

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

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



The Workforce Connections Board

During 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.

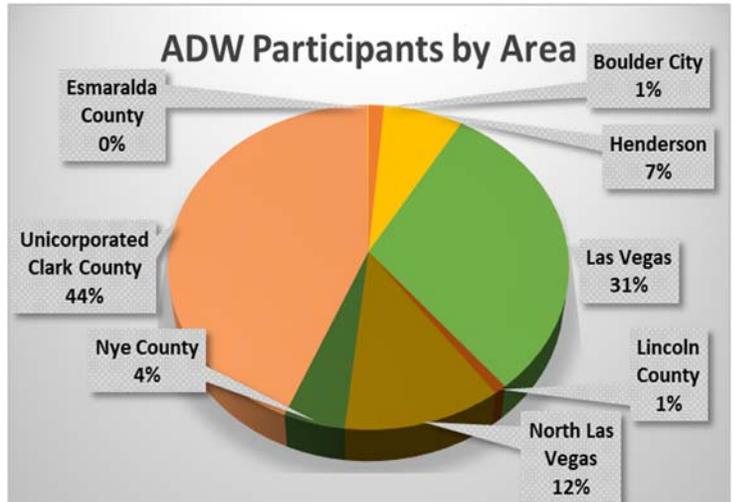
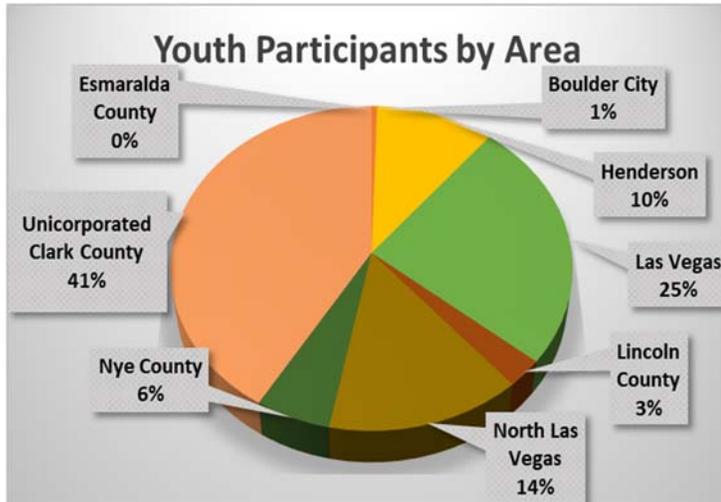
The Workforce Connections Board

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>		●	

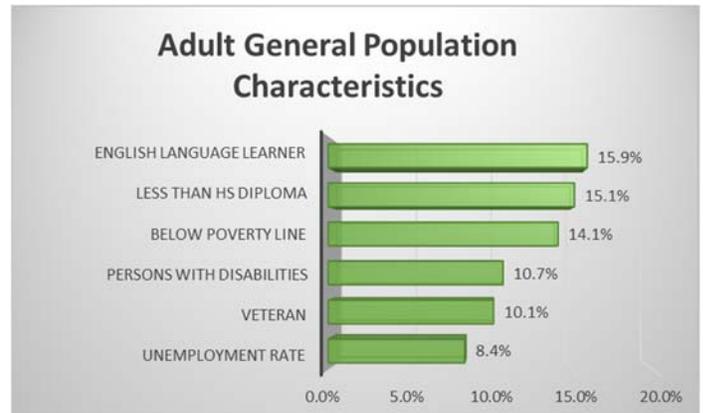
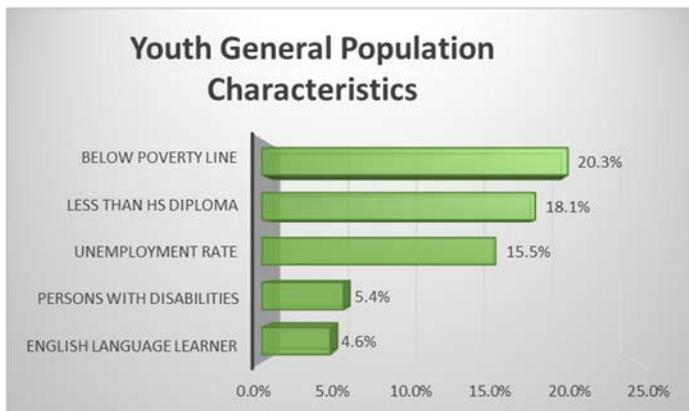
Participants

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).

