Median Earnings in the 2 nd quarter after exit	\$6, 700	\$7,800
Credential attainment rate	60.0%	81.4 %
Youth		
Education or training activities or employment in the 2 nd quarter after exit	60.0%	67.3%

Education or training activities or employment in the 4th quarter after exit	48.0%	66.7%
Credential attainment rate	40.0%	52.9%
Wagner-Peyser		
Employment 2 nd quarter after exit	71.5%	72.7%
Employment 4 th quarter after exit	60.0%	72.5%
Median Earnings	\$4,656	\$5,292

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 nine (9) 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 Office in both Reno and Las Vegas. JobConnect is also a seated partner in the comprehensive One-Stops in Reno and Las Vegas.

Nevada's economy, like most of the nation, has seen steady growth in the past five years. Nevada's current unemployment rate is less than 5%. The housing market is once again strong 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, including the employment of youth, former offenders, certain minorities, those with disabilities, the underemployed, and individuals in poverty. JobConnect is continually

reviewing its processes and services to refine its delivery of services to customers with barriers to employment. This past year JobConnect began a new program, Pathway 2 \$15 which specifically targets those groups above plus the underemployed. The Pathway 2 \$15 program also expands the eligibility of the Career Enhancement Program (CEP) to include those working part-time or low wage jobs.

The labor exchange network established by the Wagner-Peyser Act of 1933 continues to be the most efficient and cost-effective means to assist Nevadan'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 customers include recruitment assistance, applicant screening services, labor market information, space for interviews and hiring events, 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 providers 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 73% of all the activity in the nine 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 per 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. This past fiscal year, Nevada businesses listed 83,000 job openings with Nevada JobConnect.

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 offices 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). The Southern Nevada One Stop Career Center has a satisfaction rate of 95.1% for PY18.



PY18 SAS -final
11-21-19.pdf

Waivers:

Nevada has been approved for 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 has reduced 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 2018, the Nevada Rapid Response team reached out to approximately 59 employers that were in transition and introduced services and provided information to approximately 600 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 2018 the Rapid Response team coordinated job fairs that assisted some of the 600 dislocated workers to avert being laid off. Nevada's Rapid Response unit works in conjunction with the Trade Adjustment Assistance (TAA) program to ensure all activities are available to businesses in transition and assist dislocated workers 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 2018, 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.



NEVADAWORKS Annual Report PY
WIOA ANNUAL REPC 2018 Final WfC.pdf

PY18 Self-Appraisal System (SAS)

During PY18, the Self-Appraisal System (SAS) reviews were conducted on the Wagner-Peyser 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 PY18, staff continued their learning of EmployNV, the statewide automated workforce system, which launched in October 2017. The system has allowed for enhanced data entry and reporting, transparency, and self-service options for employers and participants.

A 14% increase in participant Entered Employments over the planned goal and a 33% increase in Placements over the planned goal was achieved as job seeker confidence remained high as the job market remained strong. Persons who were currently employed were accepting new employment; unemployed persons were finding employment, and were hired quickly.

The Silver State Works Program had a total of 481 participants who remained employed, which is 37% less than the planned goal of 765. The decline in the total of participants has affected the number of those who remained employed. Although the participation in Silver State Works has decreased the retention rate of those maintaining employment has remained consistent throughout the program year.

Job Orders received from Employers exceeded the planned goal by 43%. Value-added and enhanced services provided to participants facilitated skilled, job ready candidates for employer job openings. Employer confidence remained high stimulating the posting of job orders and hiring of employees.

Efforts to ensure appropriateness of services and timeliness of service delivery were successful and supported by the customer and employer survey results received. 99% of participants visiting local offices rated the services received as beneficial. All but one of employers surveyed responded that they would use Nevada JobConnect to assist with future recruitment needs.

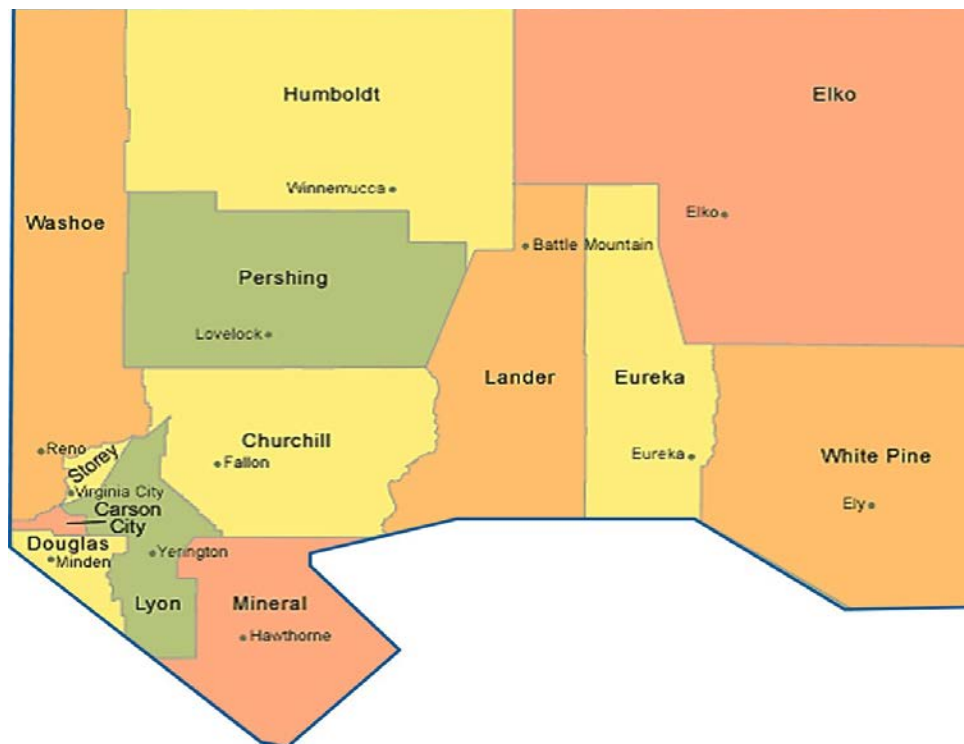
Quarterly & Annual Numeric	
<i>Nevada JobConnect Services</i>	
• # of Employment Service Participants who Gained Employment 2 nd qtr after exit	
Plan: 33,604	Actual: 36,209
• # of Career Enhancement Program Participants who Gained Employment after receiving services	
Plan: 5,340	Actual: 5,259
• # of Silver State Works Program Participants who Remained Employed	
Plan: 765	Actual: 481
• # of Placements	
Plan: 11,580	Actual: 15,388

Quarterly & Annual Numeric (Continued)	
<i>Nevada JobConnect Services to employers</i>	
• # of Job Orders from Employers	
Plan: 18,780	Actual: 26,815
• # of Job Openings Received	
Plan: 47,400	Actual: 73,837
• Employer Penetration	
Plan: 3.00%	Actual: 11.40%
• Repeat Customer Business	
Plan: 40.00%	Actual: 23.70%

Annual Non-Numeric
<i>Qualitative Review</i>
• Local Office and Administrative Oversight
Reviews showed staff and offices are within compliance.
• Customer Survey Results Review
99% of Customers Responded they would recommend the services of JobConnect to a friend or colleague.
• Employer Survey Results Review
Employers indicated 90% of the candidates received were of "fair," "good," or "excellent" quality. Nevada will continue to make efforts to increase this number.

Northern Nevada Workforce Area WIOA Annual Report for PY2018

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 7 dedicated individuals and with a budget approximately six million dollars, Nevadaworks contracted with six partner agencies and funded 15 local programs which served 888 clients from July 1, 2018 to June 30, 2019 (PY2018).



The Comprehensive One-Stop Center for the Northern Nevada (American Job Center of Nevada, AJCN) provided assistance to job seekers and employers during the 2018 Program Year. Nevadaworks continued to work with the required and optional partners in the Reno AJCN located at the Reno Town Mall, 4001 South Virginia Street, Reno, NV 89502. WIOA Title 1 mandated partners and required services were all available at the Reno AJCN. The Reno AJCN adopted a campus approach as other partners are located on the same property. This comprehensive campus approach enhanced the range and quality of workforce development services provided to those in need of assistance. Program services were 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 (DETR) to formulate policies and procedures for WIOA. Nevadaworks staff collaborated with DETR to identify best practices and help resolve issues within the EmployNV system. Nevadaworks provided EmployNV training and technical assistance to its contracted Service Providers on an ongoing basis to ensure accurate and timely data entry.

Nevadaworks staff continued to attend the local Workforce Consortium meetings to network with employers and workforce development partners in the region. Nevadaworks staff kept the Workforce Consortium abreast of WIOA policy changes and shared newly added ETPL Training Programs with the group at the meetings.

Nevadaworks staff managed the Eligible Training Provider List (ETPL) through the EmployNV system. The total number of ETPL Training Programs grew from 418 to 475 during PY2018 with 32 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, where the Tesla Gigafactory was 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, continued to experience a housing shortage that drastically increased costs and decreased availability. The lack of affordable housing was 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 cited 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. The Chairperson and a majority of the Board were employed in the business community.

Nevadaworks Local Elected Officials as of January 1, 2019

Jim French, Chair

Carl Erquiaga, Chair Elect

NAME	TITLE	COUNTY
Bagwell, Lori	Supervisor Ward 3	Carson
Clark, Art	Commissioner	Lander
Eklund, Clifford	Commissioner	Elko
Erquiaga, Carl	Commissioner	Churchill
French, Jim	Commissioner	Humboldt
Hastings, Bob	Commissioner	Lyon
Herman, Jeanne	Commissioner	Washoe
Howe, Richard	Commissioner	White Pine
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, 2018

Cheri Hill, Chair

Steve Olson, Chair Elect

NAME	TITLE	COMPANY
Auld, Theresa (B)	Human Resource Manager	Haws Corporation
Darney, Alan (L)	Administrator	Northern Nevada Electrical Apprenticeship
Dunlap, John (B)	President	D4 Advanced Media
Hill, Cheri (B)	Owner	Sage International, Inc.
Holt, Angela (E)	Adult Education Program Coordinator	Western Nevada College

Nevadaworks Council Members, as of July 1, 2018
(Continued)

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	DayTime, 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.

Nevadaworks Performance Measures



Nevadaworks PY2018 Performance Measures

Adult

	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Skill Gains
% Attained	81.8%	76.0%	\$7,676.00	68.6%	73.0%
DOL Negotiated Rate	73.0%	60.4%	\$5,000.00	53.0%	No Negotiated Rate
% of Neg. Rate Attained	112.1%	125.8%	153.5%	129.4%	N/A

Dislocated Worker

	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Skill Gains
% Attained	82.1%	85.0%	\$8,791.00	79.3%	64.1%
DOL Negotiated Rate	82.1%	64.3%	\$6,700.00	60.0%	No Negotiated Rate
% of Neg. Rate Attained	100.0%	132.2%	131.2%	132.2%	N/A

Youth

	Employed/In Training/ In Education 2nd Quarter After Exit	Employed/In Training/ In Education 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Skill Gains
% Attained	81.3%	82.7%	\$5,380.00	74.1%	58.1%
DOL Negotiated Rate	60.0%	48.0%	No Negotiated Rate	40.0%	No Negotiated Rate
% of Neg. Rate Attained	135.5%	172.3%	N/A	185.3%	N/A

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Service Providers

Nevadaworks provided WIOA Title 1 funding through 15 contracts with six organizations during PY2018. Five of the contracts were within the Adult Program funding stream. Four 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 a labor apprenticeship program. One funded agency provided 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.

Adult Programs

Community Chest Inc.

AdultWorks Community Chest Program



For the PY2018 grant cycle, the AdultWorks Community Chest (CCI) Program had the goal to assist 47 total clients within the grant year in becoming employed, obtaining training to become more employable, and to provide supportive services when needed. The AdultWorks program intended to serve these clients in a holistic manner, and to follow their mission statement and expected quality of service. Of the 47 expected clients, 31 would be newly enrolled within the PY2018 program year while 16 would rollover from the previous contract. However, despite staff's best efforts several clients that were to be rolled over into this grant year did not participate in services and were therefore exited back to PY 2017-2018. True final numbers were as follows:

- 11 clients were rolled over from the PY2017 grant cycle
- 36 clients were newly enrolled within the PY2018 grant cycle
- Served a total 47 clients within the PY2018 grant cycle
- 33 clients were exited within the PY2018 grant cycle
- 16 clients rolled over into the PY2019 grant cycle
- Of the 16 rollover clients, 10 were due to the client being in training

Within the PY2018 grant cycle, recruitment of clients occurred from a couple of primary sources. Most of the time, previous clients that had a positive experience referred other clients. In addition to word of mouth,

key referral sources 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. Staff continued to attend local coalition meetings for networking, made new connections with local staff, and continued to be an active part of their surrounding communities.

New for PY2018, the AdultWorks Program and G.A.M.E. Program combined with our Displaced Homemaker Program (DH). With the addition of qualifying paperwork in client files, these programs were successful in joining forces for the purpose of outreach and more holistic client care. Outreach for DH consisted of visiting other rural counties. During PY2018, case management staff visited Douglas, Mineral, and other parts of Lyon County.

The services AdultWorks clients received included sector-specific occupational skills training, counseling/mentoring, case-management, assistance with utilities and other expenses, supportive services for fuel and sector training supplies, employment-seeking assistance, and more. A significant percentage of these participants were able to successfully complete their trainings. In total, 42 clients were enrolled in a sector training in the following categories: Logistics & Operation, Business, Health Care/Medical Services, and Health and Safety. The most popular category by far was Health Care/Medical Services. The most popular trainings for clients were Community Health Worker and Dental Assisting. Details of clients and their respective trainings are below:

- 42 clients attending a training within PY2018
- 5 clients had a second training
- 47 total trainings were attended
- 28 Trainings were successfully
- 10 clients will be continuing their trainings into PY2019
- Some specific types of trainings that participants received were: Phlebotomy, Accelerated Welding ¾, Administrative Assistant, Data Analytics, Office Administrator, Human Resources and Payroll, Vet Tech, Community Health Worker, Clinical Medical Assistant, CDL, Dental Assisting, Emergency Medical Services, Advanced EMS, CompTIA A+, Comp TIA Security, and Pharmacy Technician.

With regards to clients served, all case managers noted that there was a general increase in clients needing to apply for benefits, including 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, mobility, and the need for childcare was a massive and overwhelming hurdle for many clients this past year both in and out of the program. With housing and rental costs continuing to rise, there was fear that this trend will not end. The biggest barrier for most clients remained the lack of transportation available in the rurally isolated communities in which they live.

Within the AdultWorks Program, staff made a point to continue their education and training. Staff attended many trainings regarding: motivational interviewing, domestic violence awareness, child trauma and abuse, EmployNV trainings, and in-house staffing. The agency valued staying up to date with aspirational client care.

Overall, the AdultWorks program considered itself a success this past year. Staff continued to work hard for their clients and learned new skills to adhere to policies, procedures, new techniques, and new

collaborations. Community Chest as an agency was going into its 30th year of existence in rural Nevada. The agency quadrupled in size since its inception and prided itself upon quality of service. With intentional growth and forward thinking, this agency and the AdultWorks Program planned to continue to flourish. The program staff looked forward to continuing to make positive changes for the future of the program, current/future clients, and their home.

Re-capped Success Stories:

Client 2577186: A thirty-three-year-old female client presented to Community Chest to discuss her educational goals. The client was working part time in a dental office as a receptionist. Client became familiar with the dental assistants and dental hygienists who encouraged her to pursue her education. Client did not have the funds to attend school and was referred to Community Chest by a previous client. Case manager met with client and discussed her career goal of being able to work with patients in a more personal way. She was bi-lingual, and staff routinely requested her assistance with translation, which helped to put patients at ease. Client was determined eligible for WIOA educational assistance 6/29/2018 and began school on 7/15/2018. Client received her certificate of completion on 9/20/2018. The dental office allowed her to do an externship with them and she was hired as a dental assistant part time and continued to work as a receptionist part time. She received an increase in pay from \$10.00/hour to \$14.00/hour

Client 2584676: This client was referred to the AdultWorks Program by a CCI Domestic Violence advocate. Client had been in a violent relationship which ended with an attempted murder charge. Her only income was her husband, who was charged and was incarcerated. Client had no source of income and was assisted by a CCI DV advocate through the process of relocating, applying for resources and referral to CCI caseworker for employment and education resources. Client was divorced and a single mother of a three-year-old child. She requested to attend a Certified Medical Assistant program available through TMCC. Client had assistance with evening childcare to attend school, but lacked funding for gas to travel from Silver Springs, NV to Reno. AdultWorks' funding system for supportive services while in training allowed the case manager to provide gas vouchers for transportation. Client completed the CMA program on 12/11/18 and relocated to Fernley with her child. She was awaiting her BLS training and would then begin looking for a medical office to complete her internship. Client had an apartment with a supportive roommate, social supports and received community services. Client declined needing assistance in resume building, but with monthly contact client stated she doesn't feel "alone" anymore.

Client 2584309: This client enrolled with Community Chest's AdultWorks Program on 8/14/2018. Client started his Accelerated Welding 3&4 Training with Western Nevada College on 8/23/2018 and successfully completed his course on 12/15/2018. When client first enrolled, he was homeless and unable to enroll in school due to finances. Client had planned on working the summer in Alaska at a hatchery to be able to pay for his class, but his plans fell through. Client was eager to complete his schooling as fast as possible so that he could start work and get back on his feet. During his training, he was offered a position at a local fabrication shop but decided to finish the course instead of dropping out because he felt like it would be a better pay off in the long run. Client finished a week early on 12/15/2018 and obtained full-time employment at a welding shop. He was also no longer homeless and was doing well.

