



workforce **CONNECTIONS**
PEOPLE. PARTNERSHIPS. POSSIBILITIES.

Annual Report FY 2013-2014

PEOPLE PARTNERSHIPS POSSIBILITIES

Connecting Employers to a Ready Workforce

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Executive Summary

Perhaps more than any other year in the agency's history, this year exceeded all expectations. For example, from settling into the One-Stop Career Center to hosting the nation's first Affordable Care Act webinar presented by the Secretary of Labor, Workforce Connections consistently demonstrated solid staff expertise and professionalism on the national level. While overseeing critical employment and training programs, Workforce Connections' staff focused their attention on ensuring quality service delivery to targeted, underserved populations such as people with disabilities, youth foster care, and ex-offenders. Even with services provided to those hardest to serve, the agency had a banner year in service delivery. Not only did Workforce Connections (Southern Nevada's Local Workforce Investment Board) meet or exceed all performance measures established by the State of Nevada and the U.S. Department of Labor, the agency did exceedingly well on its own measures, using key indicators leading to better overall performance. While illustrating top quality performance, the agency excelled in clearing minor audit findings or deficiencies that were noted in this year's audit reports. With the onset of the One-Stop Career Center (OSCC), the total number of clients served continued to increase (over 81,000 individuals visited the OSCC). Much of the activities generated by the OSCC were due to strong media coverage which peaked local interest throughout the Las Vegas metropolitan area.

In addition to Workforce Connections' tactical work plans and its use of the Local Employer Advisory Panel (LEAP), a compact with committed employers and businesses to utilize Workforce Connections' OSCC as their first choice employment company was formally established. In continual support of the Governor's Economic Development Plan and Nevada's Key Industry Sectors, Workforce Connections launched STEM career exploration workshops at the OSCC. The hands-on, interactive activities expose participants to skill sets and competencies needed for occupations across all key industry sectors.

An ongoing highlighted key feature for Workforce Connections was the award of non-formula funds. First, a continuing YouthBuild grant in the amount of \$1.1 million along with an AmeriCorps grant in support of youth interns. The awarded YouthBuild grant allowed Workforce Connections to strengthen its partnership with the local Habitat for Humanity agency in support of improved and affordable housing for those most in need of assistance. Additionally, a \$100,000 grant award from The American Association of Retired People (AARP) Foundation to implement "BACK TO WORK 50+" at Workforce Connections' OSCC.

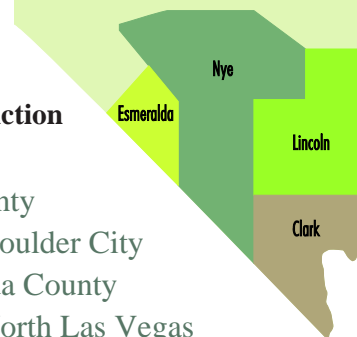
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Local Leadership to Fulfill Local Needs

Local Elected Officials Consortium

The Local Elected Officials Consortium oversees primary board activities such as the appointment of board members, fiduciary responsibilities over local area resources, budget approvals and the coordination of inter-local government agreements.

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



Member

Commissioner Andrew Borasky
Councilwoman Peggy Leavitt
Commissioner Ralph Keyes
Councilwoman Anita Wood
Councilman Bob Beers
Commissioner Adam Katschke
Councilwoman Gerri Schroder
Commissioner Lawrence Weekly

Jurisdiction

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

The Workforce Connections Board

Created to carry out the duties of regional workforce development outlined by the Workforce Investment Act of 1998, the Workforce Connections 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 include leaders from various areas of the community including:

- Local elected officials
- Public service organizations
- Private business sector leaders
- Labor organizations
- Educational institutions
- Professional service associations

The Board uses their understanding of the local labor market and the economic forces impacting Southern Nevada to define the scope of work performed by Workforce Connections and its system partners. Working with economic development, K-12, post-

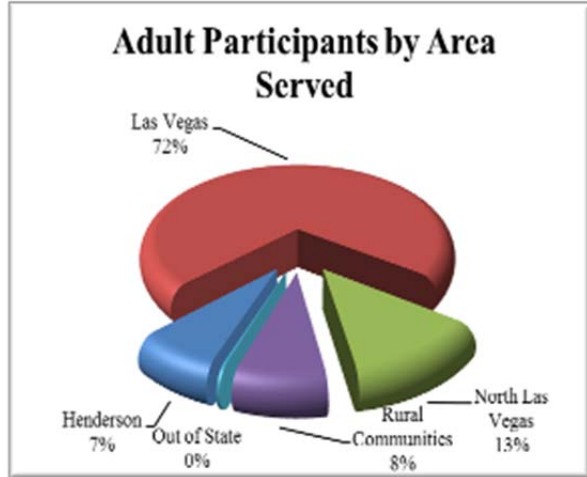
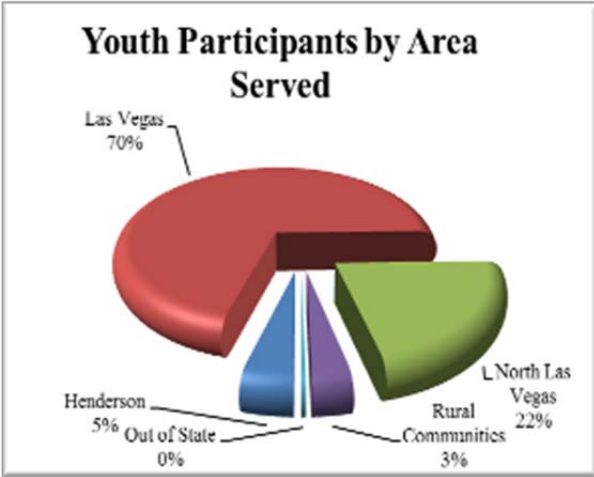
secondary educators, chambers of commerce and community service organizations, the Board keeps their ear to the ground and aligns strategies that build better partnerships for better workforce development investments in the community.

The Workforce Connections Board

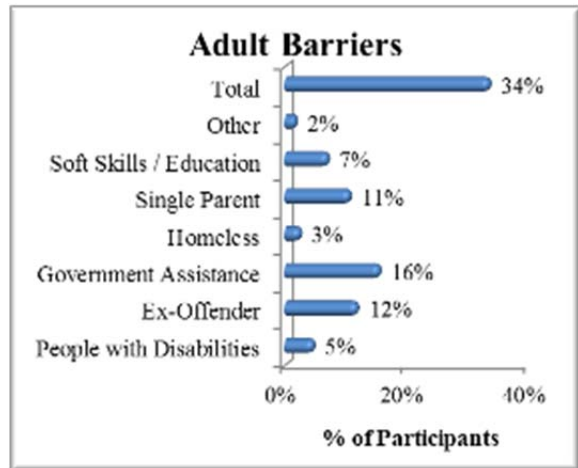
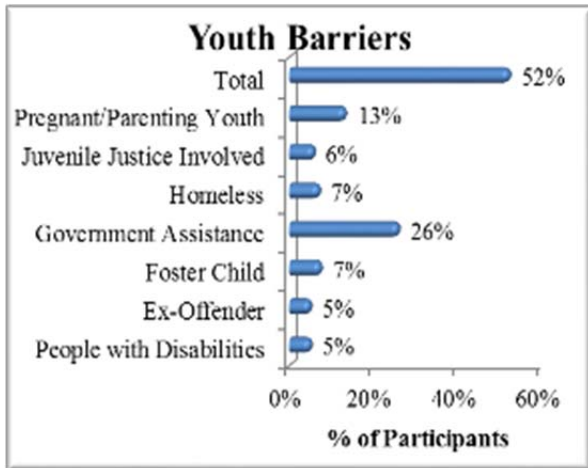
Board Members	Business Affiliation	ADW Committee	Budget & Finance Committee	Executive Committee	Youth Council
Maggie Arias-Petrel	Global Consulting	●			
Rudee Bagsby	Lowe's Companies				●
Hannah Brown	Urban Chamber of Commerce Workforce Connections Chair	●	●	●	
William Bruninga	Advance Energy Applications		●		
Matthew T. Cecil	Fisher & Phillips LLP	●			
Mark Edgel	Southern Nevada Laborers Local # 827 Training Facility	●			
Willie J. Fields	WJF Shoe				●
Dan Gouker	College of Southern Nevada		●	●	
Sonja Holloway	Sierra Nevada Job Corps			●	●
Dr. David Lee	Taiwanese Chamber of Commerce	●			
Vida Chan Lin	Western Risk		●		●
Valerie Murzl	Station Casinos	●		●	
Lynda Parven	Department of Employment, Training and Rehabilitation	●			
Bart Patterson	Nevada State College	●			
Charles Perry	Nevada Healthcare Association	●			
Mujahid Ramadan	MR Consulting				●
William Regenhardt	Regis702Consulting	●			
Daniel Rose	Sheet Metal Local #88 Joint Apprenticeship Training Center	●			●
Tommy Rowe	Rural Nevada				●
Maggie Arias-Petrel	Global Consulting	●			