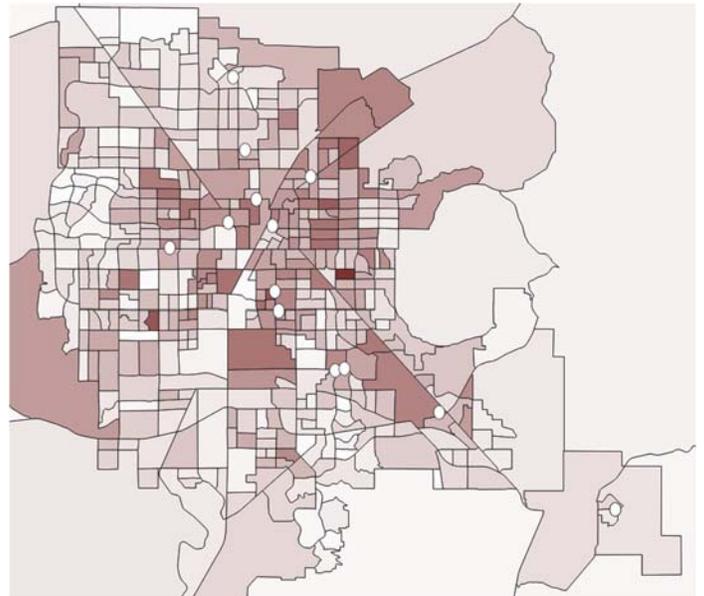


Our Community: The SNWDA faces significant challenges with respect to employment and education. The area has high unemployment, high poverty rates and low education rates. Based on the 2013-2017 American Community Survey 5-Year Estimates the SNWDA's population is comprised as follows:



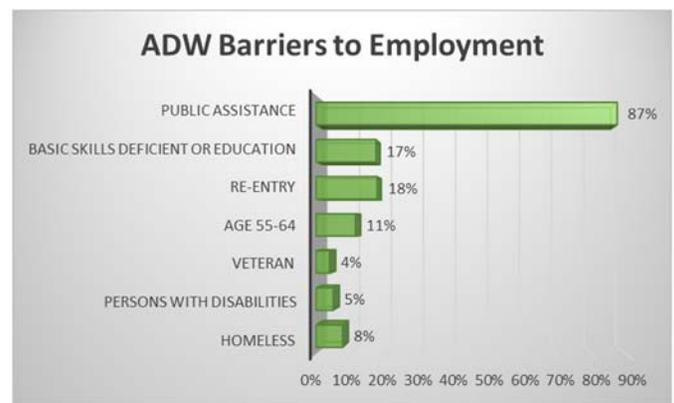
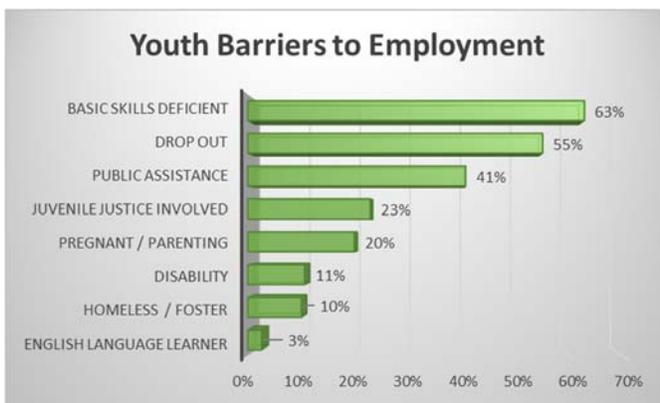
Geographically, low income individuals are distributed in the area as follows (OSCCs are indicated by white circles):