Client 1786774: Dayton case manager had begun to assist an individual who had been unemployed for some time. The client struggled with finding long term employment and routinely job hopped. Initially the

client came in with the desire to find a job but when she was informed of training that was available to her, she was thrilled. Changing careers to find stability and interest was something she had long deemed a dream. The AdultWorks Program was able to make her dream a reality. This client followed through with all deadlines related to her training. Client had to go through a series of vaccinations in order to take this class. She started attending the Phlebotomy course at Western Nevada College. It began on 1/22/19 and was still attending training at the end of the program year. Client was highly motivated and should do well. Case manager was looking forward to watching her complete her goals and dreams.

Client 2521736: Client came in for Case Management and to discuss educational and career goals. Client was a middle-aged female looking for direction and the opportunity to receive training. Client had a history of Domestic Violence victimization, but managed to survive her situation and found herself without job skills. Client needed assistance with moving forward with an educational opportunity and needed a strong and loving support system. After completing a career survey, client chose the Dental Assistant Training as the career path that most interested her and that would allow an opportunity to move forward with the “next chapter” of her life. Client successfully completed the Dental Assisting program at the top of the class and was employed in the dental field and enjoying her new career.

Client 2556349: This client contacted a Case Manager after being referred by a former AW client. She was interested in the Dental Assisting program and wanted to discuss options available to her. Client had been working in a job that did not allow regular hours and that relied heavily on tips to make ends meet. Client was a single mother that graduated with a GED while in a youth facility. Client explained she was very embarrassed by her background and had gone to several agencies for assistance without success. Her friend referred her to CCI where she was assigned a Case Manager that provided encouragement, support and an opportunity to succeed. Client started training on 4/7/19 and finished successfully on 6/21/19. What stood out to staff members was this client’s drive to make a better life for herself and her child.

Client 2604290: Client met with Case Manager for information regarding educational services and job assistance. Client had been working at temporary Manpower jobs. After meeting with client, he decided to enroll in Nevada Desert Truck Driving School in Sparks, NV for his CDL certification. Client was recently married and became a father and a stepfather. His goal was to become permanently employed and provide for his family. Client expressed wanting to attend CDL training and work full time. Client was released from prison in May 2018 after being incarcerated for the past 17 years. Prior to that he spent his early years in and out of juvenile detention from the ages 11-18. Client was a previous gang member in the Reno area and was homeless during much of his time between juvenile detention and prison. Client had to learn how to use a cell phone, computer and to obtain a driver’s license. He was learning how to become responsible for his wife, his newborn baby and his stepdaughter. Client was on parole until 2020. Client stated he had mandatory counseling for 30 days upon release but continued to go to counseling on his own after the 30 days ended in order to “better his life” and be a good husband and father to his new family. Client had a strong extended supportive family; however, they did not live in the area. His counselor recommended he contact Community Chest, which brought him to the agency. He stated it was difficult to ask people for assistance due to his prior history and others pre-conceived judgments of his character. What the client found at CCI, was a non-judgmental approach to “meeting him where he is at” and to determine how to assist him in reaching his goals. Client was enrolled in CDL training and was doing well and on track to complete the program by September 2019. Community Chest and this Case Manager were instrumental in allowing client to begin the process of achieving his dream and a healthy lifestyle for himself and his family.



PY2018 Health Care Adult Worker Workforce Development Program

For the program year, July 1, 2018 through June 30, 2019, the Nevada Hospital Association's (NHA) Health Care Workforce Development (HCWD) program continued to deliver outstanding performance outcomes, enhanced cultural diversity in the workforce and made a positive impact on northern Nevada's economy, exceeding WIOA performance and outcome standards.

Enrollment: The NHA HCWD program served and placed into full time employment 52 Adult (AD) new graduate nurses (NGN), meeting our enrollment deliverables.

Occupational Skills Training: The NHA continued a partnership this program year with Debra Scott, MSN, APRN, FRE, of Scott Consulting, LLC, for the Transition to Practice (TTP) skills seminar. The seminar curriculum consisted of strategies to enhance clinical reasoning and interdisciplinary communication skills through simulation and mentoring. The increase in the NGN's competence and confidence allowed for a successful transition into the workplace. Survey results from the New Graduate Nurse (NGN) cohort regarding the Transition to Practice (TTP) skills seminar were exceptional. Faced with a host of challenges in an ever-changing healthcare environment, the feedback from many of the NGNs stated the TTP seminar was instrumental to their successful transition into the workplace. The NHA planned to partner with Scott Consulting, LLC, for future Transition to Practice skills seminars.

Budget: Overall, during the 2018-2019 AD program, the NHA spent \$84,000.00 in occupational skills training, \$193,342.70 in NGN on-the-job (OJT) training, and \$37,352.11 in supportive services (non-training and training related) for a total expenditure of \$314,694.81 in sector training/non-training registrant costs. The NHA assisted many clients through supportive services by providing funding for housing rental assistance, utility bills, childcare, gas/transportation, uniforms, medical equipment and BLS/ACLS/PALS certifications.

Invaluable Partnerships: Employer partners included Renown Regional Medical Center, Saint Mary's Regional Medical Center, Carson Tahoe Hospital, and Northern Nevada Medical Center. The primary benefits that attracted employer partners were OJT subsidy for NGN transition costs. The NHA HCWD program continued to value these partnerships. The NHA rural Nevada outreach to Humboldt General Hospital in

Winnemucca and Pershing General Hospital in Lovelock, expanded this year to include Banner Churchill Community Hospital in Fallon where three qualifying NGN participants were enrolled.

Employer partnerships were invaluable to the success of the program. Many implemented preceptor/residency programs that also improved the competency of the NGN. From the moment the NGN began their residency at the workplace, they were paired with a preceptor. Preceptors socialized NGNs into new roles, unit processes and workplace norms. The preceptor proved to be pivotal in the integration of the new graduate into the unit practice environment.

Partnerships with the local nursing schools, including Truckee Meadows Community College, Carrington College, the University of Nevada Reno, and Great Basin College provided an opportunity for the program manager to speak to graduating nursing students about the NHA HCWD program, using a print and presentation marketing campaign. This was a successful strategy to recruit participants for the NHA HCWD program and the program planned to continue partnering with these organizations in the future.

The NHA HCWD program manager developed a new partnership with Great Basin College this funding cycle, which will provide greater rural outreach and greater success in recruitment efforts.

Behavioral Health: There were many training opportunities for the new graduate nurse to transition into an acute care setting, but few exist for those transitioning into behavioral health. Through the NHA HCWD grant partnership with Scott Consulting, LLC, a one-day training seminar designed specifically for NGN clients interested in pursuing a career in behavioral health was offered. The program manager visited each nursing school in northern Nevada to educate prospective NGN clients interested in behavioral health about this great training opportunity.

The program manager was in contact with the hiring officials at Reno Behavioral Healthcare Hospital and West Hills Hospital to recruit NGNs for the upcoming program year. It was the program's goal to capture this NGN population so they could benefit from the TTP Behavioral Health seminar by Scott Consulting.

Results: By the end of the program cycle, all 52 NGNs were exited from the program and retained full-time employment with their facilities as registered nurses, achieving 100% retention rates. The program manager continued to monitor and follow-up with each client on employment status through the SARA system.

The SARA system increased the amount of follow-up comments the case manager received from the clients. Based on these comments, the case manager was able to track and trend data and identify additional resources needed for clients' continued success. The SARA system proved to be very effective in capturing the client's employment status as well as comments regarding work environment.

NHA PY2018 AD Performance Report:

NHA percentage for Employment Q2 was 132.5% of the DOL Negotiated Rate.

NHA percentage for Employment Q4 was 141.9% of the DOL Negotiated Rate.

NHA percentage for Credential Rate was 188.7% of the DOL Negotiated Rate.

Success Stories: The program was overwhelmed with success stories and the program's employer partners indicated they are delighted with the program and outcomes related to the NGN preparation.

Several of our participating AD NGNs were recognized at a community event called *Nurses of Achievement* under the category of "Rookie of the Year". This is an annual event that recognizes nurses that demonstrate outstanding performance in their profession.

Testimonials from new graduate nurse clients who attended the Transition to Practice skills seminar:

"This class was extremely valuable, and I appreciate being a part of it."

"This course was very beneficial, and I think all new nurse can benefit from it."

"This class decreased my anxiety over starting my new job as a registered nurse. I gained a lot of new tools that I can use as a new RN."

"Thank you so much for helping me as I transition into my nursing career. I simply cannot put into words how much this means to me and I'm so thankful for the HCDW program and the NHA!"



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

The Northern Nevada Electrical Joint Apprentice & Training Committee (NNEJATC) successfully recruited participants into the Electrical Apprentice program for over 46 years. The NNEJATC Electrical Apprentice Program trained individuals from entry to advanced level careers in the electrical industry. Some of the diverse careers open to apprentice graduates were construction electrician, solar electrician, maintenance electrician, photovoltaic installation technician, power system technician, electrical relay technician, electrical research technician, electrical distribution sales, electro-mechanical technician, electrical technical support, and entry level controls engineer.

The NNEJATC curriculum integrated electrical theory and practical application to give program participants not only the manual skills to wire and install electrical systems and apparatus, but also the mathematical and practical knowledge to support, explain, and troubleshoot each application. Computer programs were integrated into the coursework to allow for practice of circuit calculations, to create working models that simulate real circuit conditions, and to support classroom lectures and demonstrations. Of equal importance was the thorough study of the safety rules, protocols, and procedures laid out in the National Codes, as well as the OSHA standards for the construction and general industries.

The NNEJATC PY2018 WIOA Nevadaworks goal was to provide classroom instruction, hands-on training, and on-the-job experience to 16 participants. The NNEJATC exceeded this goal with 19 individuals completing the program – resulting in an enrollment rate of 118.7%.

The success of the NNEJATC providing workforce services which enabled 19 Adult WIOA participants to complete the Apprentice I to Apprentice II Electricians training was directly attributed to recruiting new participants. This was accomplished by providing program information to the local community colleges including Truckee Meadows Community College (TMCC), and Western Nevada College (WNC), recruitment with the Veterans Administration, and participation in numerous Career Fairs at Washoe County high schools and middle schools.



NV282825 was a single dad who wanted a career where he would be able to provide health care coverage for his autistic daughter. After completing 480 hours as a first-year electrical apprentice, he received full benefits and was earning \$20.25 an hour as an Apprentice II Electrician.



Workforce Program

Success

PY2018



COMMUNITY SERVICES AGENCY

JULY 1, 2018 JUNE 30, 2019

Dislocated Worker Programs



Community Services Agency

CSA's Workforce Program mission was to address barriers to employment and work with customers to help them identify their strengths and weaknesses, as well as guide them in choosing careers in the sectors with the most potential for employment. CSA offered a variety of NO COST Workforce Development assistance services to individuals who met program guidelines, including dislocated workers. Career assistance services were designed to help individuals find employment as well as improve upon skills to

obtain and maintain employment, including resume and cover letter development, soft skills development, career assessments and job coaching, vocational training, work experience, and job placement. In addition, CSA offered *Income and Asset Building Services* for clients in our Workforce Development Programs.

CSA also worked with a variety of employer partners to address their employment needs and to assure that program participants were assets to their company.

CSA was a leading Workforce Development provider in northern Nevada with high levels of individualized service delivery for customers with multiple barriers to employment. Our employer partnerships were diverse and long standing and we had a wide variety of work experience and employment opportunities that met the career goals of the individual as well as a tremendous focus on the major industries of today and the future. Additionally, CSA used other grant funds and agency resources to wrap clients with supportive services and opportunities, including access to our Community Services Block Grant, Youth Build, Head Start and Early Head Start program and Weatherization.

DW PROGRAM ACCOMPLISHMENTS PY2018

Clients Served	47
Enrolled Clients	29
Exited/Closed Clients	33
Employment Entered into EmployNV	24

PY2018 Success: During PY2018, the Workforce Program focused on identifying and expanding program recruitment efforts for the most vulnerable populations. Through this effort, CSA strengthened relationships with community service provider partners such as Step 2, Eddy House, and My Journey Home, to name a few (see the following pages for lists of partners). In addition, partnerships with Children’s Cabinet and Eddy House allowed us to do more cross referrals to other WIOA partners and better leverage resources to best serve our customers while also informing potential program participants of the benefits of CSA’s programs. Partners worked with our customers to ensure they were gaining the skills for career pathways in their own employment or for short-term employment while in training.

Occupational skills training included the following:

CDL Training, CNA Training, Medical Assistant Training, Welding & Fabrication, Nonprofit, Human Addiction Treatment and Human Resources Certification, Cosmetology, Dental Assistant Training,
Commercial Driver’s License, Class A and Class B.

Employer recruitment activities included partnering with Sparks Job Connect to ensure customers had the most updated employer contacts. Employment opportunities included: TSA, US Census, UNR, TMCC, Radial, Kimmie Candy, Teleperformance, The Row and Job Corps.

Job seeker recruitment also included working with the following **community partners** and **outreach events**:

COMMUNITY PARTNERS	
Reno Area Alliance for Homeless (RAAH)	Rehearsal
Continuum of Care	DestructTech
RALI Nevada	Boys and Girls Club
My Journey Home	Carson City Pediatric Dentistry
Step 2	Sierra Office Solutions
Eddy House	Sierra Nevada Properties
Renown Health	Reno Housing Authority
Family Resource Center	Laborers Union
Veteran's Resource Center	The Applied Companies
Opportunity Alliance	Reno Print Store
Builder's Alliance of Northern Nevada (BANN)	Signature Landscapes
Salvation Army	American Document
Community Health Alliance	The Children's Cabinet
Catholic Charities	Western Pacific Electric
Reno-Sparks Auto Glass	Realty Boulevard
Pepsi	Reno Print Store

OUTREACH EVENTS

Sparks Family Festival	Youth Council
Reno Family Festival	TMCC: Re-entry
Sparks Career Fair	Fatherhood Event
Latinos to Work	Elmcrest Elementary
My Journey Home	Mendive Middle School
Senior Center	TMCC Student Enrollment
Job Corps	TMCC Job Fair
Rapid Response	UNR Job Fair
WIN Presentation (TANF)	Ace High School
Washoe County CTE	Youth Build
Northern Nevada HOPES	Communities in Schools
Head Start/Early Head Start	Nevada Welfare SNAP
JAG Nevada	Reno Sparks Gospel Mission
TMCC: Re-entry	Reno Alliance for the Homeless
Washoe County Human Services Agency	Builders Association of Northern Nevada
Washoe County Second Judicial Court	Step 2
Washoe County Family Court	Ridge House
NNLC	Awaken
Tu Casa	Sparks Job Connect
Project Homeless Connect	Sparks Family Resource Center
Eddy House	Bristlecone
Safe Embrace	AAA Agency
Catholic Charities	The Children's Cabinet



Success Story: Customer came into CSA with the goal of increasing her job skills so that she could find employment in Non-profit Management, preferably in fundraising, development, and grant writing. Customer had previously worked within the management of a medical office but was laid off from her employment. She lacked the education background needed to re-enter the workforce in a capacity that would meet her career goals, but CSA was able to assist customer with obtaining Non-Profit Management training through UNR Extended Studies. While searching for employment, CSA was able to assist this customer with her rent and professional clothing so that she could be successful. She was able to find employment through Carrington College as a Student Financial Advisor due to the experience with finance and grant writing that she obtained during her training. Through her new employment she has increased her rate of pay from \$21 at dislocation to \$23 at present. In order for this customer to continue pursuing her career goal of Non-profit Management, she applied for a seat, and was approved as a member of the board of directors for Community Services Agency.



PY2018 Health Care Workforce Development Dislocated Worker (DW) Program

For the program year July 1, 2018 through June 30, 2019 (PY2018), the Nevada Hospital Association's (NHS) Health Care Workforce Development (HCWD) program continued to deliver outstanding performance outcomes, enhanced cultural diversity in the workplace and made a positive impact on northern Nevada's economy, exceeding WIOA performance and outcome standards.

Enrollment: The NHA HCWD program served and placed into full time employment 29 DW new graduate nurses (NGN), exceeding our enrollment deliverables.

Occupational Skills Training: The NHA continued a partnership this program year with Debra Scott, MSN, APRN, FRE, of Scott Consulting, LLC, for the Transition to Practice (TTP) skills seminar. The seminars curriculum consisted of strategies to enhance clinical reasoning and interdisciplinary communication skills through simulation and mentoring. The increase in the NGN's competence and confidence allowed for a successful transition into the workplace. Survey results from the New Graduate Nurse (NGN) cohort

regarding the Transition to Practice (TTP) skills seminar were exceptional. Faced with a host of challenges in an ever-changing healthcare environment, the feedback from many of the NGNs stated the TTP seminar was instrumental to their successful transition into the workplace. The NHA planned to partner with Scott Consulting, LLC, for future Transition to Practice skills seminars.

The NHA HCWD also partnered with Majen and Western Nevada College for CNA (Certified Nursing Assistant) training courses.

Budget: Overall, during the 2018-2019 DW program, the NHA spent \$42,200.00 in occupational skills training, \$92,036.14 in NGN on-the-job (OJT) training, and \$20,636.68 in supportive services (non-training and training related) for a total expenditure of \$154,872.82 in sector training/non-training registrant costs.