Participants

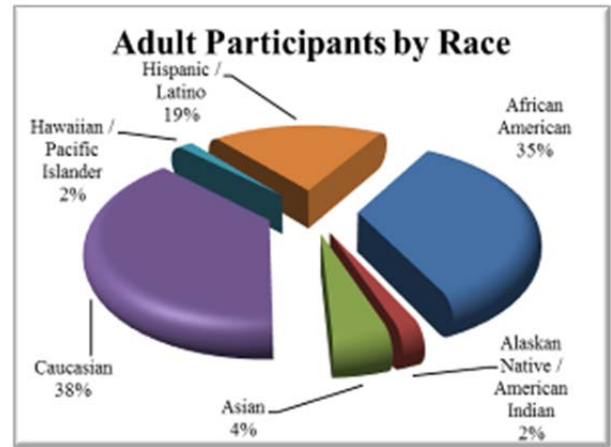
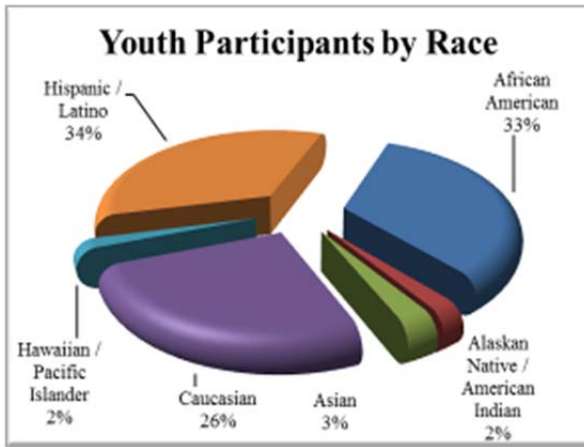
Areas Served: Our programs serve the counties of Esmeralda, Lincoln, Nye, and Clark County (including the cities of Boulder City, Henderson, Las Vegas, North Las Vegas, and Pahrump).



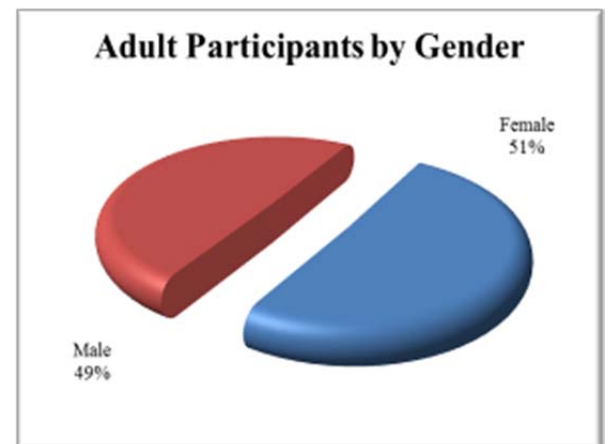
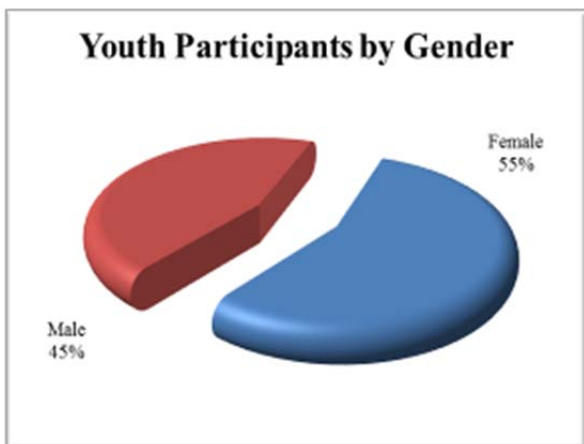
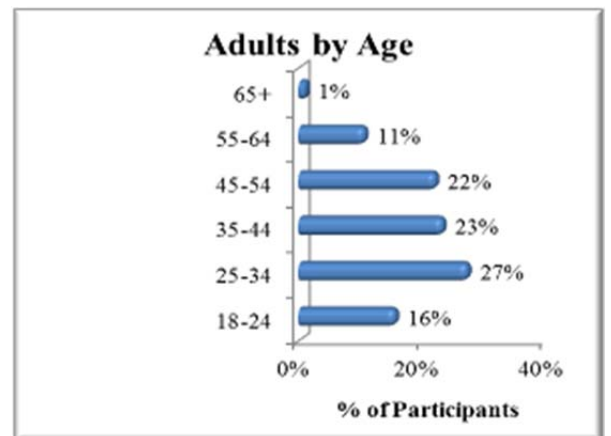
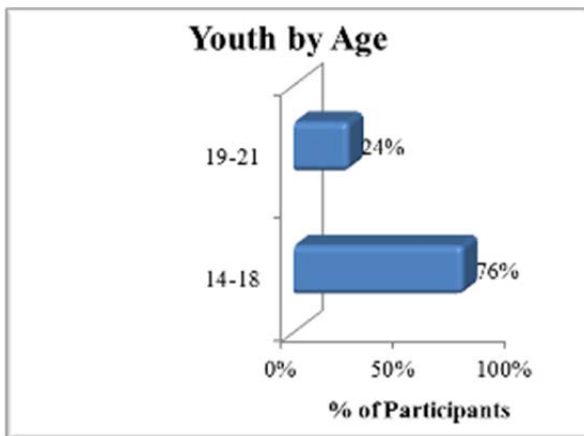
Targeted populations: Our programs assist a wide variety of people, offering unique tools and training opportunities to ensure the fastest path to regaining employment and strengthening our workforce. These populations include: Adult & Dislocated Workers, Youth, Veterans, People with Disabilities, Foster Care Youth, At Risk Youth and Ex-offenders.



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



Additional Demographics: Age and gender demographics are listed below.



PEOPLE, PARTNERSHIPS, POSSIBILITIES

Strategic Workforce Development Initiatives

Strategy Driven

Over the course of the last year, Workforce Connections has undertaken many strategic initiatives to increase efficiency, effectiveness and timeliness of One-Stop Delivery System activities. The initiatives cover a broad spectrum of activities and are detailed below:

Industry/Regional Sectors: We're focusing our efforts and aligning our resources to support the industries identified by the Governor's Economic Development Plan. We're implementing important rural initiatives that provide much needed services in these areas. These initiatives support the Governor's overall vision, fulfill community needs and create new career pathways 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 support the workforce. Areas separated by distances are not serviced by public transportation, have a limited number of large employers, and lack the social services infrastructure commonly found elsewhere. These communities require a different approach to sustain and develop jobs for residents. To effectively serve adult workers, Nye Communities Coalition – Career Connections and Lincoln County Adult Workforce have coordinated hiring events, supported efforts to sustain local businesses and developed relationships with new employers expanding to rural areas. Nye Communities Coalition – Career Connections leveraged training resources this past year through a Brownfields Training grant to provide State and Federal certifications in Safety and Hazardous Materials. Lincoln County Adult Workforce works closely with University of Nevada Cooperative Extension to provide training and employment services to adult and youth participants.