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

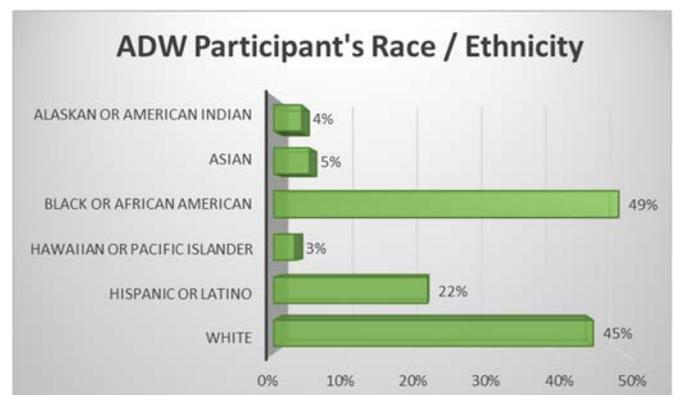
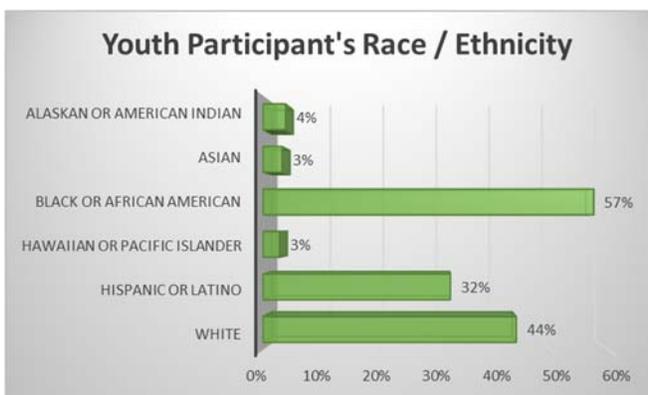


Target population: The target population for the SNWDA consists of youth and adults who are low income and face significant barriers to employment or education. Our programs assist a wide variety of people, offering unique tools and training opportunities to ensure the fastest path to regaining employment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

