

## **Executive Director's Annual Performance Report**

**July 14, 2015**

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## **Executive Director's Annual Performance Report**

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# **Executive Director's Annual Performance Report**

**July 14, 2015**

**# 1 Executive Director's Summary**

**# A Executive Director's Summary**

July 14, 2015

Southern Nevada Workforce Development Area  
Chief Local Elected Officials Consortium  
6330 West Charleston Blvd., Suite 150  
Las Vegas, Nevada 89146

**Re:** Executive Director's Annual Performance Report

Dear Consortium Members:

Please find enclosed my annual report which details the state of Southern Nevada Workforce Development Area. The report outlines the agency's (Workforce Connections) policies that were established, revised or implemented over the past program year. The report also highlights the effectiveness of fiscal and programmatic oversight rendered by me and my staff, as well as opportunities and challenges we face with improving the overall quality of the agency's workforce development service delivery system.

This year's report identifies the multitude of changes triggered by the newly enacted Workforce Innovation and Opportunity Act (WIOA). It offers clear and transparent details as to how the agency has modified its business practices and improved in every business discipline from resource custodian to community involvement. With its primary focus on ensuring job seekers have prompt access to employment and training services that prepare and connect them to gainful employment, our workforce demands remain in dead sight. Priority efforts continued to be placed on delivering better services to the residents of Southern Nevada. This report also emphasizes the continuous improvement with demonstrated leadership and tested management skills that lead to better audits and compliance assurance.

Unlike previous challenging years, this past program year has been very different. The challenge of implementing WIOA generated workforce improvement opportunities that elevated Workforce Connections' employment and training services to a new level of excellence. This was a welcomed sight that refreshed my spirit. My passion to reshape Southern Nevada Workforce Development System continues to burn. With your support, I plan to take on any and all challenges and lead Workforce Connections to achieve even greater heights in the workforce development community. With the factual data and background information provided, I think this report tells the story or paints the picture of my performance. Please review this report with a keen eye on my performance and let me know if you would like me to make changes or adjustments in any direction. Your continued service and support are most appreciated.

Respectfully,



Ardell Galbreth  
Executive Director

Enclosure: Executive Director's Annual Performance Report - 2015

**Executive Director's Annual Performance Report  
Presentation  
July 14, 2015**

- As outlined in my contract with the Southern Nevada Workforce Investment Board , among many responsibilities, for the purpose of performance evaluation, I am specifically accountable for the following:
  - Policy implementation and daily operations
  - Techniques and methods to assist contracted service providers
  - Project development, e.g., secure and deploy new grants that enhance WIA service delivery
  - Fiscal management, i.e., develop and establish a financial system that meet or exceed federal, state and local requirements
- I feel my report handout outlines the overall state and health of Workforce Connections
  - Strong and effective policies are in place—even with the transition to the Workforce Innovation and Opportunity Act (WIOA), new, revised policies have been developed ahead of schedule
  - Such policies allow flexibility to ensure Workforce Connections, its staff and partners have the ability to deliver quality employment and training services with effective oversight
- **Tab 2** - Highlights the policies implemented during the program year
  - The organizational structure changes simultaneously with WIOA tested the agency's line of succession plan to ensure continuity of services and functional operations
  - Both fiscal and programmatic policies were revised to keep pace with the implementation of WIOA timelines
  - In addition to new and revised policies, programmatic monitoring tools were developed to aid in oversight monitoring of the One-Stop Career Center and Southern Nevada's One-Stop Delivery System

- **Tab 3 - Techniques and Methods Employed to Assist Service Providers**
  - The launching of Southern Nevada Workforce Development Area's Workforce Development Academy provides creditable training for workforce development practitioners
  - Training delivered by national-level subject matter experts were secured to training both Workforce Connections' staff as well as contracted service providers in the areas of financial and programmatic management and delivery of services
  - In an effort to build capacity in Southern Nevada's workforce delivery system, Request for Proposals (RFP) 101 training was provided to partnered service providers as well as potential services providers throughout the workforce development community
  - To answer the call for needed tutoring of in-school youth to assist them in improving their proficiency in time for graduation, tutoring contracts were let and prompt and positive outcomes resulted
  - Although one performance measure was not counted as official, Workforce Connections met or exceed all workforce development performance measures required by the State of Nevada and the U.S. Department of Labor
  
- **Tab 4 - Project Development**
  - In partnership with Nevada's System of Higher Education the Future of Nurses Program is well supported
  - Through Workforce Connections' partnership with UNLV collaborative gap training for nurses was launched
  - Received AmeriCorps Exceptional Culture Services Award for YouthBuild Best Practices
  
- **Tab 5 - Fiscal Management**
  - Expenditures lines were maintained within budget limitation as approved by the Local Elected Officials
  - 2015 Board operating expenditures held within .7% compared to previous year
  - Recovered \$87,000 from formula allocation oversight
  - Fiscal and financial management have been exceptional with unqualified audits in both programmatic and financial accounting areas—the best audit reports this agency has ever had with significantly reduced findings and deficiencies.