The NHA assisted many clients through supportive services by providing funding for housing rental assistance, utility bills, childcare, gas/transportation, uniforms, medical equipment, and BLS/ACLS/PALS certifications.

Invaluable Partnerships: Employer partners included Renown Regional Medical Center, Saint Mary's Regional Medical Center, Carson Tahoe Hospital, and Northern Nevada Medical Center. The primary benefits that attracted employer partners were OJT subsidy for NGN transition costs. The NHA HCWD program continued to value these partnerships. The NHA expanded its rural outreach this year to include Banner Churchill Community Hospital in Fallon, Humboldt General Hospital in Winnemucca, and Pershing General Hospital in Lovelock, Nevada.

Employer partnerships were invaluable to the success of the program. Many implemented preceptor/residency programs that also improved the competency of the NGN. From the moment the NGN began their residency at the workplace, they were paired with a preceptor. Preceptors socialized NGNs into new roles, unit processes and workplace norms. The preceptor proved to be pivotal in the integration of the new graduate into the unit practice environment. Partnerships with the local nursing schools, including Truckee Meadows Community College, Carrington College, the University of Nevada Reno, and Great Basin College provided an opportunity for the program manager to speak to graduating nursing students about the NHA HCWD program, using a print and presentation marketing campaign. This was a successful strategy to recruit participants for the NHA HCWD program and the program intended to continue to partner with these organizations in the future.

The NHA HCWD program manager developed a new partnership with Great Basin College this funding cycle, which will provide greater rural outreach and greater success in recruitment efforts.

Behavioral Health: There were many training opportunities for the new graduate nurse to transition into an acute care setting, but few existed for those transitioning into behavioral health. Through the NHA HCWD grant partnership with Scott Consulting, LLC, a one-day training seminar designed specifically for NGN clients interested in pursuing a career in behavioral health was offered. The program manager visited each nursing school in northern Nevada to educate prospective NGN clients interested in behavioral health about this great training opportunity.

The program manager was in contact with the hiring officials at Reno Behavioral Healthcare Hospital and West Hills Hospital to recruit NGNs for the upcoming program year. It was the program's goal to capture this NGN population so they can benefit from the TTP Behavioral Health seminar by Scott Consulting.

Results: By the end of the program cycle, all 27 NGNs were exited from the program and retained full-time employment with their facilities as registered nurses, achieving 100% retention rates.

The SARA system increased the amount of follow-up comments the case manager received from the clients. Based on these comments, the case manager was able to track and trend data and identify additional resources needed for clients' continued success. The SARA system proved to be very effective in capturing the client's employment status as well as comments regarding work environment.

NHA PY2018 DW Performance Report:

NHA percentage for Employment Q2 was 117.3%% of the DOL Negotiated Rate.

NHA percentage for Employment Q4 was 134.5% of the DOL Negotiated Rate.

NHA percentage for Credential Rate was 166.7% of the DOL Negotiated Rate.

Success Stories: The program was overwhelmed with success stories and the program's employer partners indicated they were delighted with the program and outcomes related to the NGN preparation. Two of the DW allied health clients this program year were accepted into Carrington College's nursing program.

Several of our participating DW NGNs were recognized at a community event called *Nurses of Achievement* under the category of "Rookie of the Year". This is an annual event that recognizes nurses that demonstrate outstanding performance in their profession. One participating DW allied health client was recognized for her outstanding performance as a Certified Nursing Assistant at this event and was awarded a scholarship for her nursing program at Carrington College.

Testimonials from new graduate nurse clients who attended the Transition to Practice skills seminar:

"This class was extremely valuable, and I appreciate being a part of it."

"This course was very beneficial, and I think all new nurses can benefit from it."

"This class decreased my anxiety over starting my new job as a registered nurse. I gained a lot of new tools that I can use as a new RN."

"Thank you so much for helping me as I transition into my nursing career. I simply cannot put into words how much this means to me and I'm so thankful for the HCWD program and the NHA!"

Out-of-School Youth Programs



Community Chest, Inc.

G.A.M.E. Guidance through Academics, Mentoring & Employment Program

For the PY2018 grant cycle, the G.A.M.E. (*Guidance through Academics, Mentoring & Employment*) Program pledged to take 10 new youth into the program. These OSY youth not uncommonly had little to no family stability, lack of transportation, or ability to meet their basic needs. As well, 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.

During PY2018, the G.A.M.E. Program served a total of 12 youth. This included the 10 newly enrolled youth for the year and a total of 2 youth from PY 2017. During the 4th quarter the focus was keeping clients in their Work Experience (WEX) and exiting youth who no longer needed services. Six youth were rolled over into PY 2019 as they are still in need of services.

During the program year, G.A.M.E. participants received the following services: academic support/tutoring and study skills training, incentive payments, education offered concurrently with workforce preparation, WEX opportunities, job search and placement assistance, group program approach, leadership development, financial literacy education, entrepreneurial skills trainings, adult mentoring and guidance, group counseling, life skills classes, and various supportive services (housing, transportation, food, clothing, etc.) New this program year, a fellow CCI staff member from another program started to offer yoga and meditation to program youth for one hour per week. All youth participated weekly and staff noticed a shift in attention and attitude.

All newly enrolled youth received academic incentive payments and participated in some, if not all classes. The academic phase of the program was critical to our community and clients. The program heavily utilized the Fernley Adult Education Center as a partner for the academic phase. Classes and class topics this past year included:

- Lifeskills: Because many students had never held a job, many of the skills learned correlated with the workplace. Classes included how the past can define or change your future, the implications of double standards, how to save for college, green smoothie making/healthy food choices, the art of making food and your budget last longer, food safety, daily priorities, hygiene, cooking, grocery shopping, voting registration, study skills, needs vs wants, access to health care and insurance, communication, and healthy happy habits.

- 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. During PY2018, classes also included: who are young entrepreneurs, why entrepreneurs are unique/relatable, defining qualities entrepreneurs need, average salary of an entrepreneur, starting a company, re-inventing the wheel, investing in start-ups, Guest Speaker Cheri Hill, Guest Speaker Jeremy Radke, and the average Entrepreneur Salary.
- 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: taking career assessments and their value, how to dress to impress, what is trade pay, interviewing preparation, stress in the workplace, building a resume, the power of a cover letter, employer expectations, body language, steps to getting the job you want, listening and being present, tattoos in the workplace, work hygiene, mock interviewing, and overall workplace attitudes.
- Financial Literacy: Students participated in weekly activities that demonstrated what it meant to be financially literate. Some topics included: grocery shopping for 1, check writing, having a cash flow plan, the beginnings of budgeting, bank accounts vs. cash cards, buying a car, cash flow plan, salary of trade vs college degree, opening a bank account, interest rates, credit scores, taxes, wants v. needs, basic budget, checking and savings, and monopoly.

On 6/14/19, 4 youth from the program were able to attend graduation and walk for Lyon County. One youth was asked to speak at the event. This was a monumental moment for the program, the family of the youth, and the youth themselves. For these kids, being recognized for doing something good rarely occurs. It was a special moment for them and the program.

At the beginning of the 3rd quarter, the G.A.M.E. Program and staff were invited to Yerington to do outreach with the Boys & Girls Clubs of Mason Valley Teen Center. Two youth accompanied staff to speak to teens about the G.A.M.E. Program and to encourage these teens to finish high school, which, even though it can be counterproductive relative to program enrollment, was wonderful for the community. As had been discovered, teens do not always listen to adults as well as they listen to their peers. With the two OSY youth being close in age to this population, staff found this method of outreach more effective. These two youths spoke about their struggles with probation, drugs, pregnancy and dropping out of school. They made a large impact on the teens that day, and their community.

New during PY2018, the G.A.M.E. Program combined with the Displaced Homemaker Program (DH). With the addition of qualifying paperwork in client files, these programs were successful in joining forces for the purpose of outreach and more holistic client care. Outreach for DH consisted of visiting other rural counties. During PY2018, case management staff visited Douglas, Mineral, and other parts of Lyon County.

Within PY2018, all 10 of the newly enrolled youth were provided a WEX. Three youth exited with employment. Two youth were hired by their WEX Employer. In the fourth quarter, a WEX wage increase occurred in order to provide more of an incentive for WEX completion. Below are the WEX Employers that were used during the program year:

- Silver Springs Food Pantry
- Dayton Aquaponics
- Round Table
- Community Chest, CORT Program

Throughout the grant year, obstacles included: client willingness to finish a WEX, youth being fired and/or quitting from WEX's, lack of sufficient transportation, substance abuse, perceived disabilities, mental health issues, and lack of soft skills. There was an increase in reports of domestic violence and violent crimes in the area. Housing, mobility, and the need for childcare was a massive and overwhelming hurdle for many clients this past year both in and out of the program. With housing and rental costs continuing to rise, there is fear that this trend will not end. The biggest barrier for most clients remained the lack of transportation available in the rurally isolated communities in which they live.

Recruitment during PY2018 was based mostly on word of mouth from previous participants. The G.A.M.E. Program had become increasingly known and the program ended the year with 3 clients on a waitlist. In the 3rd quarter, staff did outreach on Social Media and through the Fernley Adult Education Center. One former youth from PY 2015 re-enrolled in the program. We believed this was a testament to the connections we made with our program youth. Upon his return, he stated that, "I wasn't mature enough but I'm ready now."

Positive outcomes for the year included: a deepened relationship with fellow agencies including Fernley Adult Education Center, Juvenile Probation, and Lyon County Human Services, youth forming bonds with each other, the addition of yoga groups, deeper relationships with WEX employers, the addition of one new employer, and a more widely known program.

Within the G.A.M.E. Program, staff made a point to continue their education and training. Staff attended many trainings related to motivational interviewing, domestic violence awareness, child trauma and abuse, EmployNV trainings, and in-house staffing. The agency valued staying up to date with aspirational client care. Staff continued to work hard for their clients and learned new skills to adhere to policies, procedures, new techniques, and new collaborations.

Overall, the G.A.M.E. Program exceeded expectations with the addition of new methods, a robust change in curriculum, and a solid financial spenddown. The G.A.M.E. Program was a unique and fundamental aspect of success for a forgotten population within the community. Community Chest as an agency was going into its 30th year of existence in rural Nevada. The agency quadrupled in size since its inception and prided itself upon quality of service. This program served many youths successfully and typically had more referrals than open availability. Staff was proud of the service they provided to clients and could not wait to continue to do so. Three clients were to be rolled into the next grant year in order to assist them with job searching.

Re-cap of success stories from the grant year:

Client 2588697: This client enrolled with Community Chest on 9/4/2018 and began her WEX on 9/4/2018. Client was an ESL student from Mexico. She had several barriers to overcome, including a severe distrust of teachers due to a traumatic incident, undiagnosed learning disabilities, a sixth-grade education, the inability to read/write, and she was in the process of learning English. Though her barriers seemed overwhelming in nature, she did have a wonderful support system in her family, her sister (a former client), her WEX employer and CCI staff. She was even attending one of our other CCI programs, the COW Bus in order to learn English at a faster pace. Staff was also able to find her a program in the area that sent an ESL tutor to her home, free of charge, to assist her in communicating. She continued to receive limited content for several of the G.A.M.E. Program classes via worksheets and check ins. She earned incentive payments primarily from her ESL studies with her private tutor. The G.A.M.E. Program prided itself upon meeting clients where they were at and in all capacities. The flexibility of the program was monumental for a client such as 2588697 who did not fit into the traditional program model. Based on the financial need and to maximize her support system, client was placed in a WEX on 9/4/18 at the Silver Springs Food Pantry. Her sister volunteered there and provided as much translation as possible. The client worked very hard and this WEX opportunity provided her stability in several ways. It was understood between staff members that this client's traditional success as measured by a GED/HSD/HSE would continue to take a significant amount of time; more time than other clients. However, the commitment provided to her by staff was endearing and traditional success was not the only measurement of growth. Since enrollment in the program, her WEX, and her tutoring, this client progressed with learning English and started to communicate a lot more. She continued to study but was exited from the program based on other needs.

Client 2589606: This client enrolled with Community Chest on 9/08/2018 and began his WEX on 1/14/2019. Client immediately began his academics upon enrollment. Client had enough credits that he decided to finish his last 3 credits by completing online school with the Fernley Adult Education Center. This was a challenge for him because he had not been in school for a few years. He particularly found the math portion to be difficult. He decided to set the goal of attending school on his off days so that he could complete sooner and in turn, he graduated with his diploma on 12/12/2018. Client had a difficult past living in foster homes until the age of 18 when he aged out. Client was kicked out of his foster home leaving him homeless and was unable to finish high school due to this. Client had intermittent homelessness since that time and had again found himself homeless when he enrolled in our program. During his enrollment in our program, client was kicked out of the home where he was staying causing him to lose his clothes and all belongings. Our program was able to offer him supportive services and buy him warm clothes and a working phone. Client was also diagnosed with Fetal Alcohol Syndrome which sometimes made it difficult for him to complete tasks and that had caused other barriers in his life. Client at times found it difficult to focus in the classroom, pay attention to detail, and he had hearing loss due to his diagnosed condition. Client was also a father but did not have custody of his child. This was a big factor in client deciding to enroll in our program. Client had set the goals of getting full-time employment and a vehicle so that he could support not only himself but his daughter as well. Client was able to receive incentive payments for attending school. He began his WEX at the Silver Stage Food Pantry on 1/14/2019. He did not sufficiently finish his

WEX and was exited from the program for lack of communication and staff being unable to provide services. As is common with the population, staff was certain that they would see this client again.

Client 2603811: This client enrolled with Community Chest on 12/11/2018 and began her WEX on 1/14/2019. Client immediately began her academics upon enrollment. Client passed her first four tests within the first few weeks of enrollment but had difficulties with passing her writing. Client worked very hard to study and practice writing and passed her writing test and completed her HSE on 3/19/2019 with the Fernley Adult Education Center. Client had left school when she was in the 11th grade due to bullying. Client was a straight A student and loved school. Client volunteered at the Silver Stage Food Pantry and worked with Stand Tall and these connections led her to seek Community Chest services. Client was in need of a phone and help paying for her HSE testing. Staff was able to assist with this and able to help with this barrier. Client was able to receive incentive payments for attending school. Client decided to start college and officially enrolled at TMCC. Staff continued to assist her in finding employment.

Client 2603771: This client enrolled with Community Chest on 12/11/2018. Client was successful in competing her Hi-Set Test on 1/23/2019 and moved on to receive her diploma on 6/14/2019. Client was a very good student and passed her exams with very high scores. Client was always very present in class, often taking notes, leading discussions with her peers and fully engaged in class. Client started her WEX on 3/4/2018 at Dayton Valley Aquaponics. Client wanted to find a job where she could be more involved with science and agriculture, so case manager was able to find a location that was perfect. Client was hired on as a full-time employee after her WEX was completed and planned to attend college in the fall to study Botany. Client was the first person in her family to graduate high school and will be the first person to begin college. Client had many barriers that she had to overcome in order to achieve this goal. Client was a single mom and did not have transportation when she first started our program. Case Manager was able to assist with getting her permit, gas vouchers for transportation, helping with registration for her new vehicle and providing her with a phone to maintain communication with her employer, the ed center and with her case manager. Client continued to do well at her place of employment. Staff continued to assist client.



Community Services Agency

CareerLink-Youth Services



COMMUNITY SERVICES AGENCY

Workforce Program Success

PY2018



JULY 1, 2018 JUNE 30, 2019

CSA's Workforce Program mission was to address barriers to employment and to work with customers to help them identify their strengths and weaknesses, as well as guide them in choosing careers in the sectors with the most potential for employment. CSA offered a variety of NO COST Workforce Development assistance services to individuals who met program guidelines. Career assistance services were designed to help individuals find employment as well as improve upon skills to obtain and maintain employment, including resume and cover letter development, soft skills development, career assessments and job coaching, vocational training, work experience, and job placement. In addition, CSA offered *Income and Asset Building Services* for clients in our Workforce Development Programs.

CSA also worked with a variety of employer partners to address their employment needs and to assure that program participants were assets to their company.

CSA was a leading Workforce Development provider in northern Nevada with high levels of individualized service delivery for customers with multiple barriers to employment. Our employer partnerships were diverse and long standing, and we had a wide variety of work experience and employment opportunities that met the career goals of the individual as well as a tremendous focus on the major industries of today and the future. Additionally, CSA used other grant funds and agency resources to wrap clients with supportive services and opportunities, including access to our Community Services Block Grant, Youth Build, Head Start and Early Head Start program and Weatherization.

OSY Program Accomplishments PY2018

	Youth
Clients Served	75
Enrolled Clients	55
Exited/Closed Clients	46
Employment Entered into EmployNV	17

PY2018 Success: During PY2018, the Workforce Program focused on identifying and expanding current program recruitment efforts for the most vulnerable populations. Through this effort, CSA strengthened relationships with community service provider partners such as Step 2, Eddy House, and My Journey Home, to name a few (see the following pages for lists of partners). In addition, partnerships with Children’s Cabinet and Eddy House allowed us to do more cross referrals to other WIOA partners and better leverage resources to best serve our customers while also informing potential program participants of the benefits of CSA’s programs. Partners work with our customers to ensure they are gaining the skills for career pathways in their own employment or for short-term employment while in training.

Occupational skills training included the following:

Nail Technician, CDL Training, CNA Training, Medical Assistant Training, Welding & Fabrication, Cosmetology, Certified Medical Assistant, Certified Nursing Assistant

Employer recruitment activities including engaging and/or partnering with these ***new employers*** - Reno Plumbing, Pinnacle Painting, ICG Construction and Cabinet Ink.