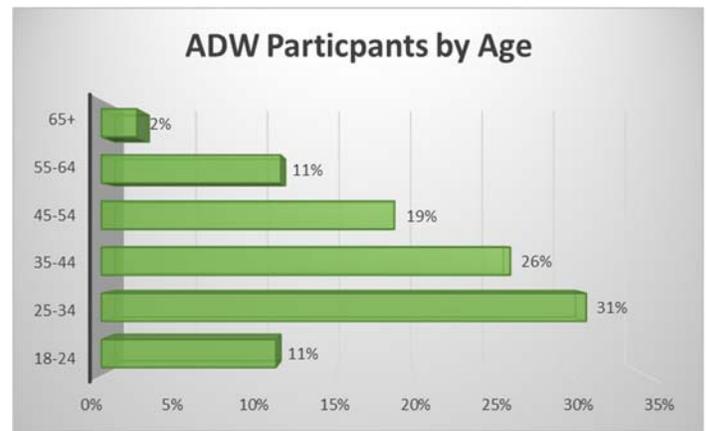
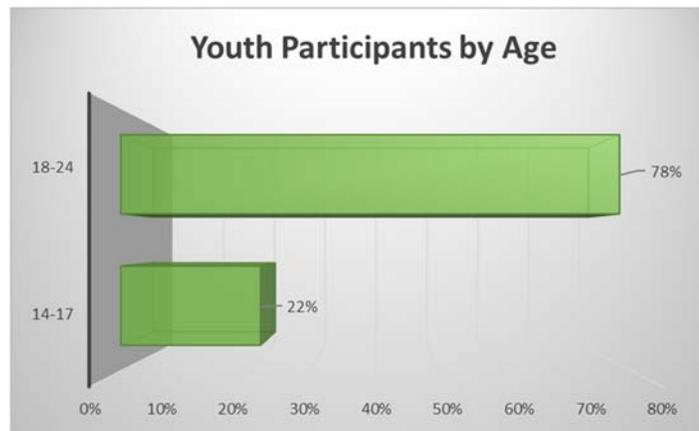
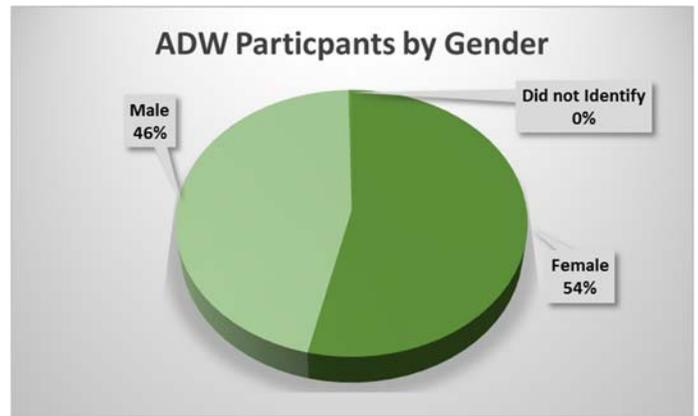
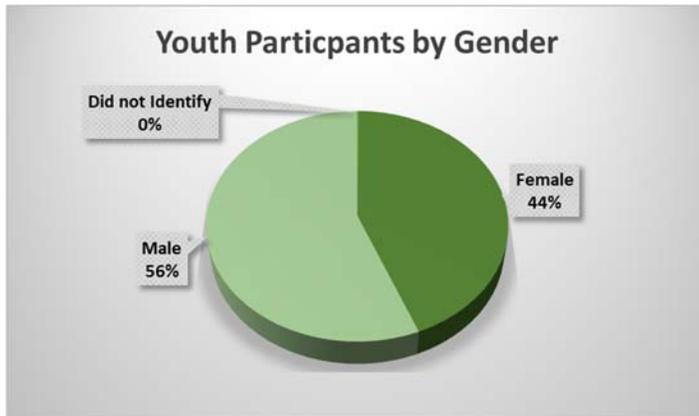
These populations include: adults, dislocated workers, youth, veterans, individuals with disabilities, foster care youth, at risk youth and re-entry.



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	Over Negotiated
Meeting	Within 10% of Negotiated
Failing	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

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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



**NyE Communities
Coalition**



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:

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

JobConnects have the following collaborative partnerships:

- One-Stop Career Center.
- Foundation for an Independent Tomorrow (FIT) Re-entry Program.
- 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.