Local Employer Advisory Panel (LEAP): Throughout 2013, LEAP has grown in size and impact. LEAP is a sector-focused advisory panel comprised of local employers within our local workforce investment area. Representatives have decision-making and hiring authority in local businesses, and the panel has delivered “real time” and locally relevant workforce intelligence for Southern Nevada's One-Stop Delivery System and One-Stop Career Center. The intelligence received is used to improve service delivery within the One-Stop Delivery System and to align training resources through management of the Eligible Training Provider List (ETPL).

Business Engagement Specialist Team (BEST): Business Engagement has been an active department in getting the community back to work with hiring events, career expos, developing employer relationships and partnering with local agencies to develop employment and training opportunities for Southern Nevadans.

Workforce Development Academy (WDA): Workforce Connections' WDA offers Workforce Investment Act (WIA) Youth and Adult Certification Programs. Graduates of the program will gain understanding of WIA, which aims to provide employment and training services for eligible youth and adults. Earning a WDA Certificate demonstrates a broad understanding of WIA, upgrades knowledge and skills, builds system capacity and increases credibility and value to the local workforce development system.

The WDA Youth/Adult Certificate Programs target necessary skills for effective WIA case management via a 17 module curriculum designed by Workforce Connections staff in partnership with NSHE.

Veterans: In 2013, Workforce Connections partnered with the Las Vegas Clark County Urban League to provide workforce development services for veterans and their spouses. The Urban League is delivering a holistic program for veterans at the Workforce Connections One-Stop Career Center. The approach provides training and support services that help participants obtain and retain jobs, fostering a positive return to civilian life after military service or serving as a military spouse. The case managers are all retired or active military personnel. Summarized below are two Veterans initiatives:

- **Transition from Military to Medic to Nursing:** Workforce Connections will be partnering with the nursing program at College of Southern Nevada (CSN), to assist with training and support services to enable veterans to make the transition from military to civilian licensure/certification. The three target occupations are Licensed Practical Nurse (LPN), Emergency Medical Technician (EMT) and Law Enforcement.
- **The Green Zone Initiative:** The mission of the Green Zone Initiative is to ensure that every veteran at home, or returning to our communities, is thriving. The initiative is to marshal and align all available resources, in order to reduce gaps in service, reduce duplication of service and better serve Nevada's service members, veterans, their families and survivors.

Customer Flow Management

Solution: Minimizing the wait time for customers is an important business imperative at the One-Stop Career Center (OSCC) and the overall One-Stop Delivery System (OSDS). In June of 2014 Workforce Connections (WC) procured and acquired a state of the art customer flow management system. The implementation stage will be completed by the end of the third quarter.



Customers will be able to check in to the queue lines with a mobile browser, self-service kiosk or with a greeter. Once the customer checks in, they can comfortably sit down instead of standing in long lines. They will be timely updated with the use of LCD displays, LCD monitors or audio prompts. The customer flow management system will collect data that can be used to measure peak traffic times, popular services requested and average wait times. By using authoritative real-time data WC will be able to drive on-going business improvements that benefit customers and staff in the OSCC and the OSDS.



Inspired by our STEM workshops, this interactive mobile kiosk incorporates elements from the robotics workshop.

Americans with Disabilities (ADA)

Facility Improvements:

In June 2014, Workforce Connections (WC) completed an ADA Facility Improvements Project in the One-Stop Career Center (OSCC) and WC's Administrative Offices. The additions greatly improved the accessibility to the building for people with disabilities. The project went above and beyond the minimum ADA facility-features required by law. The amount of dedicated accessible parking spaces adjacent to the building was tripled. Additional access ramps and rails were installed at entrance/exit ways. Ten additional electrical door operators were installed at multiple locations throughout the facility. These facility upgrades will help achieve WC's objective of providing the best services available to all populations of our local community, including those with special accessibility needs.



Comprehensive Update of Policies & Procedures: In an effort to streamline processes and the quality of services provided to program participants throughout the One-Stop Delivery System (OSDS), Workforce Connections (WC) undertook a comprehensive policy review/update process. The intent of this process is to improve/maintain policies and procedures and provide policy guidance and interpretation of Federal and State laws and regulations. The overall objectives are:

- Ensure compliance with applicable laws, regulations and administrative requirements
- Improve quality of service, effective management practices
- Facilitate successful monitoring/oversight
- Improve program performance and quality of performance
- Improve effectiveness of monitoring and oversight activities
- Improve administrative processes

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 change through consistent evaluation. By utilizing “real time” reporting, we have targeted the following areas:

- Service times and levels
- Employment and training activity
- Training effectiveness
- Program management
- Data validation

Paperless Initiative: WC has gained several efficiencies through implementing a paperless philosophy. We accomplished this by deploying electronic storage of records, and by fully automating some of our more paper-heavy processes. As a result we reduced the time staff needs to locate and retrieve documents. Most importantly these processes run smoother and take less time. To date, we have gone through this process with our time cards, ETPL applications, and records storage and retrieval. Our plan is to continuously look for processes that we can improve through automation and electronic storage.

Partnership Driven

Regional Transportation Commission (RTC): Workforce Connections (WC) has partnered with the Regional Transportation Commission in support of one of its most promising construction initiatives, the Fuel Revenue Index (FRI). This initiative



will make a significant impact on the economic and workforce recovery of Southern Nevada. The RTC has inserted a training requirement in the bid specs of FRI projects



with the primary objective of training and upgrading women and minorities toward apprenticeship. To this end, WC is partnering with RTC and College of Southern Nevada to provide pre-apprenticeship and apprenticeship opportunities to WIA clients in the One-Stop Delivery System (OSDS). In support of our partnership, the RTC donated two retired busses to WC for the

purpose of promoting training opportunities for careers in construction. These vehicles will give us the opportunity to take our message directly into the communities that can most benefit from apprenticeship and pre-apprenticeship training opportunities.

The Workforce Connections Compact: Twenty-five (25) companies formed the first-ever Workforce Connections Compact, which is a commitment by local business leaders to hire workers from the public workforce system in Southern Nevada. Employers like Mesquite Gaming, Ken’s Foods, Keolis Transit America, Helix Electric, Golden Corral, Ameriprise Financial, Flowers Baking and Solar City are all a part of the compact. This process has shown that, regardless of industry or sector, businesses can work in partnership with government agencies to effectively and efficiently fill open jobs with local residents.

Business Services Network: The purpose of the Business Services Network is to convene and coordinate business and employer service activities throughout the OSDS to create a seamless approach for employers and job seekers. Member agencies include WC, Nevada JobConnect (DETR), Bridge Counseling & Associates, Department of Welfare Support Services – Employment Services Unit, Foundation for an Independent Tomorrow, Latin Chamber Community Foundation, GNJ Family Life Center, Goodwill, Nevada Partners, Southern Nevada Regional Housing Authority, and the Urban League.

Formula Funds

Program Year 2013 Service Providers for Adult and Dislocated Workers

Bridge Counseling Associates (BCA)

Bridge Counseling Associates provides employment and training services to Southern Nevada residents. Employment services include, but are not limited to, resume building, job search assistance, interview skills, assessments, referral information, etc. With regard to training services offered; BCA assists eligible participants with trainings in the following sectors:

- Logistics (Truck Driving)
- Clean Energy (Heating and Air Conditioner Repair & Refrigeration Repair)
- Healthcare (Substance Abuse Counselor Training)

Bridge Counseling Associates also provides follow-up services to ensure employment retention. All services are offered on a one-on-one basis which provides participants with undivided attention from their case manager, as well as privacy for sensitive matters.

Easter Seals Nevada

Easter Seals of Nevada provides services for individuals with disabilities, impairments, and other barriers to employment. Services are provided through a mix of intensive services such as employment and training assessments, an Individual Employment Plan (IEP), Job Development, short-term prevocational skills and in-house training tools. In-house training tools include Dress for Success, Resume Writing, Job Search Tools, Interview Skills, Body Language Skills, Transferable Skills, Customer Service, and Soft Skills. These types of services assist an individual with disabilities to prepare and learn skills to successfully enter the workforce, or re-enter after an illness or injury. Training is individualized and the focus is placed on the individual's abilities versus their disability.