- **Tab 6 - One-Stop Career Center Operations—Total Quality Service**
  - Expanded workforce development process with on-site workforce navigators funded with non-Federal resources
  - Established formal compact with local businesses to make Workforce Connections' One-Stop Career Center their first choice for job seekers hiring
    - Through Workforce Connections' Business Engagement Department, employers participated in hiring events with expanded media coverage supported by: 6 – TV stations; 2 radio stations; and 7 newspapers within the workforce development area
    - Total media value equated to \$176,464.95
    - Other media coverage such as: Online Facebook; Twitter; and all online news media
  - Workforce Connections' Mobile One-Stop Career retrofitted and launched
  
- **Tab 7 - Workforce Innovation and Opportunity Act (WIOA)**
  - Received re-certification of Workforce Development Board as well as re-designation of Southern Nevada Workforce Development Area
  - Local board restructured timely to comply with WIOA
  - Board bylaws revised to comply with WIOA and enhance board members' participation
  - Selected One-Stop Center Operator as outlined in WIOA
  
- **Tab 8 – Rural Areas Service and One-Stop Delivery System**
  - Strong workforce development agencies' partnerships throughout rural counties with resource sharing with supported training
  - Job Readiness Workshops and Employment Expos/Hiring Events conducted/sponsored throughout program year
  - Recurring funding awards in support of ongoing employment and training services

### **Desired Goals/Objectives Not Achieved**

- Improved youth performance measures not withstanding those established by the U.S. Department of Labor
- Clients prompt access to employment and training services—still in work to get better and better
- While not so successful, apprenticeship preparation training to offer individuals opportunity for entry into skilled trades was attempted with lack lustered results

### **Future Desired Goals/Objectives**

- Expand One-Stop Delivery System with additional One-Stop Career Centers throughout Workforce Development Area—by 2020
- Establish One-Stop Career Center Affiliate Sites in the following locations: Boulder City, Henderson; Pahrump; Mesquite (2016)
- Resolve Nevada's Department of Employment, Training and Rehabilitation's (DETR) monitoring finding associated with questioned costs

# **Executive Director's Annual Performance Report**

**July 14, 2015**

**# 1 Executive Director's Summary**

**# B Governor's Recertification of Workforce Connections**

ONE HUNDRED ONE NORTH CARSON STREET  
CARSON CITY, NEVADA 89701  
OFFICE: (775) 684-5670  
FAX No.: (775) 684-5683



555 EAST WASHINGTON AVENUE, SUITE 5100  
LAS VEGAS, NEVADA 89101  
OFFICE: (702) 486-2500  
FAX No.: (702) 486-2505

## Office of the Governor

November 10, 2014

Valerie Murzl, Chair  
*workforce*CONNECTIONS Board of Directors  
6330 West Charleston Blvd., Suite 150  
Las Vegas, NV 89146

Dear Ms. Murzl:

I want to take this opportunity to applaud the achievements of the *workforce*CONNECTIONS Board in continuing to successfully administer the provisions of the Workforce Investment Act (1998) in southern Nevada. I have approved the recertification of the *workforce*CONNECTIONS Board as the local workforce investment board for southern Nevada pursuant to **Section 117(c)(2)** of the Workforce Investment Act, from **January 1, 2015** through **December 31, 2017**.

I wish you and your Board continuing success in the development and facilitation of employment and training activities in the state of Nevada.

Sincere regards,

A handwritten signature in blue ink, appearing to read "Brian Sandoval".

BRIAN SANDOVAL  
Governor

cc: Ardell Galbreth, Executive Director, *workforce*CONNECTIONS  
Don Soderberg, Director, Department of Employment, Training and Rehabilitation (DETR)  
Dennis A. Perea, Deputy Director, DETR  
Renee Olson, Administrator, Employment Security Division, DETR

# **Executive Director's Annual Performance Report**

**July 14, 2015**

**# 1 Executive Director's Summary**

# C Nevada's Distinguished Women and Men



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## Ardell Galbreth Executive Director

### Workforce Connections

6330 West. Charleston Blvd.

Las Vegas, NV 89146

(702) 636-2337

[agalbreth@snnwc.org](mailto:agalbreth@snnwc.org)

[www.nvworkforceconnections.org](http://www.nvworkforceconnections.org)



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Ardell Galbreth serves as Executive Director for Workforce Connections (Southern Nevada Workforce Investment Board). He has the responsibility for working with state and local workforce development agencies in developing strategic work plans in support of Nevada's statewide workforce development initiatives. Ardell is also charged with maintaining a strong working partnership with community groups and special populations needing workforce development training and employment support.

He coordinates with local elected officials, community leaders, Nevada's Department of Employment, Training and Rehabilitation (DETR), and local area businesses and employers in all aspects of workforce policy development, program coordination and project implementation. He directs various special projects and activities in support of Southern Nevada Workforce Development Area and the local board's plans and objectives.