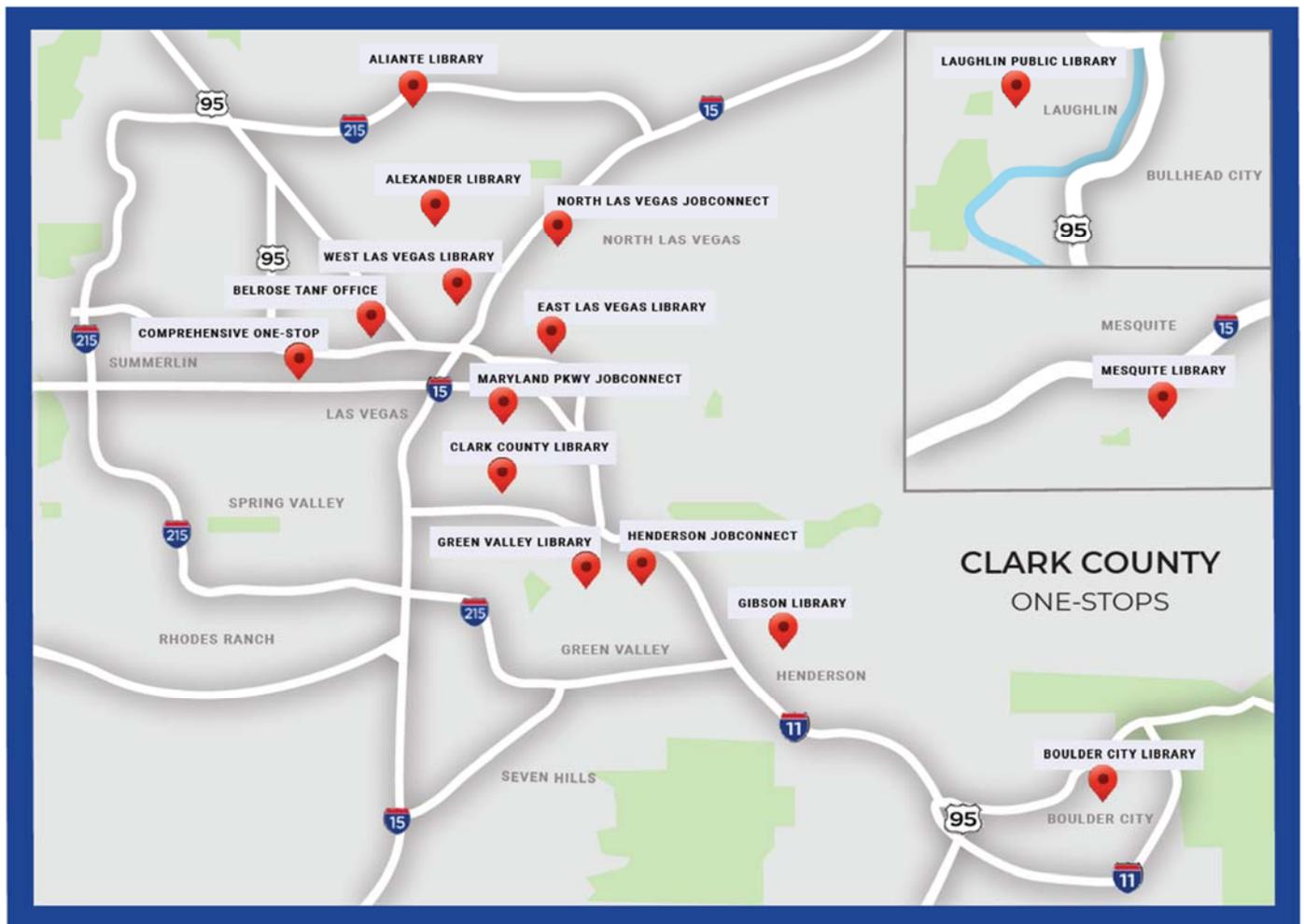
Wraparound services include collaboration with DJJS, DHHS, DFS, behavioral health agencies, and educational entities. YAP assists in case management of participants in active plans with other partners to ensure compliance, completion and success in services.

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.

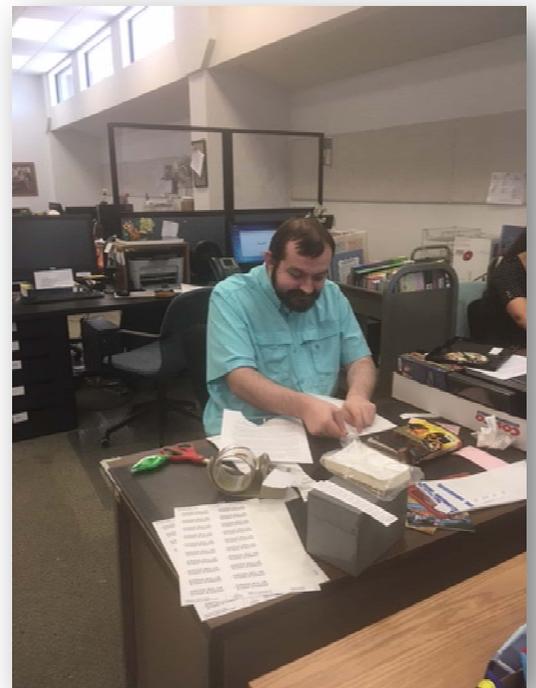
Through the initial meeting, he expressed his interest in truck driving, but wasn't familiar with a way to attain the position. With the help of the career coach at the center, he established a plan of action to attain his CDL license. To help ease his struggles, he was referred to the DWSS member at 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 HiSET 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.