Foundation for an Independent Tomorrow (FIT)

FIT provides job seekers with the tools necessary to find and maintain employment, while at the same time creating a deep and talented workforce that will help businesses succeed and grow the economy. FIT works with any and all individuals lacking the skills required to compete in today's workforce, and who wish to obtain or advance a career in one of Nevada's identified high-growth sectors. FIT achieves its goals through a combination of free, in-house trainings in the areas of digital literacy, work readiness, and job search techniques, as well as training provided through vocational schools and partner employers.

Foundation for an Independent Tomorrow – Re-Entry Program

FIT Re-Entry Initiative provides ex-offenders with 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 holistic assessment that takes into account: employment goals, the nature of previous charges and convictions, current aptitude and skillset, and previous work experience
- On-the-Job Training (OJT)
- “Stages of Employment” is a re-entry job readiness workshop that focuses 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

GNJ Family Life Center (GNJ)

GNJ provides WIA-registered adults (18 years and older) with labor market information, career assessments, community resources, HiSET pre-test, personal development classes and employability workshops. In addition, registered participants may receive support services related to employment placement and/or retention such as work cards, uniforms, childcare assistance, transportation assistance, training, etc. Participating adults may qualify for assistance with occupational training for positions that are in demand. Adults can demonstrate their newly acquired skills in our career simulation center, improve their basic skills in our I-X-Cel Academy, and attend our employability workshops.

Goodwill of Southern Nevada, Inc.

Established in 1975 as an independent 501(c)3 corporation, Goodwill of Southern Nevada’s mission is to provide education, employment and training for people with disabilities and other barriers to employment to maximize the quality of life for each individual served. Goodwill specializes in increasing the employability of individuals who face employment barriers such as a lack of education, insufficient skills, homelessness, single parenthood, disabilities, exposure to domestic violence, extended absence from the job market (as often seen in both veteran and displaced homemaker populations), felony history, and substance abuse. Through a multitude of programs, Goodwill provides year-round access to a comprehensive and holistic menu of job training and work readiness services, job search tools, career advice, one-on-one counseling, and job leads as well as critically needed supportive services. The organization’s efforts are supported by an exceptionally qualified, compassionate and

motivated staff working at multiple office locations and serving residents of North Las Vegas, Las Vegas, Henderson, Boulder City and Pahrump.

The Las Vegas Urban League-Veterans

The Las Vegas Urban League VETS program provides job placement and training assistance to eligible veterans and spouses. The program also serves as a bridge to link veterans to benefits within the Veterans Administration, community based programs, and to other supportive services.

The program works with Veterans to remove barriers to employment, and may assist the veteran household with supplemental assistance as needed to maintain or acquire employment. Programs are tailored to meet the specific needs of each participant and include various workshops on career skills enhancement, Occupational Skills Training, and on-the-job work experiences where the participant can develop positive and productive work skills to help maximize their quality of life. Services provided include:

- Career readiness
- Job search
- Interview and resume skills
- Computer skills
- Networking
- Eliminating barriers to employment

Latin Chamber of Commerce Community Foundation-Adult

The Latin Chamber of Commerce Community Foundation provides services to unemployed and under-employed Nevada adults with workforce development and training, job placement, occupational training and supportive services. Through the Adult and Dislocated Worker program, individuals who have lost their employment through these harsh economic times and are unable to find employment will find assistance. Sometimes these individuals in our communities need a gentle push towards seeking employment or need training to solidify and enhance their current skills to have a better employment opportunity. The Adult and Dislocated Worker program assists many individuals in progressing to a better tomorrow. In doing this, the recipients of this program are provided assistance in attaining employment that leads them to having self-sufficient lives.

Lincoln Adult Workforce

The Lincoln Adult Workforce provides career services, training opportunities, and OJT/WEX to participants and clients. Career services include resume workshops and job hunting support. The training opportunities align with the ETPL and in-demand occupations. The majority of clients do on-line trainings through PBS Vegas Virtual education. Lincoln Adult Workforce also works closely with local businesses to provide On the Job trainings for new employees, or employees that want to grow in their current

job, and work experiences for those that have little to no work history. Lincoln Adult Workforce is growing and becoming well known among the community.

Nevada Hospital Association (NHA)

The Nevada Hospital Association's Health Care Workforce Development Program focuses on the health care industry sector by transitioning unemployed new graduate registered nurses and other allied health care professionals into permanent job placement through Occupational Skills Training (OCC) and On-the-Job Training (OJT). The NHA HCWD Program helps them with training, job placement and supportive services in order to allow them to be economically self-sufficient. The Nevada Hospital Association Health Care Workforce Development Program provides resources and support for both individuals who are pursuing health care careers and their potential employers. The program is designed to aid the transition from academia to a professional career. In doing so, NHA HCWD provides multiple services to not only ensure program participants success, but also to alleviate the shortage issues Nevada healthcare employers are facing.

Nevada Partners, Inc. (NPI)

Nevada Partners, Inc. offers free classes in job readiness, career planning, conflict resolution, communication and interpersonal skills. They also assist with resume building, completion of applications, interview skills, financial literacy, along with job search assistance, assessments, and support services for job training or job placement to eligible participants, and community referrals.

Nevada Partners will continue its support of Governor Sandoval's economic development plan with an intense focus on the following sectors and will assist eligible participants with trainings in the following:

- Tourism, Gaming and Entertainment
- Health and Medical Services
- Clean Energy
- Logistics and Operations
- Information Technology

Nevada Partners also offers follow-up services to ensure employment retention. All services are provided by skilled case managers on a one-on-one basis to eligible participants.

Nye Communities Coalition (NyECC)

NyECC Career Connections is committed to delivering quality, accessible service in a number of sectors, including: manufacturing, logistics, healthcare, mining 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 cover almost 22,000 square miles. To put this rural service area into perspective there are a little over two people per square mile. In addition to Adult Workforce, the coalition offers Youth Workforce as well as health and wellness programs as we move toward the One-Stop model.

Southern Nevada Regional Housing Authority (SNRHA)

The Southern Nevada Regional Housing Authority WIA program provides employment and training opportunities to under-employed and unemployed residents of the Las Vegas metropolitan community, with specific attention to residents and participants of affordable housing programs. SNRHA focuses primarily on providing assistance in the following fields: Healthcare, Maintenance and HVAC, Logistics, Information Technology and Hospitality. Participants receive custom services to meet their needs, including career assessments, work readiness preparation, pre-employment skill building, Occupational Skills Training, supportive services and job search assistance – to name a few.

Program Year 2013 Service Providers for Youth

GNJ Family Life Center-Out of School Youth

GNJ provides WIA registered out-of-school youth (16-21) with labor market information, career assessments, community resources, HiSET pretest, personal development classes and employability workshops. In addition, registered participants may receive support services related to employment placement and/or retention, such as work cards, uniforms, childcare assistance, transportation assistance, training, etc. Participating youth may qualify for assistance with occupational training for positions that are in demand. Youth can demonstrate their newly acquired skills in our career simulation center, improve their basic skills in our I-X-Cel Academy, develop employability and leadership skills in our Steps-to-Success workshops and participate in our “Youth Industry Sector Bus Tour” that introduces our youth participants to the nine industry sectors of Nevada.

Goodwill of Southern Nevada-Youth with Disabilities

Goodwill of Southern Nevada's ELITE Program serves youth with disabilities between the ages of 17-21, targeting in-school youth with identified barriers such as chronic absenteeism, functioning below grade level, credit deficiency, and difficulty passing the proficiency exams as well as out-of-school youth who are either unemployed or under-employed. Services are tailored to meet the specific needs of each individual and can include tutoring, GED test preparation, career planning, on-the-job work experiences and Occupational Skills Trainings. ELITE delivers individualized and holistic transition services empowering youth with disabilities to be successful on their journey to live independent and fulfilling lives.