Job seeker recruitment included working with the following **community partners** and **outreach events**:

COMMUNITY PARTNERS	
Reno Area Alliance for Homeless (RAAH)	Rehearsal
Youth Build	DestructTech
Step 2	Boys and Girls Club
Reno Gospel Mission	Carson City Pediatric Dentistry
Family Resource Center	Sierra Office Solutions
Opportunity Alliance	Sierra Nevada Properties
Builders Alliance Northern Nevada (BANN)	Reno Housing Authority
Children's Cabinet	Laborers Union
My Journey Home	The Applied Companies
Eddy House	Reno Print Store
TMCC: Re-entry	Signature Landscapes
Innovations High School	Pepsi
American Documents	Bonanza Produce
Catholic Charities	Radial
Nevada Auto Testing Center	Soul Spa
Plumbing Doctor	Have Lights Will Travel
Realty Boulevard	Reno-Sparks Auto Glass
Reno Housing Authority	Western Pacific Electric
Community Health Alliance	

OUTREACH EVENTS	
Sparks Family Festival	Youth Council
Reno Family Festival	TMCC: Re-entry
Sparks Career Fair	Fatherhood Event
Latinos to Work	Elmcrest Elementary
My Journey Home	Mendive Middle School
Senior Center	TMCC Student Enrollment
Job Corps	TMCC Job Fair
Rapid Response	UNR Job Fair
WIN Presentation (TANF)	Ace High School
Washoe County School District CTE	Norther Nevada HOPES
Head Start/Early Head Start	TMCC: Re-entry
YouthBuild	JAG Nevada
Communities in Schools	Nevada Welfare SNAP
Reno Sparks Gospel Mission	Reno Area Alliance for the Homeless
Federal Furloughed Worker	American Job Center
Nevada Truck Driving School	Step 2
Builder Association of Northern Nevada	

Clients that completed a WEX and were hired by the WEX employer:

- **SID 2608882:** Completed 480-hour Work Experience and was hired as a full-time Teaching Assistant making \$9.50 per hour at the Boys and Girls Club.
- **SID 2602928:** Completed 480-hour work experience and was hired as a part-time Massage Therapist making \$40.00 per hour at Soul Spa.
- **SID 2628334:** Was waiting for a WEX extension when Signature Landscape hired him as a landscaper, full time, at \$12.50 per hour.
- **SID 2523859:** Customer completed a 480-hour Work Experience with Mystic Rose and was hired on as the bookkeeper making \$14 hour.
- **SID 2555298:** Customer was placed on a Work Experience with Signature Landscaping and successfully completed all his hours and was hired on making \$12 hour.
- **SID 2565280:** Customer completed a Work Experience with Lamberston Inc. and was hired on as a Welder making \$16 hour.



Success Story: Customer was referred to CSA by a friend in April 2019 upon his completion of the Salvation Army drug/alcohol rehabilitation program. He was in need of employment assistance and sought out CSA for resume and job placement services that would allow him to begin a career path that he could be proud of. Through a local business partnership, customer was placed on a Work Experience (WEX) with Have Lights, Will Travel in which he started as a lighting technician assistant. He completed soft skills workshops where he learned resume building, workplace etiquette, conflict resolution and communication in the workplace. Customer accessed supportive services through the Youth Out of School Program which allowed him to obtain tools, work attire and provided assistance with transportation to and from work. Throughout his time at CSA, customer had been maintaining his sobriety by attending support groups and volunteering his time to mentor other young men in Salvation Army's drug rehabilitation program. Customer reported feeling "like a whole new person" and that he was very proud of himself for succeeding in his sobriety and his WEX. He planned to continue his employment through Have Lights, Will Travel as he had been given more responsibilities, secured individual lighting jobs out in the field, and could work independently.



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 fourth successful year (2018-2019.) The successes included:

- 1) Exceeded the goal of enrollments by 2 enrollments, for a total of 30 new enrollments.
- 2) Learn and Earn spent 100% of all grant monies awarded.
- 3) 9 youth participated in Work Experience (WEX) contracts with seven different professional Learn and Earn business partners.
- 4) 16 youth participated in occupational skills trainings.
- 5) Two youth are college bound, seeking advanced degrees.
- 6) The Learn and Earn program exceeded all performance measures.

Northern Nevada Literacy Council was located close to the areas where most of the population that it served live. It was a valuable resource for learning, and an integral part of the community as a whole. Northern Nevada Literacy Council provided a safe haven where reading, writing and math skills were supported and encouraged for all who pass through the doors. Learn and Earn was often the first opportunity for life improvement that the clients experienced. Many students expressed profound feelings of gratitude and astonishment at the opportunities provided to them by Learn and Earn and 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. Learn and Earn sought out career placements (not just jobs) for its clients and continually expanded its partnerships so that program participants had options, particularly in their field of study.

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 while they were in school. Some of the skills that they lacked were basic life or “soft” skills. These included: how to operate a computer, show up on time, how to speak in a professional manner, appropriate levels of eye contact while others are speaking, information about what an interview is really about, just to name a few. Other skills that were addressed and improved upon were note-taking and study skills. Barriers to success included: being a parent, personal disabilities, legal troubles, a lack of reliable transportation and a lack of the means to purchase a car or even a bus pass. Many came from the foster care system and/or had extraordinarily dysfunctional family systems. Many were parents themselves, and/or are pregnant or became pregnant after their enrollment in the Learn and Earn program.

The 30 Learn and Earn participants received the following services as needed: 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

and interview practice. Some participants received bus passes, gas cards, childcare and/or rent expense assistance, eye exams and corrective lenses, paid supplies for occupational skills courses and job search and placement assistance. Employers received reimbursement for regular wages and Worker's Comp and taxes (WEX.)

Nine participants worked with a WEX contract in place. Sixteen out of the thirty participants received occupational skills training, and of those sixteen, all but one successfully completed his/her trainings, seven earned their High School Equivalencies, and all thirty have been exited as successful.

Throughout the 2018-2019 fiscal year, the program faced challenges. The most pressing and problematic challenge was keeping the program participants interested, engaged and committed to uphold the agreements that they'd made to Learn and Earn. Learn and Earn surpassed its enrollment commitment by two youth, spent 36% of the total grant funds in WEX contracts, exceeded the 35% WEX requirement and expended 100% of its funding for the third straight year.

Success Stories for PY2018

SID2335316 possessed a high school diploma and was a parenting youth who also had legal custody of her siblings. She came to Learn and Earn hoping that she could take a training course that would help her to one day open her own business. The client and Learn and Earn manager sat together and looked through TMCC's Community Education brochure, hoping to find an appropriate course. The next day, the client told the Learn and Earn manager that she would like to take the bookkeeping certificate course. The Learn and Earn manager asked the client some probing, relative questions and based on the client's answers, signed the client up for the bookkeeping course. The client easily passed the course and earned her bookkeeping credential. After exit from the program, she started working as a bookkeeper for a construction company and it took her less than one week after earning her credential to secure the job.

SID1858502 was a parenting youth who needed her HSE. She worked tirelessly to earn it but also wanted to get credentials to increase her employment value in the workplace. She jumped at the opportunity to join the Learn and Earn program. Client had a part-time government job at the time of enrollment but could not seem to get a promotion that would earn her a full-time position. She came to NNLC every day for several months while working part-time and simultaneously worked to pass a CMAA (Certified Medical Administrative Assistant) course that was offered at NNLC. Client passed the course and the test for national accreditation and became a nationally accredited CMAA. Once she'd earned that credential, the client began to show signs of self-esteem improvement; such as a significant reduction in the use of sarcastic humor, refusing to put other people down, showing a strong desire to be successful and wanting to get a better job. The participant not only wanted a better job, but expressed to the Learn and Earn manager that she deserved it. The Learn and Earn manager explored options with the client but the client was reluctant to commit to any trainings, saying that she was confused. The Learn and Earn manager spoke with the client's language arts teacher and they decided that overwhelming fear might be the reason that the client could not seem to make a decision; she was likely paralyzed by the fear of making a wrong decision. One day, after several weeks of indecisiveness, the Learn and Earn manager tried a new approach. She decided to see what would happen if she told the client what training to take. When the Learn and Earn manager did, the client immediately agreed. Ophthalmic Assisting would be the course that she would take. The client excelled in her course and was immediately hired with a WEX contract in place, as an ophthalmic technician in training with one of Learn and Earn's community partners. Client decided that she wanted to study to become an Optician and found another practice that would pay for her Optician training. Client told the Learn and Earn manager that the new position paid 50 cents less than her current salary but that the move would improve her long-term earnings because she'd become an Optician for free in a few short years.

SID2605433 came to Northern Nevada Literacy Council with a strong desire to earn his HSE and had an interest in careers that pertained to computers and computer software. The Learn and Earn manager discussed course options with the client. The client decided that he wanted to finish his HSE first, and he did. Then client decided that he wanted to go to work to gain some real-world work experiences and earn some money before attending training/school and so he got a job working for Goodwill. Client chose this company because they were enthusiastic about accommodating his physical disability. Client reported liking his job but would like to earn more money. The Learn and Earn manager continually encouraged client to seek higher education to expand his career prospects and earn a higher hourly wage. Client agreed but said that he was not ready because he needed to help support his family for a while.

SID2507174 epitomized the 'I don't or won't quit ' philosophy, as it took her over one year of applying and receiving services from Learn and Earn to find a job as a medical assistant (MA, A.K.A., CMA) probably because client had a quiet, unassuming nature and a very, very soft voice. However, if the client would not quit, neither would the Learn and Earn manager. Client never stopped looking or interviewing for positions. She would on occasion become a bit discouraged, but it never stopped her. She would often call or come in and meet with the Learn and Earn manager. Particularly, when she had feelings of discouragement; they would discuss and resolve it. The Learn and Earn manager and client brainstormed to come up with new strategies so that she could fulfill her dream of becoming a medical assistant.

Fast forward to one year later, client's cousin knew someone who worked at an unaffiliated medical office. For two weeks, client and Learn and Earn manager worked intensively on honing and improving client's interviewing skills, including raising her voice substantially. Client agreed that when she used a loud voice, she felt like she was screaming! Client used her loud voice and other best practices to land the job at the unaffiliated medical office with a WEX contract in place. However, things were a lot more difficult there than the client or Learn and Earn manager thought they'd be.

Client had been out of school for over a year and discovered that she'd forgotten a lot of the "little things" that she'd learned there. Although she was a nationally accredited CMA/MA, forgetting or needing refreshers proved to be very problematic for the employer and thereby the client, causing the practice to almost fire her. After an impromptu meeting with the NNLC's accounting person, the practice's office manager thankfully had a change of heart. Learn and Earn manager pleaded with the practice manager to keep client permanently but they refused. In fact, the office manager told client and Learn and Earn manager that the day that her WEX contract expired, they would let the client go. Learn and Earn manager sought approval for a WEX contract extension that was approved. Meanwhile, client learned that she had to have emergency surgery, so the client was away from the practice for about eight weeks. When she recovered, she returned to work and picked up where she'd left off. The WEX extension and the practice's willingness to allow her to return after surgery, gave the client enough time and support in a real-world medical office setting to learn what she needed to know to become an excellent MA. Just before the extension was up, Learn and Earn manager went to the office to see if the practice manager might change her mind about keeping her on and again and was told that they would not keep beyond the expiration of the WEX contract. Office manager did suggest a slower-paced environment for client, specifically mentioning an OB/GYN office. She made herself very clear, eliminating any doubt as to whether they would keep her.

So, there the client was again, out of work, and applying for any opening in any office. The huge difference now was that the client had six months of work experience in a real doctor's office and had earned two additional credentials while there; one for specialized lab work and another for medical record-related maintenance. After practicing for a week with the Learn and Earn manager, client interviewed for and landed a job in an OB/GYN office with a great working environment and full benefits including a 401K. Client reported having the feeling of being in a dream now because her work and work environment were so good. This is another life that has been forever changed for the better, because of the NNLC's Learn and Earn program. None of SID2507174's successes would have been possible if the Learn and Earn manager had not been granted the WEX extension. The client and Learn and Earn manager would like to thank Claudia Crawford-Smith for granting the extension that gave this client enough work experience and credentials to land the amazing position.

SID2547238 worked at earning her HiSET for a long time and it took the Learn and Earn manager a promise to provide personalized math tutoring and personalized attention along with lots of work on her part, for her to gain the confidence to start testing for her HSE.

Client took and passed all tests on the first try but did not take the math test. She then disappeared for months; she had literally dropped off the grid. The Learn and Earn manager called, emailed and sent texts to the client consistently, to get her to take her last test.

Finally, client called the Learn and Earn manager and scheduled her test. While no one thought that she would show up; she did and early enough to practice her math skills for a couple hours before the test. The Learn and Earn manager provided more last-minute math tutoring and a few true, encouraging and confidence building comments and then off she went, to take the math test that she'd spent so much time dreading.

Client passed the math test with flying colors and was encouraged to start taking some certificate classes. Client started with the CMAA course offered at NNLC and scored very high on all class work and very high on the national exam.

Client was then enrolled in dental assistant training. She was excelling in the training and then stopped going; she had disappeared again. The Learn and Earn manager immediately reached out to her and did not stop calling until the client responded to her with a phone call. Meanwhile, one of Learn and Earn's orthodontic partner offices had a vacancy and wanted to use Learn and Earn to fill it. They met with client and liked her immediately and wanted to hire her. This was three days before the Learn and Earn manager found out that she'd stopped attending classes. The Learn and Earn manager told the client that she was proud of client for being honest about her dental school classes. The Learn and Earn manager told client that she would have to tell the orthodontics office about her situation; about not graduating and consequently not having her licenses...yet. She agreed but was afraid that they would no longer hire her. The Learn and Earn manager told the client that yes, she might lose the offer and that losing it would be a direct consequence of her decision to stop going to classes. She told the orthodontics office that she had to repeat the dental assisting course (free of charge to Learn and Earn) and the Learn and Earn manager checked to make certain that she had told them. They still wanted to hire her as a CMAA once she earned her dental assisting licenses. Client successfully repeated the course and earned her licenses.

She reportedly did an excellent job for her employer and as of June 30, 2019, client had brought the orthodontics office eight new Spanish or bilingual-speaking clients. She was helping her employer build up their business and everyone reported being thrilled that she was working there. Client had much better self-esteem and took great pride in doing her work well. She said to the Learn and Earn manager, "Learn and Earn helped me mature. You [the Learn and Earn manager] and the program helped me so much and I don't know where I'd be without the help...as a matter of fact, I do know where I'd be. I'd still be working at my fast food job making minimum wage and trying to hide how bad I felt about myself! I now realize that there's a whole lot more to me than just my looks. I can do anything and I'm super smart too!"

SID2577159 came to Learn and Earn seeking financial assistance to attend dental assisting school. The Learn and Earn manager interviewed client in depth to see if she'd be a good fit for the Learn and Earn program. Client was very responsible, responsive and reportedly excelled during dental assisting training. One of the

Learn and Earn manager's former clients reported to the Learn and Earn manager that she'd had an emergency that required her to move out of state so she would be quitting her dental assisting job. The Learn and Earn manager thanked the former client for the information and wished her well. The Learn and Earn manager seized the opportunity to place SID2577159 and other program participants in that position. The dentist liked this client the most and hired her. He initially agreed to the WEX contract but after he'd made his hiring decision, declined the WEX contract because he was not willing to accommodate the stipulations of the WEX contract. For example, the dentist did not welcome visits from the Learn and Earn manager and refused to support taking photos of client in his practice, although the Learn and Earn manager did take the time to review the requirements of the WEX contract in depth. Client reported loving her job and had enormous gratitude to the Learn and Earn program for the opportunities that it had given her. She said that the program had changed her life.

SID2542435 came to Northern Nevada Literacy Council determined to earn her High School Equivalency (HSE) but lacked self-confidence, self-esteem and appropriate social behaviors. She did have a strong desire to succeed and wanted to work with preschool children. She possessed determination and drive initially but began to have serious issues later on. For example, she had grave difficulties with hygiene, mental wellness and social skills but was going to great lengths to get better. The Learn and Earn manager spent a lot of time with client, coaching her on good interviewing techniques and how to have good interpersonal skills, like saying hello, good-bye, please and thank you. When client tested for her HSE, all her scores were college-ready scores with no score under 14 out of a possible 20. Her highest score was in Math, a perfect 20 and in Science she scored an 18 out of a possible 20. The Learn and Earn manager spoke with the client about entering college at TMCC to start, asking her if she wanted to take a class or two while she worked, assuming she would find a job. Client adamantly refused to even think about attending college at all. The Learn and Earn manager dropped the subject and moved forward with getting the client prepared for work in the childcare industry. After a few months, the client was ready to look for a job. Learn and Earn manager contacted one of her childcare community partners who had room for a teacher and assistant teacher. Client was hired as an assistant teacher with a WEX contract in place. Clients' employer worked very hard to help client with her issues. They showed great tolerance, compassion and understanding for client's plight. The Learn and Earn manager was impressed with the employer's level of compassion and understanding for client. Soon, client's sense of self and self-esteem began to improve. Client reported not liking the reality of working with children and planned to enroll in college classes during the next semester.