Help of Southern Nevada

HELP of Southern Nevada provides educational and work readiness services in a positive support system to help youth obtain career and educational aspirations. Participants take part in educational planning and credentialing assistance, work readiness, leadership development and life skills support programming. In the past year, HELP served homeless and/or at risk youth in the areas of Las Vegas, Searchlight, Sandy Valley, Jean and Good Springs with educational and employment related assistance to be successful in achieving educational and career goals. Credit deficient seniors received support and advocacy services to help ensure increased numbers of high school graduates in Basic, Bonanza, Chaparral, Cimarron, Clark, Del Sol and Sunrise Mountain High Schools.

Latin Chamber Community Foundation-Out of School Youth

The Latin Chamber of Commerce Community Foundation supports Nevada's Out-Of-School Youth by connecting them with education, employment, and training opportunities. The program serves low income out-of-school youth between the ages of 16-21. The Foundation's Out of School Youth program provides participants with assistance in completing a high school diploma or high school equivalency, college and career planning, On-the-Job Training, Occupational Skills Training, work experiences and job placement to help youth move from couch to career. Work readiness is attained through intensive instruction focusing on hard and soft employment skills such as dress, punctuality, resume preparation, interviewing skills, educational readiness and application completion. Placing youth in work experiences with partner employers is a key strategy to combat the unacceptably high school dropout and youth unemployment rates in our communities—especially among minority, poor and non-English proficient populations who comprise a large portion of the people we serve.

Lincoln County Youth Career Program

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 and interview skills classes. 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 WIA staff takes great pride in the success of Lincoln County's youth!

Nevada Partners, Inc. (NPI)

NPI provides an array of programming designed to ensure that youth secure educational credentials and viable post-secondary opportunities. NPI's youth program targets high school seniors who attend high-risk schools to support the increase of graduation rates. In conjunction with local initiatives such as My Brother's Keeper and the Las Vegas Promise Neighborhood, the youth program provides intensive case management helping to guide youth in reaching their fullest potential through academic advisement, career and college counseling, and service learning projects. NPI's youth program also provides developmental support in the areas of leadership, health and wellbeing, mental health and life skills training in collaboration with the PACT and CARE Coalitions for a safe and substance free community. Additionally, NPI's youth program provides a hands-on approach to small business/entrepreneurship education with our on-property urban garden where youth learn about supply and demand, marketing strategies, and financial literacy.

Nye Communities Coalition (NyeCC)

The Youth WERKS program has been running for six years serving Nye and Esmeralda Counties. We focus on youth age 16 to 21 that are low-income and have a second 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 are able to do this by providing trainings on: job interview skills, resume building, hygiene classes, group development, activities involving communication skills, team building, and more. It is our goal to reach all eligible youth within our communities and provide the structure and support to attain their goals.

Olive Crest

Project Independence is a program serving current and former foster youth, ages 17-21. The program is dedicated to helping our youth complete their high school diploma or GED/HiSET, pursue a trade certificate or post-secondary education and to assist youth

with securing a job or work experience that will match their individual interests and financial needs. Project Independence is focused on helping each youth create a strong set of personal skills that will help them on their journey to become successful, self-supporting adults. We accomplish this goal by maintaining a strong working relationship between our youth and the Project Independence team so they will have a solid support system to turn to when challenges arise as well as to celebrate their achievements. Further, a variety of supportive services is provided which may include resume building, interview preparation, and work readiness workshops, as well as tutoring, transportation, and daycare assistance.

Southern Nevada Regional Housing Authority (SNRHA)

Southern Nevada Regional Housing Authority's Youth Employment & Education Services (YES) Program provides educational and employment services in a comprehensive approach to help youth who have struggled to achieve their goals. The YES Program will create opportunities for youth in affordable housing programs and incarcerated youth to explore career options in the fields of Science, Technology, Engineering and Math. Youth have access to a full range of services to support their goals of obtaining their educational credential and pursuing the career of their choice, including supportive services that address barriers that may have stopped them from succeeding before.

Youth Advocate Program (YAP)

The Re-Entry program focuses on youth that are between the ages 17-21, who are at-risk/high-risk in the Clark County and Lincoln County areas. At-risk/high risk includes, but is not limited to: pregnant or single parenting, recipient of government assistance (low-income), homeless, credit deficient, and a past or current involvement with parole/probation (juvenile or adult). All participants must have a criminal record. We work closely with both Caliente Youth Center and Spring Mountain Youth Center to ensure at risk or high-risk youth are exiting these facilities with a continuous support system that focuses on their journey to self-sufficiency. Youth Advocate Program's Re-Entry Program acts as a "step-up" program in assisting them with continued community support. In addition, YAP not only provides participants with the necessary skills to obtain and retain long term employment (i.e., work readiness training, vocational skills, resume building) but can also act as a professional and educational reference. Youth interested in furthering their education or completing deficient credits can receive academic counseling, scholarships (every semester for life) and financial assistance. Furthermore, YAP assists youth in enrolling in a technical trade school, college or continued educational program.

Non-Formula Funds

YouthBuild Grant

YouthBuild Las Vegas (YBLV) continues to focus on supporting economically vulnerable youth in achieving academic success and receiving vocational training. Via a partnership with Habitat for Humanity Las Vegas, YBLV continues its emphasis on building and/or rehabilitating low-income housing, while youth commit to civic engagement and leadership development.



In 2014, YBLV received its third consecutive YouthBuild and AmeriCorps awards. Since YBLV is already serving communities, developing leaders and providing educational opportunities for young people, being a YouthBuild AmeriCorps program has given greater recognition to the service orientation of its model and provided opportunities for participants to see themselves as change agents within their communities. In addition, upon successful completion of their service, members receive the Eli Segal AmeriCorps Education Award to put towards post-secondary education and/or advanced vocational training opportunities.

American Association of Retired People (AARP) Foundation Grant

On June 13, 2014, the AARP Foundation awarded Workforce Connections (WC) \$100,000 to implement the “BACK TO WORK 50+” grant at WC’s flagship comprehensive One-Stop Career Center (OSCC). The grant period of performance began July 1, 2014 and is scheduled to end June 30, 2016. One important goal of the grant is sustainability of the 50+ targeted activities after the grant expires. This will be achieved by incorporating allowable activities into the Workforce Investment Act (WIA) service delivery.

The grant creates collaboration between key partners to strengthen the bridge between 50+ job seekers and employers. It allows committed organizations to build their internal capacity to insert a clear and focused pipeline that links 50+ job seekers to in-demand jobs and provides the information resources, coaching support and employer access needed for them to secure good jobs and work as they choose.

Through the grant, sector-focused, employer-driven strategies will be implemented to support the unique needs of the 50+ population who face specific and challenging barriers to overcome unemployment and re-enter the workforce.



PEOPLE, PARTNERSHIPS, POSSIBILITIES

Possibilities Put to Work: Highlights from 2013

One-Stop Career Center



June 25, 2014 completed the first year of operations at Workforce Connections' One-Stop Career Center (OSCC), a year that saw 16,373 Southern Nevadans walk through our doors in need of employment and training services. Such numbers clearly underscore the fact that, while the Great Recession has ended for some, it still very much impacts those who lack the tools necessary to compete in a labor market increasingly demanding of higher

and higher skilled workers.

In addition to the usual array of Workforce Investment Act (WIA) services provided by its partners, to help meet that demand, the OSCC has been building a diverse menu of free workshops offered through center and system partners that cover a variety of topics and stretch across Nevada's key industry sectors.

Our year of growth has also been exemplified by the evolution of the OSCC Consortium, who has been tasked with overseeing the day-to-day operations of the center. Where once it existed only in concept, the Consortium has now developed into an elaborate system of key partnerships that allow the job seekers we serve to fully capitalize on the unique strengths that each of the representative organizations bring to the table.

The Consortium has adopted a committee structure, elected leadership, enacted formal policies for voting among its membership and established a monthly meeting schedule whereby all matters pertaining to the operation of the OSCC are deliberated on, and clear directives are given that will ensure the continued efficiency and effectiveness of services as we move into the future.