SID2609564 The Learn and Earn manager met this client while shopping at a large retailer. The Learn and Earn manager was so impressed with this youth's customer service skills and abilities, that she wanted her as a part of her program. This job was client's first job and she'd only had it for two months. She shared with the Learn and Earn manager how she'd lost her full-ride scholarship to UNR. The Learn and Earn manager asked the youth to call to make an appointment with her, leaving her business card with the youth. On Monday morning, the youth called the Learn and Earn manager and came in to chat. She qualified for the program and was enrolled. Client decided to take the ophthalmic assisting course. Client reported that she was thrilled with the class and the prospect of working in the eye care industry. Client finished the course and was hired right away by a huge, international eye care center making \$15 per hour.



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

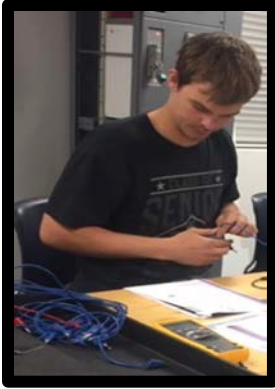
The Northern Nevada Electrical Joint Apprentice & Training Committee (NNEJATC) successfully recruited participants into the Electrical Apprentice program for over 46 years. The NNEJATC Electrical Apprentice Program trained individuals from entry to advanced level careers in the electrical industry. Some of the diverse careers open to apprentice graduates were construction electrician, solar electrician, maintenance electrician, photovoltaic installation technician, power system technician, electrical relay technician, electrical research technician, electrical distribution sales, electro-mechanical technician, electrical technical support, and entry level controls engineer.

NNEJATC provided training programs to meet the competitive challenges of today's global market and green energy economy. In addition to receiving skill training through work experience training, each Electrical Apprentice was provided with trade related classroom instruction and hands-on practice, that produced competency and pride; leading to true craftsmanship.

NNEJATC staff assisted young people - including those who wish to defer from college / university - into the Electrical Apprenticeship Program. This support included: career advice, assistance with resumes and job applications, interview preparation, and understanding the apprenticeship system. During the application assessment, NNEJATC staff determined if the potential participant were eligible for the WIOA out-of-school youth services.

After the candidate completed the initial application assessment, their next step was to meet with the Training Director and Trustees, where the potential Nevadaworks client was interviewed and informed that they must be willing to work hard, participate in the training, achieve standardized testing scores above 75%, and actively participate in all aspects of the apprenticeship program. These potential clients had a desire to go somewhere with their life, to increase their financial and socioeconomic status, and become Licensed Electricians.

The NNEJATC PY18 WIOA Nevadaworks goal was to provide classroom instruction, hands-on training, and work experience to eleven Out-of-School Youth participants. The NNEJATC achieved this goal with 11 individuals completing the program.



NV2597168 was a male client in his late teens. When the client began his Electrical Apprenticeship program, he was continually late for his WEX assignments and exhibited other soft-skill deficiencies. Through WIOA case management intervention and assistance, this client was able to successfully complete his first-year apprenticeship and was working full-time, earning \$20.25 an hour.

One-Stop Adult, Dislocated Worker and Youth Programs



"Training Nevadans for Careers" The JOIN PY2018 One-Stop Adult, Dislocated Worker and Youth Programs continued to focus on training and sector spending as well as meeting program enrollment goals. JOIN clients received training in a variety of occupations, including, but not limited to: Certified Nursing Assistant, Certified Medical Assistant, CDL-A, Pharmacy Technician, Cosmetology, Phlebotomy, Project Management, Comp TIA A+ Certification, Graphic Design and Digital Marketing.

Program Outreach: JOIN's One-Stop Regional Manager attended outreach meetings, events and activities. The One-Stop Manager had standing monthly partner meetings to 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.

Success Story: The client enrolled in the Cosmetology course at Paul Mitchel and officially completed her course in September of 2018. She completed her course with an excellence rating and rarely missed a day. She did all of this while working part time and raising her son. She received her Cosmetology license and was being trained at a local salon as a hairdresser and could not be more thankful for the assistance she received.

Rural Adult, Dislocated Worker and Youth Programs



"Training Nevadans for Careers" The JOIN PY2018 Rural Adult, Dislocated Worker and Youth Programs continued to focus on training and sector spending as well as meeting program enrollment goals. JOIN clients received training in a variety of occupations, including, but not limited to: Certified Nursing Assistant, Certified Medical Assistant, CDL-A, AAS Nursing, AAS Millwright, Welding Certificate, Electrical Systems Technology, Radiology, Automotive Mechanic and Radiologic Technology.

Program Outreach: JOIN's three Regional Managers covered the large territory of 12 rural counties by attending outreach meetings, events and activities. Each manager had standing monthly partner meetings to keep community leaders and partners updated on JOIN activities, education and employment trends.



Success Story: The client was tired of working odd and part-time jobs. He came to JOIN seeking assistance for CDL-A training. He knew there was a high demand for those jobs and his assessment showed he had the aptitude and ability for it. Overall, he was an excellent candidate for JOIN services. Client quickly studied for and passed the permit test at the DMV and was then sent to training. While there, he did very well and ultimately test and passed the requirements for licensing. Once back in Elko he worked as a temp for a few months but then took a job with Ruby Dome Mining where he went to work as a CDL-A driver, receiving a livable wage and fringe benefits and loving it. When he was asked for a picture of him at work, he sent this instead; a beautiful sunset from his new office window.

2018

workforce CONNECTIONS

Connecting Employers to a Ready Workforce

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Executive Summary

During Program Year 2018 (PY18), July 1, 2018 through June 30, 2019, Workforce Connections (WC) and our partners had many accomplishments. WC implemented a successful competitive procurement action for Workforce Innovation and Opportunity Act (WIOA) Title I funding. System integration efforts continued by opening two new one-stop affiliate centers in partnership with local public libraries (of which one was the first library designed from inception with space dedicated to host a one-stop career center). Also, Clark County was certified as a Work Ready Community by ACT®. Finally, in PY18, WC continued to demonstrate high financial integrity by receiving an unqualified fiscal audit.

Integration of the One-Stop Delivery System (OSDS) is central to the implementation of WIOA and WC made significant strides leveraging the work from prior years which resulted in increased client access. In late PY17, WC convened system partners, the WC Board members and Local Elected Officials (LEOs) to set the strategic direction for the PY19 funding cycle. Throughout PY18, WC worked diligently to develop and publish Request for Proposals (RFPs) consistent with the WC Board and LEOs strategic direction. The resulting procurements increase system integration, flexibility and focus on delivering integrated services in one-stop centers. They provide flexibility to serve 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.

During PY18, 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 two new one-stop affiliate centers in the Las Vegas valley, access points within local neighborhoods and collocation of one-stop partners has increased. The opening of the one-stop center in the East Las Vegas library is a source of great pride as it represents the genesis of the partnerships which have been built over the last several years. The location is the first library in the nation designed from inception with space dedicated to host a one-stop career center.

In May 2019, ACT® certified Clark County as a Work Ready Community. WC along with economic development, chambers of commerce, State agencies, higher education, k-12 education, public libraries and other key stakeholders collaborated on the ACT Work Ready Communities initiative. The multi-agency, multi-year collaboration resulted in Clark County receiving certification from ACT as the largest Work Ready Community in the nation.

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

Councilwoman Gerri Schroder, Chair
Commissioner Varlin Higbee, Vice Chair
Councilman Scott Black, Vice Chair-Elect
Councilwoman Michele Fiore
Commissioner Tick Segerblom
Councilman Warren Harhay
Commissioner Leo Blundo
Commissioner De Winsor

Jurisdiction

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

The Workforce Connections Board

During PY18, 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.

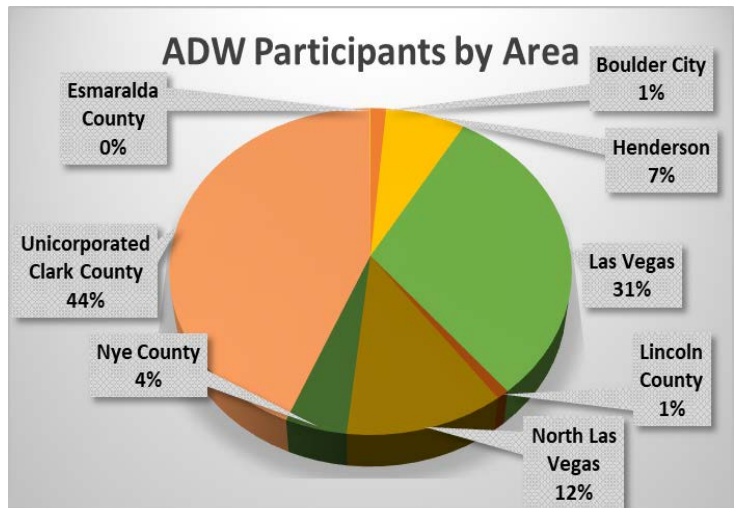
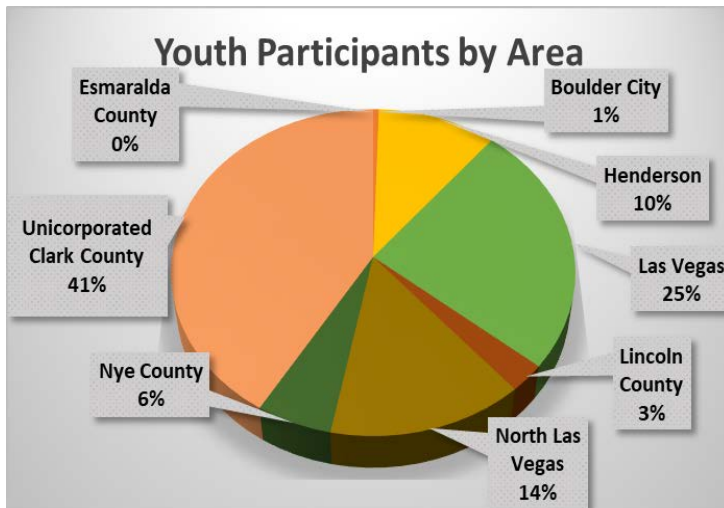
The Workforce Connections Board

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>Brenda Flank</i>	<i>Conservative Alliance for Community Growth</i>		●	
<i>Cecil Fielder</i>	<i>Keolis Transit America, LLC</i>	●		
<i>Duana Malone</i>	<i>Tech Queen Systems LLC</i>		●	
<i>Dr. Federico Zaragoza</i>	<i>College of Southern Nevada</i>		●	
<i>Guy Martin</i>	<i>Martin-Harris Construction</i>	●		
<i>Janice John</i>	<i>Nevada Bureau of Vocational Rehabilitation</i>	●		
<i>Jared Smith</i>	<i>Las Vegas Global Economic Alliance</i>		●	
<i>Jerrie Merritt</i>	<i>Bank of Nevada</i>		●	●
<i>Jill Hersha</i>	<i>Las Vegas-Clark County Library District</i>	●		
<i>Leo Bletnitsky</i>	<i>LBA Networking, Inc.</i>		●	
<i>Liberty Leavitt</i>	<i>Clark County School District</i>	●		
<i>Linda Gerstenberger</i>	<i>Dignity Health St. Rose Dominican Hospitals</i>	●		
<i>Lou DeSalvio</i>	<i>Southern Nevada Laborers Local 872 Training Trust</i>	●		
<i>Louis Loupias</i>	<i>Southern Nevada Operating Engineers/JATC Local 12</i>	●		
<i>Marcia Turner</i>	<i>University Medical Center of Southern Nevada</i>	●		
<i>Marvin Gebers</i>	<i>Plasterers & Cement Masons/JATC</i>		●	
<i>Mary Beth Sewald</i>	<i>Las Vegas Metro Chamber of Commerce</i>	●		
<i>Peter Guzman</i>	<i>Latin Chamber of Commerce</i>	●		●
<i>Rebecca Henry</i>	<i>Allegiant Air, LLC</i>		●	
<i>Renee Boyce</i>	<i>My Next Career Path Staffing</i>		●	
<i>Renee Olson</i>	<i>Department of Employment, Training and Rehabilitation</i>		●	

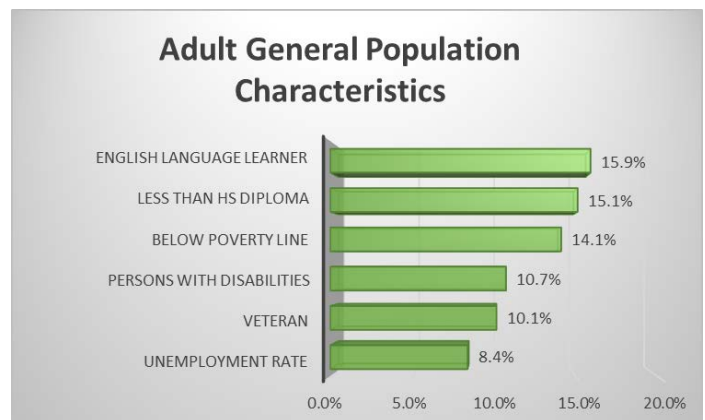
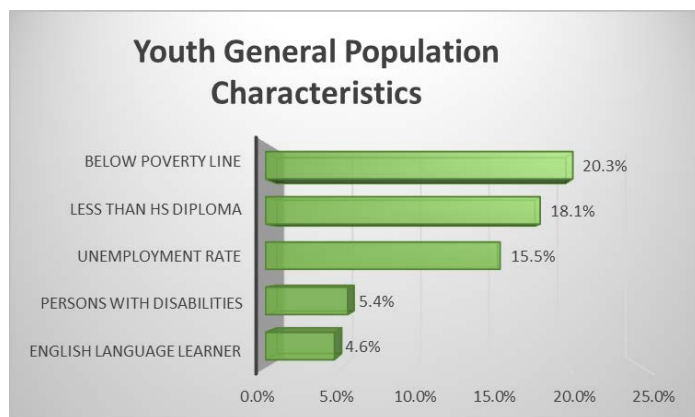
Participants

In PY18, 1,202 Youth and 2,469 Adult and Dislocated Workers were served with WIOA Title I funds 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).

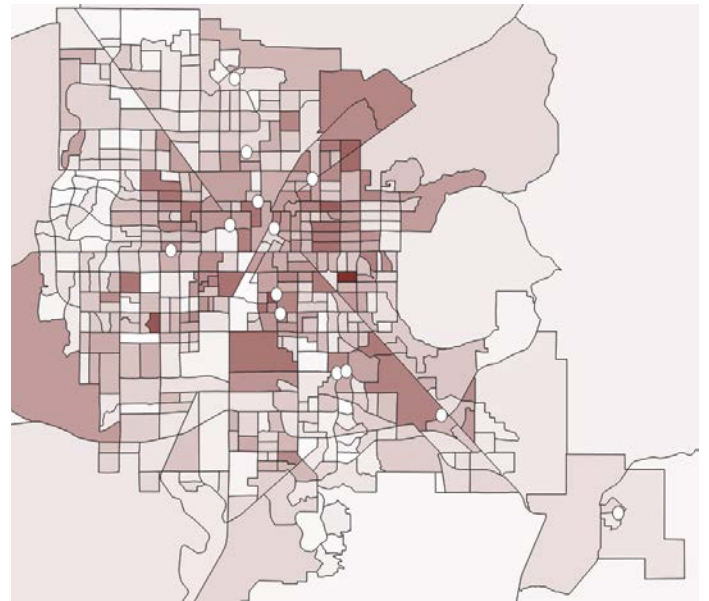


Our Community: The SNWDA faces significant challenges with respect to employment and education. The area has high unemployment, high poverty rates and low education rates. Based on the 2013-2017 American Community Survey 5-Year Estimates the SNWDA's population is comprised as follows:



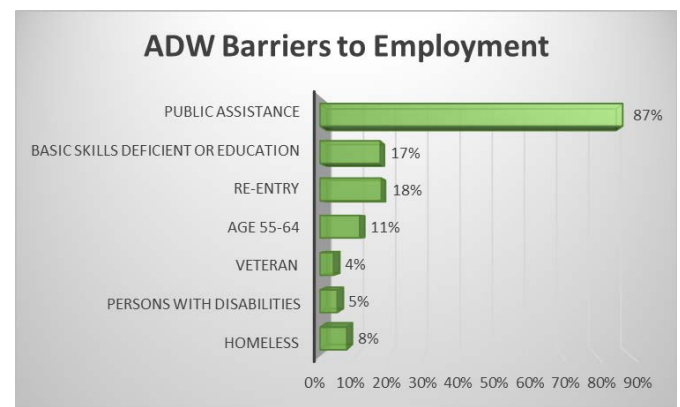
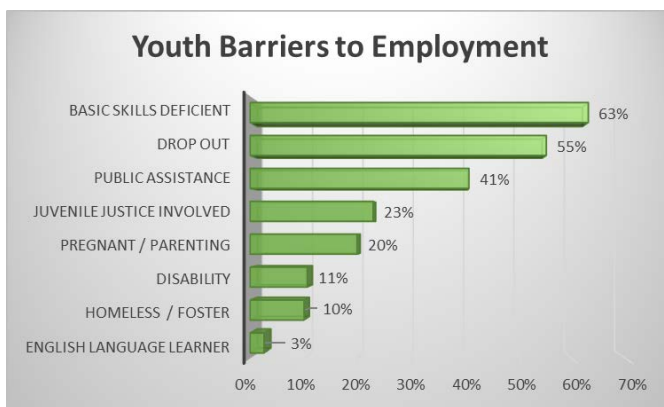
Geographically, low income individuals are distributed in the area as follows (OSCCs are indicated by white circles):