One-Stop Career Center One Year Anniversary (June 25, 2014): One year. One thousand hires. A celebration of how a one-of-a-kind collaboration of government, non-profit and educational partners can give job seekers wings to become



skilled employees. Workforce Connections (WC), along with its non-profit and educational partners, celebrated the one-year anniversary of the only comprehensive One-Stop Career Center (OSCC) in Southern Nevada on Wednesday, June 25 at 10 a.m. The celebration included a brief ceremony to celebrate how job training can transform a job seeker into an employee ascending to new heights.

Business Engagement

Throughout the year, WC facilitated and participated in events which brought the community together and put people back to work.

Nevada Day Super Hiring Event

(October 23, 2013): The first annual Nevada Day Super Hiring Event attracted more than 2,000 job seekers. The event successfully brought together 27 employers who were all offering on-site interviews for 507 open job positions. In addition to introducing employers and job seekers to OSCC services, the event generated more than \$175,000 in publicity. As a result, job seeker traffic, employer traffic and inquiries spiked.



Golden Coral Hiring Event (December 18, 2013): Partnering with Golden Coral resulted in 206 hires. Job seekers were able to meet with employers within the three-week hiring event for the new restaurant launch. Job positions that were available included bakers, grill cooks, hostesses, prep persons, display cooks and cashiers, just to name a few. Community leaders, partners, and local dignitaries were present during the ribbon cutting ceremony which took place on December 18th.



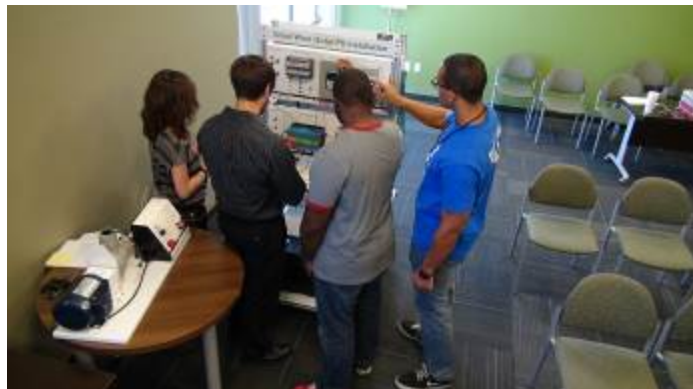
Construction Trade Expo (March 26, 2014): The Construction Trade Expo exposed more than 250 job seekers to careers in the construction industry and provided participants access to apprenticeship and pre-apprenticeship training programs. With the Fuel Revenue Index, there will be 183 construction projects that will provide more than 8,000 new jobs over the next three years. With this type of market demand, this presents a great opportunity for job seekers to gain entry into the construction industry.



STEM Initiatives

Youth WIA funded partners continue to successfully deliver the “What’s It Mean To Be Green?” STEM program at their OSDS affiliate sites/home offices. During the last program year, WC expanded its STEM initiatives by launching the STEM career exploration workshops at the OSCC. These interactive/hands-on workshops expose participants to skill sets and competencies needed for occupations across all key industry sectors identified in the Governor’s Economic Development Plan:

- Aerospace and Defense
- Agriculture
- Clean Energy
- Healthcare and Medical Services
- Information Technology
- Logistics and Operations
- Manufacturing
- Mining and Materials
- Tourism, Gaming and Entertainment



After participants complete the workshops and have identified a career pathway that matches their unique set of circumstances, they can choose the appropriate trainings from the Eligible Training Provider List (ETPL) in order to acquire an industry recognized certificate or credential. They can also participate in related On-the-Job Training that will lead to unsubsidized permanent employment.

The STEM workshops currently available and in development are:



- Electricity, It's A Snap
- Electronics Demystified
- Green Is Clean
- Robots In The Workplace
- Programming And Coding
- The 3D Printing Revolution

National Job Shadow Day

For the fourth consecutive year Workforce Connections has partnered with the Clark County School District Community Partnership Program to host National Job Shadow Day. This collaboration aims to increase high school graduation rates, encourage students to enroll in post-secondary education, and connect the business and education communities in order to develop the future workforce.



This year's National Job Shadow Day included every level of high school student. On February 6, 2014, 473 9th-12th graders visited 11 local businesses and engaged workforce professionals about the necessary skills needed to work in a variety of career fields. Consistent with Governor Sandoval's State Plan for Economic Development, National Job Shadow Day 2014 focused

its "job shadows" within Nevada's key industry sectors. These include Aerospace & Defense, Information Technology, Clean Energy, Health & Medical Services, Logistics & Operations, Mining & Materials, Manufacturing, and Tourism, Gaming & Entertainment.

Success Stories

Bridge Counseling Associates (BCA)



BCA has served many participants this year with a variety of barriers. One specifically that stands out is a male veteran in his 70's. He was unable to secure employment, which he believed was due to his age. This participant was the sole provider and care taker to his ailing wife. He was denied services elsewhere and felt he had nowhere else to go. During a visit to BCA, this participant met one-on-one with a case manager. He completed an initial assessment and had requested a grant for truck driver training. This participant was found eligible and BCA enrolled him and paid for his training. He is now working as a truck driver and loving it. He is able to financially support himself and his wife and as a bonus perk received health insurance. He is profoundly grateful for the opportunities he was awarded through BCA. All of his goals were met and he has officially reached self-sufficiency.



Easter Seals Nevada

Michelle has cerebral palsy and is confined to a wheelchair. She had been enrolled with Easter Seals as a child and remembered that they helped people with disabilities. When she couldn't find a job, she gave them a call. "People see the chair and they panic," says Michelle. "I need an employer who won't see the chair as a barrier." She had worked at The Mirage for 12 years until she moved out of state. She found employment with Safeway but wasn't able to transfer with them back to Las Vegas. When she moved back home, she kept hitting closed doors to employment. "I received guidance from the Easter Seals team, as to what employers to apply to. They helped me improve my marketable skills." Through a partnership with the Las Vegas Urban League, she attended their Job Readiness Program where they helped her update her resume and sharpen her interview skills. That's what Michelle calls her "bonus in her pocket." Easter Seals Nevada paid for her training in Microsoft Office Suite and referred her to Dress For Success who gave her new clothes for her interview and a new haircut. That gave Michelle the confidence she needed. She was interviewed and hired at Hilton Grand Vacations in June 2014 and loves her new job.



Foundation for an Independent Tomorrow (FIT)

John came to FIT as a 21-year-old, single male, working as a part-time retail associate with a local shoe store. John, earning minimum wage and struggling to get enough hours to survive, was urged by his mother to develop his cooking skills further. John applied for tuition assistance to attend the Culinary Academy of Las Vegas, and was awarded the funding for vocational training, ultimately completing the course with a score of 96%. After graduating, John was given a one-on-one appointment with our in-house resume writer and attended FIT's weekly Job Club to conduct his job search. Three weeks after graduating, he received a call from a local hotel and casino who offered him a full-time position as a Kitchen Assistant at a wage of \$13.75 an hour. John has now been working for seven months with the company and has been able to obtain his own apartment, car, and has even been able to begin investing for his future.



Foundation for an Independent Tomorrow (FIT-Re Entry)

Steven came to FIT after having spent a number of years in and out of prison as a result of his struggle with drug addiction. In the winter of 2013, Steven was dependent on his son and daughter-in-law, fully reliant upon them for his every need and expense. Desperate to stand on his own two feet and give back to his family, Steven worked with his case manager to obtain a letter of intent from one of his old employers. Steven was given training to re-obtain his CDL license, as well as the clothing and tools essential for his work. Shortly thereafter Steven became employed, and today has achieved his goal of not only supporting himself but paying back his family for all their assistance.



Goodwill of Southern Nevada-Adult

Lenny came to Goodwill in a situation he never thought he would be in. Having found steady work in the construction industry most of his life, he was shocked to find himself unemployed. Lenny did not have a HS Diploma or GED as it wasn't required in the construction industry. But now, the lack of a GED was becoming a huge barrier to employment.

Lenny wanted to receive HVAC training because he felt that it would always be in demand. However, it was determined he had many barriers to obtaining a HVAC job. We felt that with determination all these barriers could be overcome.