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

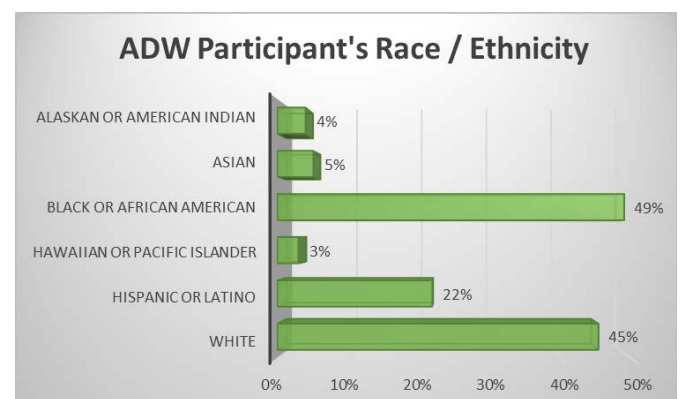
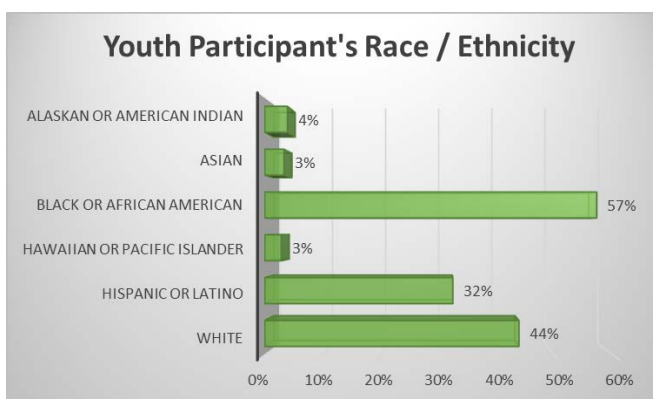


Target population: The target population for the SNWDA consists of youth and adults who are low income and face significant barriers to employment or education. Our programs assist a wide variety of people, offering unique tools and training opportunities to ensure the fastest path to regaining employment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

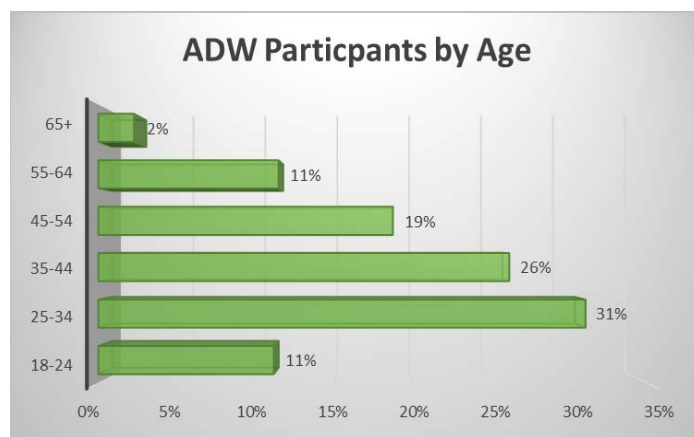
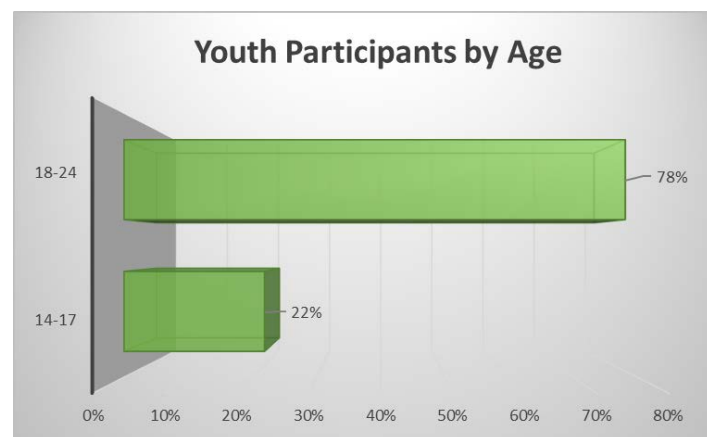
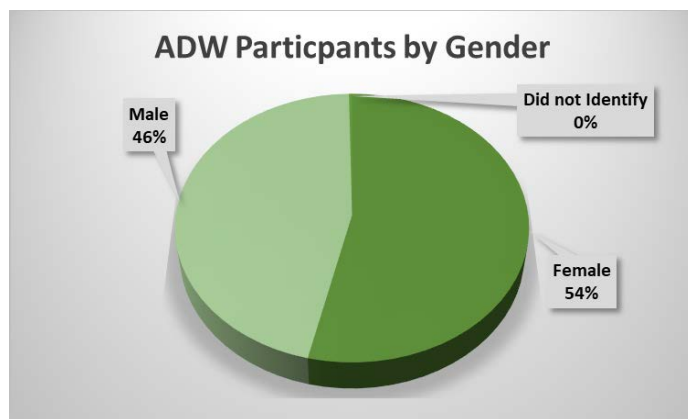
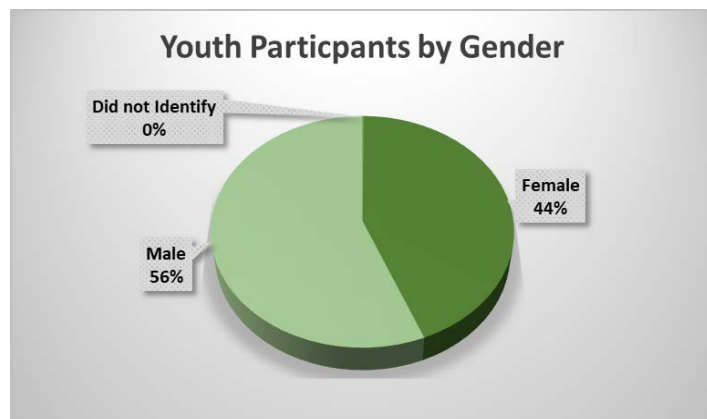
These populations include: adults, dislocated workers, youth, veterans, individuals with disabilities, foster care youth, at risk youth and re-entry.



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



Additional Demographics: Age and gender demographics are listed below.



Performance Indicators: The local area met or exceeded all performance indicators for PY18.

Performance Indicators					
	2Q Employment	4Q Employment	Median Earnings	Credential Rate	Measurable Skills Gain
Adult					
DOL Negotiated Rate	73.0%	60.4%	\$5,000	53.0%	N/A
Actual	74.5%	69.9%	\$5,175	79.8%	52.2%
Dislocated Worker					
DOL Negotiated Rate	82.1%	64.3%	\$6,700	60.0%	N/A
Actual	78.1%	84.8%	\$6,507	84.9%	47.1%
Youth					
DOL Negotiated Rate	60.0%	48.0%	N/A	40.0%	N/A
Actual	63.4%	62.9%	\$3,365	46.8%	30.3%

Note: Credential rate on youth is a new measure and reflects one quarter of data.

Data in EmployNV is being reviewed for completeness.

Key

Exceeding

Meeting

Failing

Over Negotiated

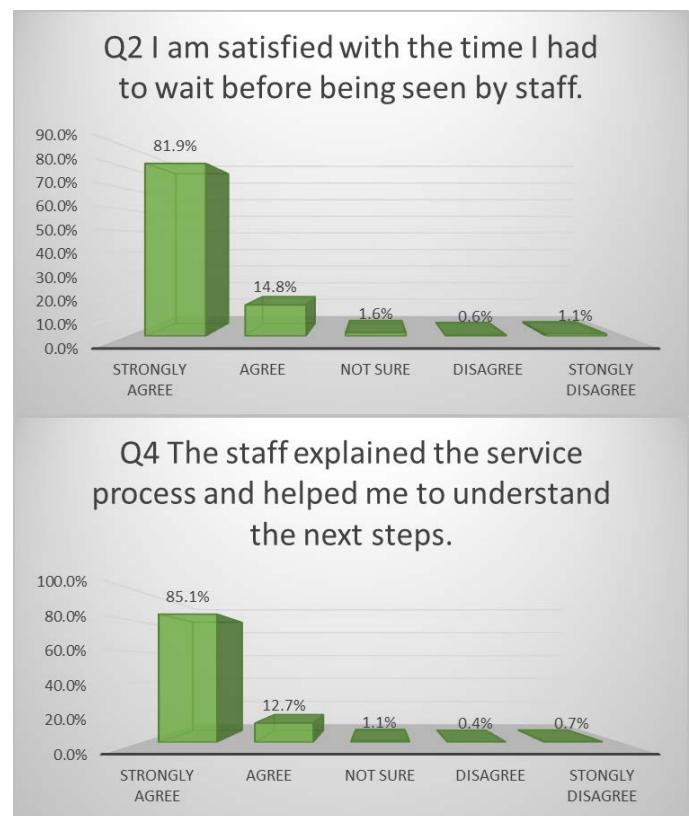
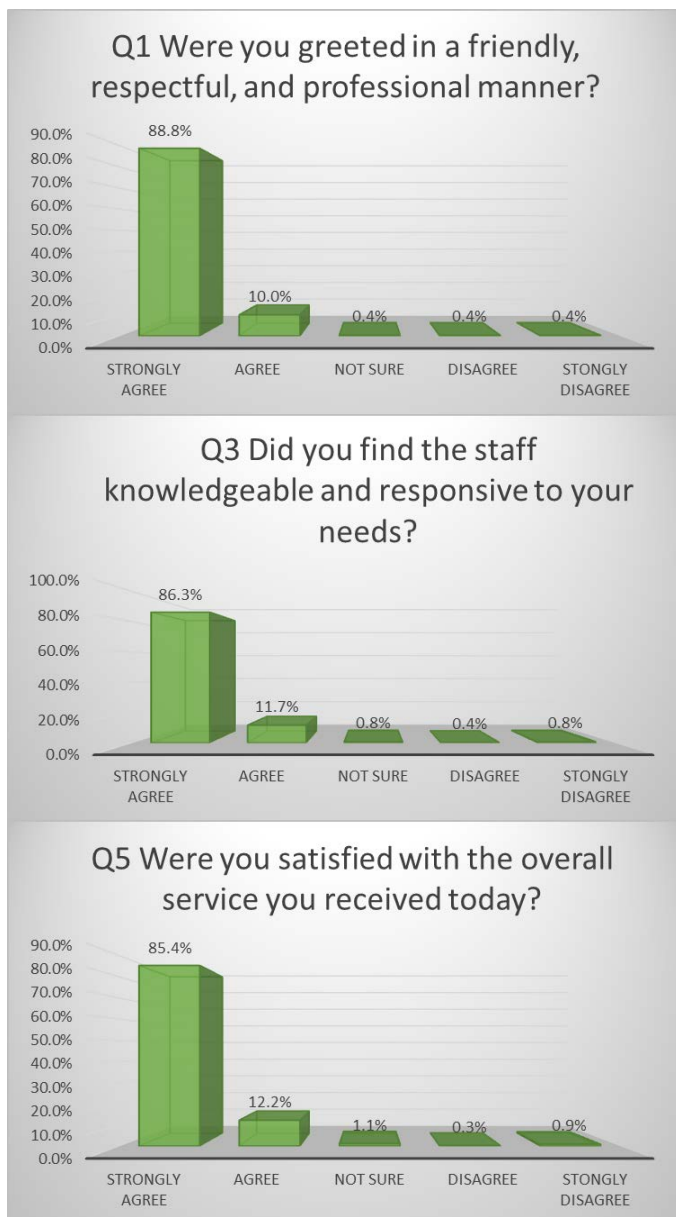
Within 10% of Negotiated

Below 90% of Negotiated

Customer Satisfaction: Improving customer service continues to be one of the primary areas of emphasis for both WC and its funded partners. For PY18, the customer survey was implemented across all centers with Title I funding. With each visit to a 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 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.

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



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 PY18, 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). 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 PY18, WC continued to execute the Local Plan which was written to reflect our strategic goals, comply with the new requirements of WIOA and align with the State Unified Plan.

Throughout PY18, WIOA implementation activities centered on expanding partnerships among the 17 mandated 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.

System Memorandum of Understanding (MOU) and Resource Sharing Agreement: During PY18, 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 continued improvement of the One-Stop Career Center and the associated infrastructure and resource sharing agreement. The continuing work in PY18 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 PY18 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 PY18 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 (LVCCLD) (3 urban and 2 rural locations).
- North Las Vegas Library District (2 urban locations).
- Boulder City Library District (1 urban location).
- Henderson Library District (2 urban locations).

Additional affiliated one-stop career center locations were launched at Aliante Library in the North Las Vegas Library District and East Las Vegas Library in the Las Vegas Clark County Library District. The one-stop career center at East Las Vegas was integrated in the architectural design by the Las Vegas Clark County Library District.

One-Stop Operator: During PY18, KRA served as the one-stop operator for the SNDWA. 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 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, which results in better outcomes for customers, both job seekers and businesses. Primary areas of focus have been:

- Functional supervision.
- Customer flow design.
- Alignment, collaboration and integration of partner programs and their services.
- Meaningful Access: During PY18, the one-stop operator continued to refine and integrate meaningful access to the partner programs to best serve both the one-stop customer and the one-stop partners. To continually meet meaningful access, the referral process was implemented in

PY17 and continues to be refined in PY18 by updating the universal referral form, resource guide and standard operating procedures for the comprehensive one-stop career center.

- During PY18, the one-stop operator conducted the first SNWDA Workforce Summit 2018, an executive panel was comprised of partner program and library district executive directors.
- The one-stop operator and DETR were guests on local morning news programs to showcase EmployNV and Great Resume Reviews.

Strategic Direction for PY19 Title I Funding Cycle: WC held three strategic conversation sessions with one-stop system partners between June and August. The conversations were intended to shape the framework for the upcoming program year 2019 RFP cycle.:

- WC held the first of a series of strategic conversations with system partners 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; Nevada Department of Business and Industry.
- The second strategic conversation was held with the 17 required one-stop system partners and included activities to present individual programs, strengths and weaknesses.
- The third strategic conversation was in partnership with the National Association of Workforce Boards and the Bertelsmann Foundation, a nonprofit/nonpartisan think tank. Southern Nevada was selected as one of three locations in the United States to participate in a project examining how technology and automaton is affecting workers, skills, local labor markets, and jobs. The information gathered in the United States will be compiled with studies in the European Union to contrast and compare approaches to the future of work on both sides of the Atlantic to accomplish project objectives. Research shows that cities with high percentages of their workforce employed in retail, food, hospitality, logistics and other service sector jobs are most at risk. The event was well attended with 50 plus individuals. The National Association of Workforce Boards and the Bertelsmann Foundation (a nonprofit/nonpartisan think tank) have published their analysis which can be found at <https://www.the-future-of-work.org/#/las-vegas>.

System Building – PY19 Title I Funding Cycle: The 2019 WIOA Title I funding cycle RFPs were based on strategic direction from the WC Board and LEOs. The direction resulted from a series of strategic conversations, held in 2018, between WIOA system partners and other local stakeholders and was approved at the Joint Board & LEO Consortium meeting on August 28, 2018:

- Continue transition of WIOA Title I services to One-Stop centers with the other WIOA partner programs.
- Maximize the leveraging of resources with effective referrals, co-enrollments and partnerships.
- In addition to the unemployed, focus on alternate labor pools: re-entry, veterans, individuals with disabilities, disengaged youth, the underemployed, etc.
- Scopes that are broad and flexible (that allow service delivery to multiple target populations) and are focused on Nevada's targeted industry sectors/occupations.
- Programs that demonstrate a measurable high return on investment (ROI).
- Use performance data to determine ROI and make better strategic decisions.

In support of the strategic direction, WC issued RFPs in November and received 39 proposals for 13 clusters (service areas). All proposals passed technical review and were then evaluated and scored by an independent third-party contractor, Social Policy Research Associates (SPRA). SPRA has been used by WC for the past eight years. The 34 proposals that met the minimum score were ranked by the Ad-hoc Selection Panel made up of WC Board and Committee members and other WIOA partners. Recommendations for funding by the Ad-hoc Selection Panel were considered and approved by the Programs Committee, WC Board and the LEOs in the April/May 2019 meetings.

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, along with GOED, OWINN, DETR, DHHS, NDE, LVGEA, CCSD, CSN, chambers of commerce, public libraries and other key stakeholders, collaborated on the ACT Work Ready Communities initiative. The multi-agency, multi-year collaboration had a goal to achieve 5,160 National Career Readiness Certificates (NCRCs) and 351 supporting employers over a two-year period.

As of June 2019, Clark County is the first county in Nevada to become a certified ACT® Work Ready Community, a national designation that uses hard data to help close the skills gap and produce a workforce ready to meet the needs of current and future employers. To date, Clark is the largest county in the nation to receive the certification.

More than 550 employers in Southern Nevada already support this initiative which revolves around the WorkKeys® Assessments. Just as colleges and universities rely on the ACT exam to determine a student's readiness for higher education, the ACT WorkKeys assessments determine a job seeker's readiness for the workplace by measuring a range of foundational workplace skills. Those skills include critical thinking, problem solving, graphic literacy, understanding workplace documents, as well as following workplace procedures.