Lenny was approved for HVAC training with WIA funds. He also enrolled in a GED program so that he could not only apply for better jobs, but also so he could show his kids what he had accomplished and set a good example for them to finish school.

After his HVCA training was complete, there was a noticeable difference in Lenny's tone and demeanor, and he was eager to apply for jobs. Within a month, Lenny was hired as a HVAC Technician.



Goodwill of Southern Nevada-Youth

In the summer of 2013, Dreshawn 18, and his 17-year old sister were homeless. Their mother had kicked them out of the house. They ended up at their grandmother's home, but they could not stay there long term. Although bright and motivated, Dreshawn never thought about attending college after high school. At Goodwill, he enrolled in our WIA youth program, ELITE (Education, Leadership, Independence, Training and Employment) Program which serves youth with disabilities. With Goodwill's help, Dreshawn is pursuing education at the Las Vegas Professional Institute of Technology and Accounting, where he is learning to repair and work on computers. When asked how his life has changed as a result of working with Goodwill, Dreshawn said:

“This last month is the best month I’ve ever had in my life. I’m taking steps to better myself instead of having people dictate my life in a bad way. I’m ready to do whatever it takes to take my life to the next level.”

Dreshawn is just one of one hundred youth assisted by Goodwill of Southern Nevada this year. His story reminds us how important it is to hold students with disabilities to high expectations while acknowledging their aspirations, interests, talents and desires.



GNJ Family Life Center-Youth

GNJ Family Life Center continues to positively impact their participants. One, in particular, is Ms. Woods. In February 2014, Ms. Woods enrolled in our youth program. She's 19 years old, very shy, unemployed, and had no clear direction or next step. Fortunately, Ms. Woods had a dream, a dream to work in the medical field. GNJ's staff and Ms. Woods developed a strategic plan to assist her in achieving her career goals. She attended GNJ's academic classes, employability workshops, and leadership seminars.

Through determination she elevated her basic skills, computer skills and workplace basics knowledge. In addition, she attained a certificate for green technology training by

demonstrating her knowledge of the importance of “Clean Air & Environment” associated with today’s technology. Ms. Woods’ desire to succeed has afforded her an opportunity to develop some work experience with a prominent law firm in Las Vegas as a Front Desk Attendant. After completing her work related training, she expressed the desire to further her education. She is currently in her 6th week of a 13 week certification program for Phlebotomy. When Ms. Woods entered our program, all she needed was clear direction and now she is well on her way.



GNJ Family Life Center-Adult

On 4/29/2014, Mr. Teichman visited the One-Stop Career Center requesting to meet with someone that could assist him with the cost of CDL training. He was referred to Bonita Fahy, a Career Specialist at GNJ Family Life Center (GNJ).

During his initial assessment, he shared with Ms. Fahy that his career objective was to drive trucks. He also explained that he needed a commercial driver’s license (CDL) but didn’t have any income to pay for the training. In addition, he shared that he was an ex offender.

After completing a comprehensive assessment and hearing his training and employment goals, Ms. Fahy enrolled Mr. Teichman and together they developed an action plan to assist him in achieving goals.

Mr. Teichman, determined, enrolled in Occupational Skills Training for CDL at AIT. During his training period, he was provided assistance with supportive services and work readiness services to aid him in successful completion of his training. He completed his training on 5/30/2014. After obtaining his CDL certification, Mr. Teichman started fulltime employment on 6/26/2014.

As a result of his participation in GNJ's program, Mr. Teichman is self-sufficient and capable of providing for his family.



Help of Southern Nevada

Our client is in the In School Program, and is the mother of an adorable baby boy. She struggled as a 12th grade student attending Cimarron Memorial High School after becoming a mother at a young age. Regardless of the embarrassment of being pregnant, she was determined to show her friends and family she was not going to give up on her education. She overcame several barriers and also found time to participate in school activities, such as girls’ volleyball, and attended weekly mentor sessions.

She maintained a GPA above a 3.0. She visited the case manager daily for positive motivation and advice, as well as help with homework. When she attended the MGM Reclaim Your Future Breakfast, she sat by her case manager and she shared that she is looking forward to working at an organization such as the MGM. She completed a resume for the WEX program and will be placed this summer.

Las Vegas Urban League-Vets  **Las Vegas Urban League** 
A Nevada Community Action Agency

Veteran Marshall began working with the VETS team on career counseling to broaden her employment outlook. The VETS team helped coach Veteran Marshall to become an effective candidate for interviewing, while assisting her with supportive services. Shortly thereafter, Veteran Marshall received a call to interview with the State of Nevada. Veteran Marshall was selected for the position. After having the elation of being offered the position, Veteran Marshall received news from the State that the position was no longer available and that she would be considered for future opportunities.

Veteran Marshall was devastated, and it began to show in her outward appearance. The VETS team used peer motivation strategies to keep Veteran Marshall's focus on getting hired. Veteran Marshall came into the One-Stop Career center each day and made looking for employment her job. We are proud to say that Veteran Marshall is now employed in a field to which she aspires with Barclay Cards. She is very grateful for the services provided by the VETS grant initiative.

Latin Chamber of Commerce Community Foundation-Adult (LCCCF) 

Anthony's unemployment benefits were almost exhausted when he came to the LCCCF looking for assistance in obtaining employment. His previous work history had been in Information Technology (IT). At 55 years of age he found himself unemployed and his skills were not up-to-date. Anthony was very discouraged and was unsure how he was going to continue to provide for his family. At this time, he had no income and was surviving on his savings. The participant was close to losing his home. All that changed for Anthony through the support of our program.

Anthony attended IT training at The Learning Center to upgrade his skills and obtain IT certifications which are requirements of employers in the IT field. Anthony obtained employment as a Senior Network Analyst at a rate of \$28.85 per hour. He is thankful for the assistance the LCCCF provided and grateful to be back in the workforce.

Latin Chamber of Commerce Community Foundation-Youth (LCCCF)



Mr. Hopkins was 20 when he entered the Latin Chamber of Commerce Community Foundation (LCCCF) youth program. At 16, he was in trouble with the law, on probation with no hope for his future. It was through his probation officer that he learned about our program. After enrolling, and through the guidance of his case manager, he discovered that he had a passion for the culinary arts. Recently, he completed a six-week Line Cook Training course and was commended for perfect attendance. Without the assistance of the Latin Chamber of Commerce Community Foundation, Mr. Hopkins may not have had the opportunity to pursue his dream of becoming a chef. In addition to culinary training, LCCCF assisted the participant with leadership development and work readiness skills to prepare him to enter the workforce. He is actively seeking employment and is confident that he will secure a position in a hotel. Today he completed his probation and is in good standing with the law.



Lincoln County Youth Career Program

Mark is a bright young man who had just received his high school diploma but still needed to pass his mathematics proficiency. Mark was determined to succeed, and through tutoring and hard work was able to pass his proficiency and be accepted into the Lincoln College of Technology in Denver, Colorado to pursue his certificate in Automotive Technology.

We were able to assist Mark with travel to the college to interview for scholarships. He placed second out of 500 applicants and was given scholarships to cover all but \$3,000 of the \$32,000 costs. Mark will be moving to Denver to live with family friends for the year that it will take for him to complete his coursework. After completion he will have his choice of companies to work for.

Mark has already spoken with and is intending to work for an international automotive company and will be based in Europe. This is a huge success for anybody, let alone someone from a very small rural town that does not have the available opportunities for training that the larger cities have. Mark is very excited about his bright future.

Lincoln Adult Workforce



Ginny came to our program in September, 2013. An industrious woman, Ginny had been cutting wood for a living but not making enough money to help support her family of five. She wanted to get her Class “A” CDL license so she could increase her income by truck driving.

We enrolled Ginny in training where she excelled in her courses. She had an opportunity to work with a trucking company based out of California but due to family obligations she could not be away from home for an extended length of time.

Ginny was disappointed, but as it turned out, a local company “Tri County Weed Control” was hiring. We were able to place her in a position with the company. Ginny also decided to contact the local emergency fire team, because she has her CDL, she can also drive their water truck. The emergency fire team was delighted with Ginny and has already contacted her to assist in this year’s fire season.