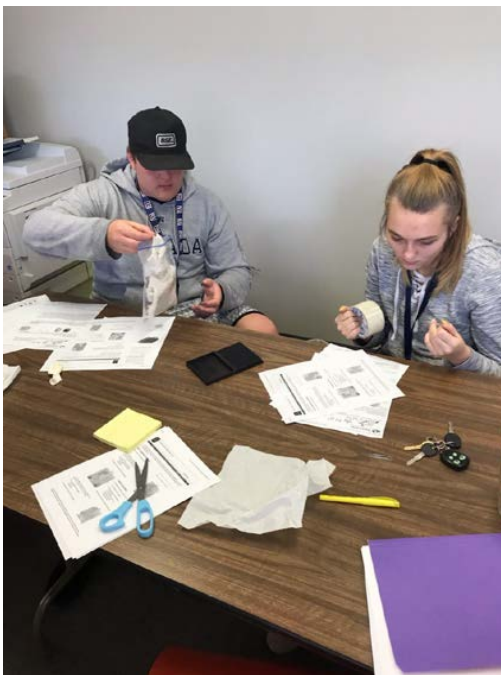
Job seekers who pass the three main assessments earn an NCRC proving to employers their job readiness skills. If skills gaps are identified, the ACT WorkKeys curriculum helps close those gaps. So far, nearly 10,000 local individuals have been awarded an NCRC.

Plans are to replicate the model in other counties across the state.

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

- Members of the LEOs Consortium, WC Board members and staff attended the National Association of Workforce Boards 2019 Forum on March 22. The forum provided education, training and relationship building opportunities for the dynamic evolving workforce ecosystem. Attendees also had an opportunity to visit Nevada's congressional delegation and brief them on the local impact of the reauthorization of WIOA.
- WC Staff attended the GEO Solutions Workforce Technology Conference.
- Representatives from WC, City of Las Vegas, CSN, Clark County, DHHS, CCSD, OWINN and Nevada State College traveled to San Antonio, TX to meet with representatives from the local workforce development board to learn best practices with the goal of executing the I-BEST (Integrated Basic Education Skills Training) model in Southern Nevada.

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 PY18, Workforce Connections continued its partnership with the LVCCLD 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.

Re-Entry Initiatives: HOPE for Prisoners recently partnered with the Nevada Department of Employment Training and Rehabilitation (DETR), and JobConnect to aid individuals who are reentering the workforce and the community. As part of the "One-Stop" concept, JobConnect will house an office for HOPE for Prisoners in the North Las Vegas JobConnect facility to provide employment services to individuals who have applied and been accepted into the HOPE for Prisoners re-entry program. The re-entry program offers a variety of training programs for its clients to build and strengthen skills necessary for employment readiness, leadership development and success throughout the reintegration process.

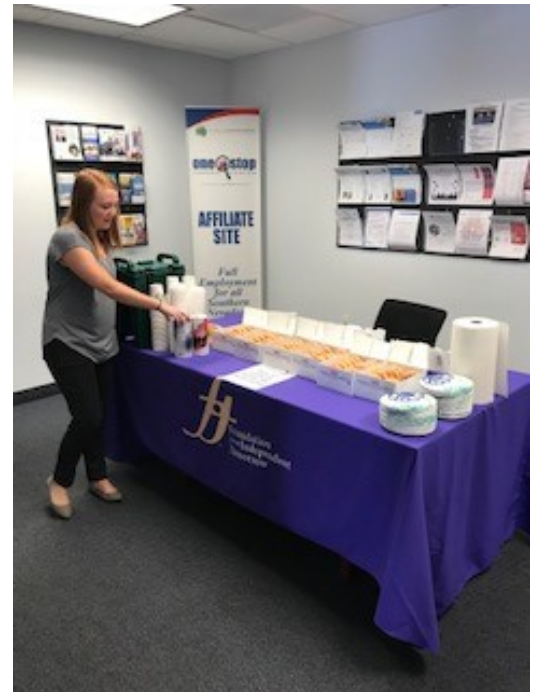


“We are delighted to have HOPE for Prisoners as one of our community partners and welcome them to JobConnect and to our One-Stop delivery system. It is partnerships such as this that enable us to collectively bring employment and training support and services to varied constituent groups in our community. This is truly a win-win for both the state and the constituency we serve,” said Dr. Tiffany Tyler-Garner, Director of the Nevada Department of Employment, Training and Rehabilitation.

In 2017, the United States Senate declared April Second Chance month. A month that is dedicated to those individuals who are making the transition from incarceration into society, most commonly known as the Re-entry population. Many might ask “why do second chances matter”? Foundation for an Independent

Tomorrow (FIT) believes that supporting second chances for these returning individuals acknowledging that a person’s worth as more than just their past choices. Second chance month brings awareness to those with a criminal background with the goal of improving perceptions and encouraging more opportunities for these individuals.

FIT took the opportunity on April 25th to celebrate all our Re-entry clients, by providing Starbucks coffee and Krispy Kreme Doughnuts. Clients were able to come in to enjoy coffee and doughnuts throughout the day. FIT has been working with the Re-entry population for many years now, helping individual’s open doors that were previously closed to them before, the goal being that each client can become an active and contributing member to their community, keeping them from back tracking into old habits that lead to poor choices. FIT also would not be able to provide services without the funding from Workforce Connections and



the Department of Labor, Employment and Training Administration. FIT is proud of all of our clients and wishes them all the best of luck and support as they make this transition.



TESLA: In a 3rd Annual collaboration, the One-Stop Career Center in Southern Nevada assisted 18 young adults on their career journey to begin employment with the TESLA Gigawatt factory in Reno, Nevada. This project is a joint collaboration between ResCare Workforce Services (WIOA Title I Provider), Jobs For America’s Graduates (JAG) and TESLA. Over the last several years, TESLA has made it a priority to recruit interested young adults, many of whom are recent graduates, from Clark County and the Las Vegas metro area for high paying, green manufacturing roles. JAG, TESLA and staff from WIOA youth and adult programs began preparing and building the process for this year in April, with a goal of assisting TESLA’s cohort of new employees for an

August 2019 start date. Career coaches with ResCare Workforce Services were able to provide career preparation services, transportation assistance, and funding to overcome the most significant barrier - the cost of first month’s rent for these young adults. These young adults are entering full time, sustainable employment at a wage of more than \$16.00 per hour - the first component is providing stable housing until these new employees receive their first paycheck and is key for a smooth entry into the workforce. Projects like these reflect the positive outcomes of a workforce system that is striving for continued integration and unity. This includes the participation of JOIN (WIOA Title I Provider) for young adults living in Northern Nevada. The support of all these partners has continued to make possible the goal of these young adults to begin a new career pathway in a stable and successful way.



Clark County Summer Business Institute: With collaborative community partnerships the Clark County Summer Business Institute (SBI) hired 125 high school students for the 2019 eight week paid internship. WC has continued with it's decade plus partnership with the SBI program providing funding for 9 youth enrolled under the WIOA Title I youth program which were being served by Nevada Partners, Help of Southern Nevada and the One-Stop Career Center. Interns were placed at professional businesses related to their career field of interest, participated in weekly financial

and life skills workshops and had the opportunity to serve three non-profit organizations (Shade Tree, Nevada Partnership for Homeless Youth and Three Square) by creating a civic engagement project to benefit their population. The SBI program's original focus was to provide employment opportunities to youth from low income households and still has that as a major focus; however, the program has expanded to accept youth from throughout Clark County. Two high school Title I youth were awarded \$250 scholarships for their hard work and dedication over the summer that will assist them with their future educational needs. Also, two participants will be receiving gift cards from MyPath for reaching their savings goal this summer through the financial workshops.

YouthBuild: Chicanos Por La Causa (CPLC) is the newest recipient of YouthBuild Funding in Southern Nevada. As part of their program design, and as one of WIOA's 17 partners, CPLC incorporated co-funding with WIOA Title I youth. ResCare Workforce Services and CPLC have partnered in this braided funding to ensure that the first cohort of YouthBuild participants are able to fully access a wide array of assistance. ResCare Workforce Services and CPLC co-enrolled the entire first group – 19 young adults – with CPLC providing the core YouthBuild services, and



ResCare Workforce Services stepping into provide funds for paid WEXs, supplemental support services, and financial literacy workshops. The focus of this collaboration is not simply co-funding, but active case management with WIOA Title I youth staff working alongside and in regular communication with CPLC YouthBuild staff to address participant needs and build an integrated success plan for each young adult. Both agencies plan to continue this partnership over the duration of the YouthBuild model and each successive cohort.

MyPath Savings Program: WC, in partnership with Charles Schwab Bank, continued MyPath Savings with three WIOA Title I youth service programs: Nevada Partners youth program; Spring Mountain pre-entry youth program; and 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 2019 to support phase three, which will continue into PY19.



Own your tomorrow.

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 and analysis, we have targeted the following areas:

- Return on investment.
- Improved geographical analysis of need in the community.
- Priority of service tracking.
- Employment and training activity.
- Program management.
- Data validation.
- Continued support of indirect cost rate structure for providers and WC.
- Continued support of system policy and procedure development.

In PY17, the State went live with a new integrated case management information system, EmployNV. The system provides a large suite of tools and resources for all workforce stakeholders including job seekers, employers, training providers and career coaches. WC has continued to work diligently with DETR to align policy, business processes, the Eligible Training Provider List (ETPL) functionality and reporting requirements through regular monthly calls. As a result, the local boards now have expanded access to the EmployNV reporting database. The database contains the necessary data to report on outcomes, demographics, and characteristics of Title I participants. Throughout PY18 WC has continued to emphasize constant improvement in the following areas:

- RFP design and implementation.
- Self-sufficiency definition.
- Refining, streamlining and ensuring consistency across the system.
- Implementation of SARA, an interactive, virtual follow-up tool for career coaches.

Formula Funds

Program Year 2018 Service Providers for Adult, Dislocated Worker 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; 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 PY18, the following organizations provided Title I services within the SNWDA.



Lincoln County
Workforce



NEVADA PARTNERS



OLIVE CREST
Strong Families, Safe Kids



PEOPLE, PARTNERSHIPS, POSSIBILITIES

Possibilities Put to Work: Highlights from 2018

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). In PY18, the comprehensive One-Stop Career Center



added Child Care and Emergency Services through the Community Service Block Grant. Meaningful access has been established to the additional 12 partners. In PY18, the One-Stop Career Center had 23,362 visits by 7,836 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.

With five partner agencies co-located at the One-Stop Career Center, ResCare Workforce Services, the CALL program, 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. All JobConnect offices 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. All offices have WIOA Title I services available from a co-located service provider.

- 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:

- o Labor market awareness.
- o Workforce system awareness.
- o Resume preparation.
- o Skill assessment.
- o Point of contact-post release.

JobConnects have the following collaborative partnerships:

- One-Stop Career Center.
- Foundation for an Independent Tomorrow (FIT) Re-entry Program.
- HOPE for Prisoners 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 center. Within the Belrose Office, the assigned 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 WC 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 ten affiliate one-stop career centers located in Alexander, Aliante, Boulder City, Clark County, East Las Vegas, Gibson, Green Valley, Laughlin, Mesquite and West Las Vegas libraries. The one-stop operator continued to identify gaps in available services in library one-stop locations and invited additional partner programs. Lifetime to date library centers have had over 5,700 visits.

- **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.
- **Aliante** – Offers Title I employment and training services. Goodwill of Southern Nevada offers their veterans employment assistance program. LV PITA provides basic computer classes that include registration into EmployNV.
- **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 Clark County Library is 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.
- **East Las Vegas** – Offers Title I and Title II 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 CSBG funding.
- **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 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 District Attorney Family Support Division representative.
- Monthly on-site Ask-a-Lawyer event with Clark County Public Defender’s Office.

Hope for Prisoners (HFP) – Re-entry Program

Hope for Prisoners is a re-entry 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 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-sustaining, 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 PY18. 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. – Re-entry Program

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) - Youth

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 Work Based Learning (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).

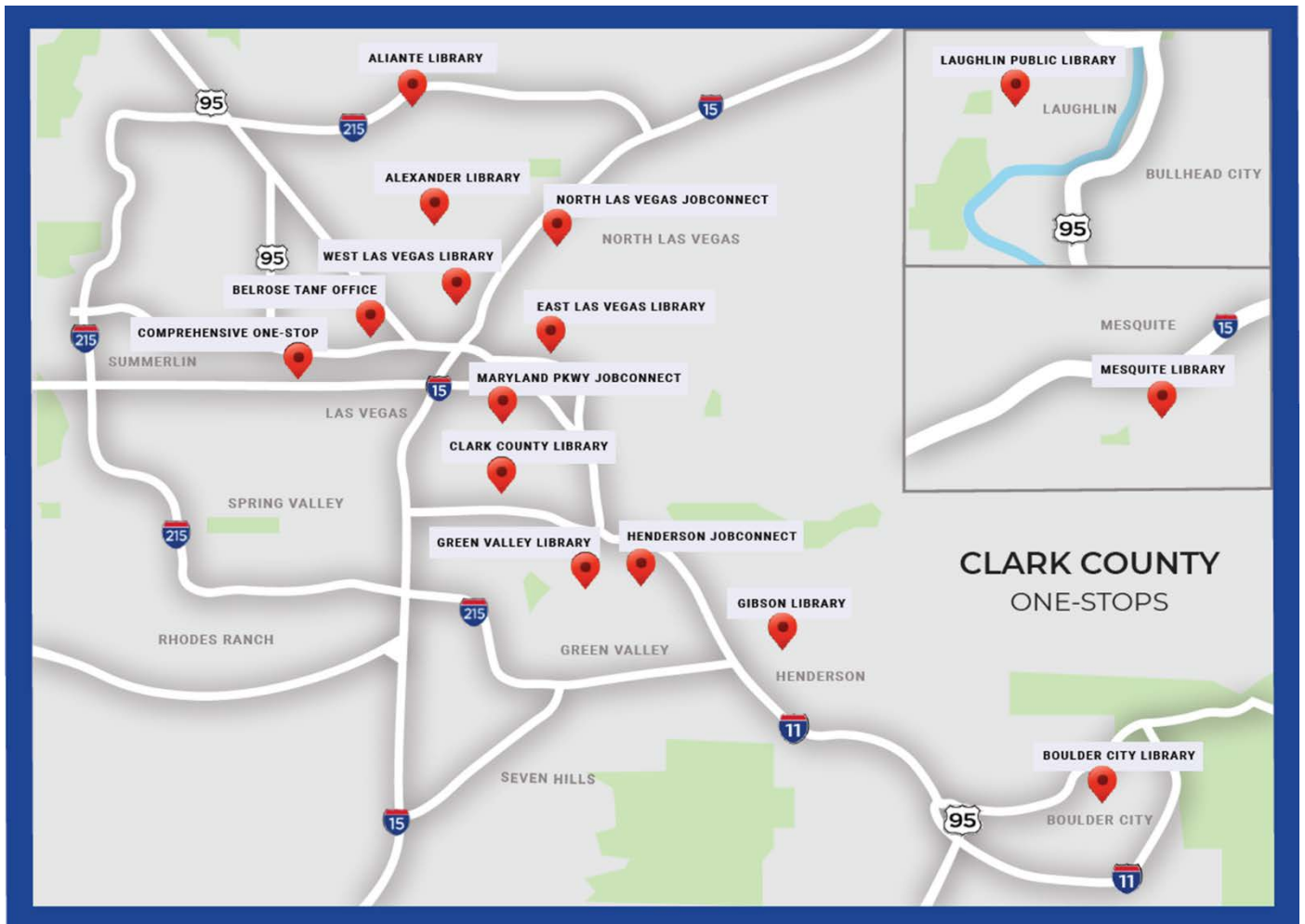
The program has collaborative efforts with agencies throughout Southern Nevada and has co-enrolled participants in WIOA Title II services for the purpose of secondary education. Referrals are obtained in the valley from secondary education sites, Title III service sites, DJJS and Youth Parole. Additional 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 PY18, YAP-WIOA has collaborated and partnered with various community partners for participant and program successes.

Olive Crest - Foster Youth

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 is 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 Services

In March of 2017, Nevada's Department of Employment, Training and Rehabilitation (DETR) and Workforce Connections, Southern Nevada's Local Workforce Development Board, began the process of changing the way workforce services were designed and delivered. By June of 2017, they began integration of WIOA Title III Wagner-Peyser with WIOA Title I ADW partners by partnering with the library systems in Southern Nevada and providing multiple One-Stop Career Center locations to increase their service areas and improve access for underserved areas and populations.

The purpose of this project was to convene Workforce Connections, their partners, DETR, local stakeholders and local employers in discussions focused on providing unified business services to the region's employers. The goal is to reduce the burden and complexity of talent acquisition for the employers and achieve greater effectiveness in recruiting, training and placing the talent needed by the region's employers. The partners include those serving the One-Stop Delivery System as defined in the Workforce Innovation and Opportunity Act (WIOA) and community organizations helping connect talent to employment.

The WC collaboration with DETR Business Services continues to flourish as progress is made in eliminating duplication of services to achieve a "no wrong door" approach for our employer partners. The two organizations have had increasing success in facilitating events throughout the community.

Stakeholder Conversations: Workforce Connections, in collaboration with DETR hosted three, half day facilitated discussions on February 6 and 7, 2019 in Las Vegas, Nevada. The sessions were grouped into Leadership, Employers and Community Stakeholders.

The focus of each discussion was "Business Services" with the goal - establish a baseline



understanding of the current level of business engagement between the local and regional workforce development system, the employers and community partners. The discussions sought to identify the primary customers being served, current level of engagement with employers, examples of successes and challenges and the top requests for support

and service. These initial discussions and summary report are laying the groundwork to align and streamline the delivery of business services and employer engagement in the Southern Nevada Workforce Development Area that includes the counties of Clark, Nye, Lincoln and Esmeralda.

The group sessions identified the following shared themes:

- Reduce the stigma, myths and perceptions employers and job seekers have about the public workforce development system.
- Provide one point of contact and concierge approach for employers to access the resource and services of the public workforce development system.
- Increase employer and community stakeholder awareness through a targeted marketing and outreach campaign using social media and traditional marketing.
- Map out the whole system to include all partners and community stakeholders with roles, resources and process flow.
- Create a sustainability plan to support ongoing communication among the partners, collaborators and to enroll new stakeholders into the public workforce development system.

Fall and Spring Job Fairs: Nevada JobConnect and WC collaborated with Commissioner Jim Gibson in his continuing job fair initiatives. The Fall 2018 job fair held at the Henderson Convention Center hosted approximately 50 employers and 500 job seekers and the Spring 2019 job fair at The Enclave increased to 70+ employers and nearly 700 job seekers.



Project 354: Nevada JobConnect and WC, along with the Department of Health and Human Services, are collaborating in a two-year project with Assemblywoman Dina Neal to address zip codes with high unemployment. The youth focused pilot program was created to design and test a service

network capable of fulfilling this project's goals by innovating service delivery, timing and program application to clients.

Ward 5 Works: Nevada JobConnect and WC have joined to support Councilman Cedric Crear and the City of Las Vegas in addressing high unemployment in Ward 5. The first of these projects is a pilot in conjunction with city redevelopment project contracts with Martin-Harris Construction and Penta Building Group. Organizers hosted a Construction Career Showcase to introduce the innumerable opportunities in the construction field.



Strategic Initiatives

In collaboration with the Clark County School District (CCSD), WC organized an Education/Apprenticeship Summit on January 30, 2019 at Desert Rose High School. Approximately 75 individuals from local labor unions, CCSD, higher education, employers, trade organizations, and local workforce organizations met to discuss methods to bring the trades and apprenticeships into the classroom, with the goal of attracting students who may not have a post-graduation plan for entering the workforce. The summit resulted in the formation of five working groups to address: curriculum alignment, messaging, licensing, streamlining access and early exposure. Working groups are currently working to address curriculum, messaging, early exposure to career information, licensing and streamlining access to CCSD classrooms.

As a result of the CCSD/Apprenticeship initiative, Workforce Connections hosted the Nevada Contractors Association's First Annual Construction Signing Day event at our location on May 1, 2019. More than a dozen current and former CCSD students signaled their commitment to enter into the high-paying and in-demand career of construction.



Success Stories

TITLE I PARTICIPANT SUCCESS STORIES

Alexander

Alexander came to the One-Stop Career Center through our partnership with FIT. He had gone through all of FIT's workshops and IT Certification Training. Alexander had no prior work-experience so FIT referred Alex to us to help build his resume and job readiness skills. Alex came to us very determined to get his life back on track after incarceration. We set Alex up with a work-experience interview with Hyper Networks, an IT Company out in Henderson. Alex really thrived at Hyper Networks. Alex had outstanding progress reports and Hyper Networks did not want to see Alex leave. At his time in the work-experience, Alex took full advantage of all the trainings, gaining more certifications within IT. After the work experience hyper Networks extended an offer of employment to him, paying him \$13 an hour. Alex continues employment with Hyper Networks. More on Alex's success within these two programs can be found at <https://lasvegasfit.org/>.

Joel

Joel was a chronically underemployed job seeker, that had been coming into the Laughlin one-stop career center seeking full time or more stable employment. Joel's prior work history was mainly temporary positions found through local temporary employment agencies. At first, Joel was cautious about discussing his background and work history, and the one-stop career coach dedicated a little bit of time on each visit over the course of a year to establish rapport and provide career exploration. After building trust with Joel, the career coach was able to help him explore more career pathways and empower him to see new possibilities that would lead to stable employment. Through the WIOA Title I program, Joel was enrolled into individualized services and placed into training for commercial truck driving. Joel excelled in his training program and was immediately hired by Schneider Trucking at the completion of his program. Joel now has full time, stable employment with a credential and skill set that is transferable wherever his life and employment journey may take him.

Ms. Underwood

Ms. Underwood came to the Alexander Library One-Stop Center seeking training through the Dislocated Worker program. She had been unemployed for more than a year and had last worked as an event planner, but she did not have the required certification and was laid off. She had been earning \$19.00 per hour and was still interested in the hospitality field for event planning. After completing the orientation, testing and application process she reviewed the ETPL list and Ms. Underwood chose to continue her education and training

at the International School of Hospitality in their Conference Management & Event Planning program. This was a twelve-week program where she excelled. Ms. Underwood is now gainfully employed with Evolutions as an Event Coordinator. Ms. Underwood now earns \$27.00 per hour and is now self-sufficient and can support her family.

John

In the middle of November, a single father to an adoptive daughter came walking in the doors at the One-Stop Affiliate site at the Clark County Library. He had previously owned his own tile business out of state, but due to financial problems he closed his business, sold his house and moved to Las Vegas. In Las Vegas, he feared becoming homeless and took the initiative to find employment and found the One-Stop center.

Through the initial meeting, he expressed his interest in truck driving, but wasn't familiar with a way to attain the position. With the help of the career coach at the center, he established a plan of action to attain his CDL license. To help ease his struggles, he was referred to the DWSS member at the One-Stop center and received additional assistance. After completing his enrollment process, which included a month-long training for truck driving he attained his CDL license and gleefully accepted a position with Swift Transportation. Today, he's ecstatic to be self-sufficient and able to provide for his family once again.

Mathew

"He who has a why to live can bear almost any how" -
-Friedrich Nietzsche

Matthew has been searching for his "why"-his purpose. He has feared the "how", but through the adult paid WEX program he has found his "why" and is unveiling the "how". Matthew was born with mitochondrial myopathy which causes his muscles to be weak which leads to exhaustion, listlessness and trouble with balance and coordination. He was not diagnosed until his teen years; resulting in a real struggle to stay on task in school. Matthew stated, "I feel like a zombie with no energy walking around the best that I can."

Matthew is currently completing his WEX at the Boulder City Library as a library assistant in the cataloging department. His love of library work started when he volunteered at the Laughlin Library where he enjoyed the quiet, slow-paced environment (he had tried a part-time job at Goodwill, but it was too exhausting for him). As a result, he had not attempted employment since and was



reliant upon the Social Security Administration for support. Matthew needed a purpose and wanted to work to make a living. According to Matthew, “Everybody needs a purpose. It prevents depression...What happens when we grow up? I just want to live the life of a normal person.”

The adult paid WEX has given him hope; hope that his body can hold out doing a part-time job. The opportunity is testing his endurance, but he has proven in the first week that he can handle doing the work and stated, “I am having a good time doing it. The staff here is so nice, and I am really learning more about being a library assistant.”

The library is happy to bring Matthew on board. His WEX supervisor stated, “There are so many donations that come in on a daily basis. There are 400 movies that need to be processed before they can get onto the shelves. In Matthew’s first week, he processed 100 movies with laminating covers and activating RFID tags to prevent theft. Having that extra set of hands really helps. Matthew is a hard worker and he genuinely wants to learn. He is resilient and has such a positive outlook. He does not get down on himself. He just tries again until he gets it right.”

Matthew credits the one-stop center in Boulder City with restoring his hope. This adult paid WEX is giving him the chance to see what he is physically able to do and not physically able to do. He is bearing the how. He hopes to secure part-time employment in a local library as a library assistant in a job that gives him a purpose.

Mr. Wone

Mr. Wone was living at The Courtyard for the Homeless and had been homeless for over three years when he was referred to the West Las Vegas Library One-Stop. Courtyard for the Homeless had assisted him with finding a job as a construction worker with KBL Reinforcing, but he was in need of support services so that he could start working.

The job was a great fit for him because he had three years of experience in the field. The job would also give him the opportunity to move into an in-demand and growing industry with an earning potential of \$14.00 per hour.

He is enjoying and adjusting to his new job duties at KBL Reinforcing. This new job has put him on the road to self-sufficiency and the ability to seek permanent housing.

Nathan

Nathan enrolled with the Pre-Entry program in August, credit deficient and 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 R.O.P.E, Life Skills, employability and My Brother's Keeper Mentor program. Upon release, Nathan completed a WEX which allowed him to obtain full-time employment with the Las Vegas Mini Grand Prix. He has since graduated from Las Vegas High School and continues to engage with the pre-entry program to increase his knowledge in hopes of becoming successful. Nathan intends to further his culinary training and is joining the military as a certified line cook.

Ronald

Ronald graduated high school in Las Vegas and at age 22 had become an Emergency Medical Technician. He worked in the field for 6 years. During that time, he seemed to have it all together on the outside, but he was a man who was struggling for help. His peers were involved in drugs and partying, and the negative influence on his life started to greatly affect him. He made poor decisions that led him down a path of self-destruction.

When Ronald was 28 he was convicted of possession of a controlled substance charge. He was sentenced to one year in prison. While incarcerated, he took substance abuse classes and began attending therapy. He realized he was self-medicating and took steps to correct his thinking. With Ronald's encouragement, his family also decided to attend counseling to avoid re-enabling Ronald upon his release.

Ronald has been sober for two years now. He is living with his family and maintains his sobriety with the help and support of AA meetings. Now, all he needed was a job. Ronald had no idea what he wanted to or could do when he found FIT. With career exploration, he decided his future was the heating, ventilation, and air conditioning field. FIT paid the tuition for him to attend National Technical Institute. His Case Manager gave Ronald the motivation he needed to stay positive and achieve his career goals.

Shortly after graduation in March, Ronald was hired at a local company as an HVAC Technician. He is working full-time at a pay rate of \$18.00 an hour and looking forward to a bright future.

Tara

Tara enrolled in the WIOA Drop-Out Recovery Program in August. She entered as a 17 year- old with barriers including; being a high school dropout and parenting of a one-year old.

Tara successfully completed work-based learning/STEM activities which include: NCIS Reality Check financial literacy, Hour of Code, 5 Career Development Exploration Sheets in Healthcare, and Work Readiness Workshop and was referred to TRiO Educational Opportunity Center for the High School Equivalency (HSE) pre-testing. At pre-testing, she passed the social studies and writing portions, but did not pass the reading, science and math sections. Due to parenting and working Tara was not able to attend prep courses and selected to complete self-studies. She was provided with the electronic version of the official HSET study guide to review and received assistance and guidance from her career coach. After one month of preparing for the HiSET, Tara took the test and passed, and earned her HSE in December.



Tara, still determined and motivated, passed her WorkKeys Assessment at an appropriate level in order to attend an Occupational Skills Training (OST) through the WIOA program and in early January 2019 she started training at Northwest Career College where she is studying to become a medical assistant.

Kevin

Kevin had been involved in gangs for many years and was sentenced to five-years in the Nevada Department of Corrections. After he spent three years at High Desert State Prison, he was transferred to Casa Grande Transitional Living Facility where he enrolled in Hope for Prisoners (HFP) during one of the outreach sessions. After completing the HFP workshop, Kevin met with his career coach and discussed his goals and objectives. He was determined not to return to gangs. Kevin's main objectives were to gain employment and find stable housing. In the days following the HFP workshop, Kevin was enrolled in CDL truck driver training and was helped to secure employment during the hours he was not in class. Not only did he participate in the continued training that HFP offers including financial literacy and parenting courses, he was able to open his first bank account through a partnership with America First Credit Union. With admirable determination and the supportive services, Kevin was able to save money, obtain suitable housing, successfully pass his training and obtain his CDL license. Kevin currently works full-time as an interstate route driver for Amerivet Logistics Inc., has full benefits, and can provide for himself and his loved ones.

Mike

Mike came to Operation Independence soon after aging out of foster care at the age of 18. His consistency and hard work are extraordinary, he is achieving in education and employment and has completed more than half of his goals on his Individual Service Strategy plan after only six months of services. He has been in the program and utilized the resources, but he is not afraid to go out and do things on his own. When Mike needed employment, he attended numerous job interviews and career fairs. After obtaining employment, he showed dedication and commitment; always on time and ready for whatever work needs to be done, even after a four-hour bus ride each day. When the long bus ride at late hours of the night proved to be unreliable, he was proactive in changing his schedule so he could continue work. He is self-motivated, allowing him to get his high school diploma and enroll and attend post-secondary activities.

Today, Mike advocates for himself in his wants and needs when it comes to education and employment and continues to work hard and achieve his goals.

John

A senior in high school came into Lincoln County Workforce in need of money for several senior activities. His mother was single and couldn't work. LC Workforce staff enrolled him and was able to obtain a WEX for him at the local hospital. The staff at the hospital loved working with the participant and hated it when his work experience was over. He had such an enjoyable time that he volunteered with the hospital several times and when a position in housekeeping became available, they called him and begged him to work with them. He accepted their offer and is currently working in housekeeping and trying to save enough money to purchase a reliable vehicle so he can attend college or become a certified nursing assistant.

Riley

Riley entered the youth WERKS program as an unemployed, high school dropout, with a revoked driver's license. Riley started a work experience on campus where he showed a lack of emotional management skills, a negative attitude, and poor dependability. Though hesitant at first, Riley agreed to meet with his career coach to practice emotional regulation skills and stress management techniques. Within a couple of months of practicing these skills, Riley showed significant improvement in his initiative, interpersonal skills, and responsibility. Riley has since obtained his High School Equivalency degree, as well as full time employment. Riley worked with the career coach to create a budget that would allow him to save enough money to pay off his fines and get his license back. Riley stayed committed to this budget and successfully paid off all of his debts. Riley will be going into the DMV this week to complete the written driving test in order to obtain his Nevada driver's license. It has been a pleasure working with Riley and watching him realize his own potential.

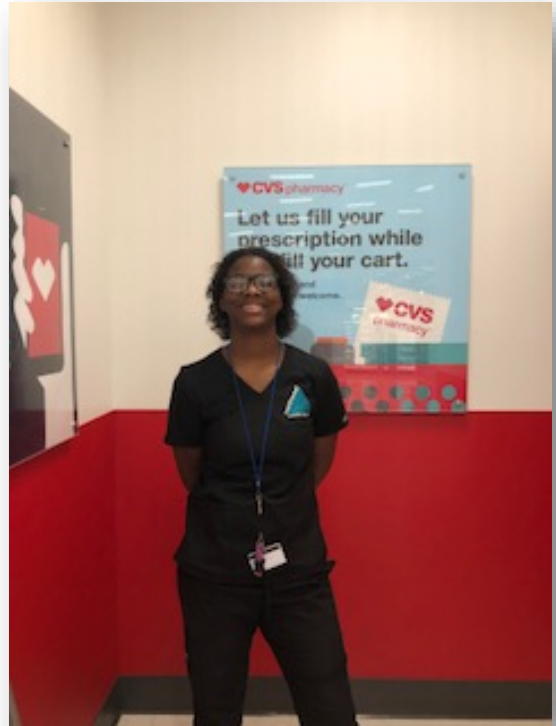
Jelani

Jelani moved to Las Vegas from Illinois when she was 18. She didn't know much about the area or what she was going to do with her future, but she knew that she needed to leave the past behind and start fresh.

But starting fresh turned out to be harder than she thought. Being in a new setting wasn't enough to change Jelani's fate. She needed to start going after her dreams and overcome barriers like homelessness, lack of marketable skills, poor work history, and a cycle of low-income jobs that made her miserable. But how?

A new friend heard Jelani's struggle and referred her to the WIOA youth program. She was enrolled and began her journey with the WIOA program by exploring career options and assessing her aptitudes. She discovered the field of Pharmacy Technicians.

As Jelani began to map out her career path one on one with her career coach, she was also assigned to attend the WIOA youth work readiness Making Opportunities a Valuable Experience (MOVE) workshops. MOVE helped Jelani learn to present herself as a valuable candidate to any professional environment; gaining skills in interviewing, resume writing, leadership, and financial literacy.



Armed with a whole new set of skills, Jelani was the first participant to interview and be selected as a WEX in the pharmacy at Volunteers in Medicine of Southern Nevada. Here, she was able to gain over 960 paid hours of work experience in the field while she studied to become a certified pharmacy tech.

Upon completion of the training paid for by WIOA, Jelani graduated at the top of her class. After her externship, Jelani was offered a full-time position as a Pharmacy Technician at Target.

Now at 20 years old, Jelani has a bright future ahead of her with a promising career.

Dante

Dante is a 28 year-old married male who was seeking assistance with obtaining certification in the Information Technology field through the WIOA ADW program. When Dante came in to seek assistance, he was underemployed and had been working in the IT field for several years but was unable to make ends meet with the lack of income. He shared with his career coach that he had been helping his brother run his business, but due to family issues the business began to suffer. He was making hardly enough money to provide for his family. With Dante's bachelor's degree in Business Administration and experience in the IT field, he knew that obtaining certifications was what would make him more marketable in this fast paced, growing field. Dante expressed that he was the only one in the household who was able to work at the time and was eager to make a better life for his family. With one daughter at home and



a baby on the way, he knew that he needed to find stable employment quickly to alleviate the stress that the lack of income was creating in his home. Dante shared that he had the skills needed for IT but without the certifications, he had been unable to find stable employment in the IT field. Dante completed all necessary skill assessments and immediately began computer support specialist training at The Learning Center. Dante's career coach provided assistance with updating his resume as well as career coaching and encouragement as he progressed through his training. He completed his training and within just a short period of time, he was hired as a PC Support Technician with ASTS Management. Dante worked at ASTS for 3 months and then excitedly reported to his career coach that he had received an offer letter from IBM. Dante is now able to utilize his passion and innovation at one of the Fortune 500 companies as a full-time technical support representative making \$24.00 per hour. He expressed to his career coach how much he enjoys his job and how well he is doing.