Nevada Hospital Association



“I absolutely love working at St. Rose Dominican Hospital. I am so glad to have the opportunity to be in their new RN graduate residency program and thank you so much Healthcare 20/20 for providing the funds for this program to exist. Being a new nurse is hard there should definitely be programs like this in other hospitals, this helps with the transition from classroom theory to providing safe bedside care. I appreciate having the hospitals train new nurses to go into specialty areas. I think it helps with turnover rates. I didn't think I would ever have the opportunity to be in the field of Emergency Services so soon without paying dues in Med-Surg and other areas.

My manager Mary Ann Dube told me if I ever feel I am getting behind to let the charge nurse know and to ask for help. If I don't, I won't like the job. It showed me that other nurses care about me succeeding, because they were asking me if I needed any help, since they knew it was my first day without my preceptor.”



Nevada Partners-Adult

Mr. Porras was referred to Nevada Partners, through one of our collaborative partners, seeking employment assistance. Mr. Porras was laid off as an electrician in December, 2013 and was not receiving unemployment benefits. He was an active union member but had not been contacted for employment opportunities. Mr. Porras and the Nevada Partners case manager went over the options available to Mr. Porras and together they agreed that commercial driving training would be a suitable fit to gain employment. Mr. Porras successfully completed his training in February, 2014 and, upon completion of his training, he was offered a full time position as a truck driver/electrician earning \$39 an hour. Workforce Investment Act Adult and Dislocated Worker services are changing lives in Southern Nevada.



Nevada Partners -Youth

Ms. Hall is a 17 year old Graduate Advocate senior attending Rancho High School. Ms. Hall participated in the mentoring program through the Reclaim Your Future mentoring project provided by the Clark County School District. Ms. Hall stated that she and her mother had once been homeless and she was considering dropping out of school, but she knew the importance of obtaining a high school diploma.

When Ms. Hall entered the program, she needed help passing her math and science proficiency exams, planning for college, and obtaining transportation assistance. Ms. Hall's long term goal is going to college and becoming a registered nurse. Ms. Hall's case manager began assisting her client by providing resources to help her reach her goal. Ms. Hall's case manager connected her to tutoring, job readiness skills and provided the supportive services necessary to provide the fees for Ms. Hall's college application. Ms. Hall has since passed her math and science proficiency exams and graduated with an honor's diploma from Rancho High School, while she worked a part-time job to help her mother pay for household bills.

Ms. Hall has been accepted at Grand Canyon University and UCLA for the fall semester; however, she chose to begin her college career at the College of Southern Nevada to pursue her nursing degree. Ms. Hall is thankful for the opportunities provided to her during her journey.



Nye Communities Coalition-Adult (NCC)

Early in the program year NCC leveraged resources through a grant from the Environmental Protection Agency. This program provided 157 hours of training to more than 60 WIA clients. In the end, all of the graduates earned State and Federal certifications in safety and hazardous material handling.

A middle aged man was among the graduates. He has seen a lot of challenges in his life. At the time he applied to be part of the program, he lived without water or electricity. His only transportation was a beat-up bicycle. Since graduation, he has obtained a job earning minimum wage and is driving a scooter. It's a big step for him.

There was funding set aside from this EPA grant to send a few graduates to truck driving school to earn their CDL. This gentleman expressed an interest right away and just completed training, passing all of his tests. He is about to start the externship portion of the training and will earn more money riding along than in his current job. When he starts driving on his own in a few short months, his current income will double. This man has told NCC staff that we saved his life.



Nye Communities Coalition-Youth

Tanner joined our program in March of 2013. He was 17 years old, a father of two, and unemployed. Tanner was not sure what he wanted to do "with his life" and had little direction. Throughout the program, Tanner worked hard and, no matter how many barriers he faced, Tanner always kept a positive outlook and was willing to try new things. After proving himself in the first stages of our program, he was identified as a candidate for a work experience with the Nye County District Attorney's Office. Although being quite shy and quiet, he passed the first interview and was offered the work experience in March, 2013 with the DA's office. He loved the atmosphere, the people, and what he did so much that he decided he wanted to go to college to learn more about law.

In October, 2013, Tanner applied for an open position at the Court House. Out of several applicants, he was offered the position and has been working there ever since.

He is now a full time employee, has benefits (including health coverage for himself and his family) as well as a retirement plan. He is able to provide for his family, and is enjoying life. He has a confidence and energy that radiates from him.



Already motivated to accomplish her goals, Jai came to Olive Crest with a hopeful heart and a desire to find someone who would help support her next steps. On track to graduate from high school but needing assistance to finish school and find a job, Jai was hired at a local realty office for a paid work experience where she gained valuable employment skills and was able to build her resume. Jai was accepted for admission to Hampton University where she is currently studying Pre-Med. From there, she has a dream of heading to any Ivy League school to become a doctor. Through Project Independence, Jai has gained vital support with employment as well as funding for her education. We are so proud of Jai and look forward to watching her on her journey towards success.



Southern Nevada Regional Housing Authority-Adult (SNRHA)

SNRHA is a well-connected community service agency that offers extensive Training & Employment services to unemployed adults and dislocated workers. One such participant came to us looking for employment, or some kind of training that could help him get back to work, as he had already exhausted his Unemployment and was about to be evicted. Our first step was enrolling him in the free computer-literacy classes at the One-Stop Career Center to improve his online job search and application skills; we also assisted him in the creation of a new resume. With these new skills, he was at the One-Stop Career Center every day applying for jobs. Our case manager worked with him at least 2 times a week job searching and filling out applications and getting other resource information. We also successfully connected him to resources for his utilities, food, transportation and shelter assistance to prevent homelessness. Within a month, the participant was called for an interview with a major employer. He was provided supportive services for the interview, and again to start his new job as a painter earning \$22.60 per hour, with full benefits. The participant has sustained employment, found new housing and has a positive outlook with his new job and opportunity.



Southern Nevada Regional Housing Authority-Youth

SNRHA works extensively with residents of affordable housing programs, and in November, 2013 a young man, who was a low-income, high school dropout enrolled into the YES program to obtain his diploma and pursue a career and post-secondary

education. Several education options were shared with the youth and after careful consideration an alternative secondary education provider was pursued by the client to best meet his needs. The client was successfully enrolled in adult education and, within 30 days of enrollment, the client obtained his credits and received his high school diploma.

After seeking guidance and mentoring from his support network (who have experience in the field) and interviewing the training provider, the youth then requested and was approved to complete Occupational Skills Training as a Guest Room Attendant (GRA). His goal was to provide an income to lay the framework to pursue a college education in the future. The client successfully completed his GRA training with support from the YES Program, received his certification and obtained employment after one-on-one interview coaching and interview attire assistance. The client is still employed to date at a pay rate of \$12.90 per hour.

This young man is in the process of applying for college and will be attending in the fall to work toward his degree in criminal justice. For added measure the youth has met the literacy and numeracy program requirement and completed the “What’s It Mean To Be Green?” program.

Youth Advocate Program 

Caroline is a current client of YAP-WIA Re-Entry. Caroline and her family migrated from Honduras to the US. During her first few years, she excelled in school. After their family moved to Las Vegas, Caroline’s behavior began to change. She was expelled from school and began attending behavioral school. Caroline began using drugs/alcohol and absconding to abandoned homes. After living as a runaway for over three months, a concerned adult reported her whereabouts. Caroline was arrested for the destruction of an abandoned home and criminal trespassing. She was then placed on formal probation. In April of 2013, after failing a drug test, Caroline was sentenced to Caliente Youth Center. There, with the help of staff and teachers, she was able to obtain her high school diploma and set realistic goals for her future. With the help of a WIA Re-Entry program as well as a scholarship award from YAP, Inc. LLC., Caroline was awarded a full tuition payment so she could begin her education in cosmetology. Caroline is currently on track to become a theatric costume makeup artist. Caroline has also been accepted to College of Southern Nevada and plans to begin in the fall.