Prior to his assignment with Workforce Connections, Ardell served as deputy director for the State of Nevada Department of Employment, Training and Rehabilitation. He oversaw the department's workforce development initiatives in support of the state's demand-driven/high growth business occupations. He managed and provided leadership guidance over the state's employment and training programmatic activities, including program administration, management analysis and administration support for associated employment and training services, financial management, public affairs, auditing, vocational rehabilitation, and Nevada's Equal Rights Commission.

His oversight ensured the coordination of the employment and training program strategies and the development and implementation of goals, objectives, policies, procedures and services for

employers and job seekers.

After serving a 28—year Air Force career and retiring as Command Chief Master Sergeant, Ardell was appointed as the Southern Nevada Workforce Investment Board deputy executive director on April 1, 2002; and then to the position of deputy director for Nevada's Department of Employment, Training and Rehabilitation on July 24, 2007, and to his most current position on September 11, 2012. He also served as vice chairman of Nevada Governor's Youth Council, and as a member of the National Youth Employment Coalition Board of Directors.

Mr. Galbreth holds a Bachelor of Science Degree in Management Studies, a Master of Business Administration Degree and is a Certified Public Manager for the State of Nevada. He has published the following manuscripts, *Enlisted Leadership—Charting the Stripes* (1994) & *Ethics in Administration* (1981).

Ardell grew up in Seagoville, Texas, and was married to the former Virginia L. Chambers (now deceased), also of Seagoville, Texas. They have two children, Kelly and Roderick, and granddaughter Sydney Chambers Canada.



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# **Executive Director's Annual Performance Report**

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**# 1 Executive Director's Summary**

# D Youthbuild/Americorps - Exceptional Culture of Service Award

# Youthbuild / Americorps Impact Awards Program

## Exceptional Culture of Service Award

“This award came as a real surprise considering we have only been part of AmeriCorps for the last two years!” – Jennifer Padilla



# **Executive Director's Annual Performance Report**

**July 14, 2015**

**# 1 Executive Director's Summary**

# E Executive Leadership Appointments

# 1 CSN Institutional Advisory Council Member

**NOTICE OF PUBLIC MEETING**  
**&**  
**AGENDA FOR**

**COLLEGE OF SOUTHERN NEVADA**  
**Institutional Advisory Council**  
3200 E. Cheyenne Ave.  
North Las Vegas, NV, 89030  
Laxalt Education Center

Tuesday, June 2, 2015, 1 p.m. to 3 p.m.

**Roll Call:**

Chair Nancy E. Brune, Ph.D.  
Vice Chair Jose Solorio  
Susan Adamek  
John R. Bailey  
Ardell Galbreth  
Maria Jose Gatti  
Patty Holden  
Vida Chan Lin  
Norberto Madrigal  
Paul Moradkhan  
Shaundell Newsome  
Dennis Perea  
Jonas Peterson  
Randy Robison  
Shari Wong

**Ex Officio**

CSN Faculty Senate Chair Dr. Camille Naaktgeboren  
ASCSN President Christopher Jones

Members of the public may attend the meeting and provide public comment at this location.

**IMPORTANT INFORMATION ABOUT THE AGENDA AND PUBLIC MEETING**

**NOTE:** Below is an agenda of all items scheduled to be presented and considered. Notification is hereby provided that items on the agenda may be taken out of order and presented, two or more agenda items may be combined for consideration, and an agenda item may be removed from the agenda or discussion relating to an item on the agenda may be delayed at any time.

Some agenda items are noted as having accompanying reference material. Reference material may be accessed on the electronic version of the agenda by clicking the reference link associated with a particular item. The agenda and associated reference material may also be accessed on the Internet by visiting the College of Southern Nevada (CSN) Institutional Advisory Council's webpage at: <http://www.csn.edu/IAC>.

Many public libraries have publicly accessible computer terminals. Copies of the reference material and any additional support materials that are submitted to the CSN Institutional Advisory Council staff and then distributed to the members of the CSN Institutional Advisory Council (IAC) after the mailing of this agenda but before the meeting, will be made available as follows: Copies of any such materials are available at the College of Southern Nevada Public Affairs office at 6375 W. Charleston Blvd., Las Vegas, Nevada, Building E, Office 351. A copy may be requested by calling K.C. Brekken at (702)651-7535. Copies of any such materials will also be available at the meeting site.

Reasonable efforts will be made to assist and accommodate physically disabled persons attending the meeting. Please call the CSN Public Affairs Office at (702)651-7535 in advance so that arrangements may be made.

**PUBLIC COMMENTS:** Public comment will be taken during this agenda item. No action may be taken on a matter raised under this item until the matter is included on an agenda as an item on which action may be taken. Comments will be limited to three minutes per person. Persons making comment will be asked to begin by stating their name for the record and to spell their last name. The Council Chair may elect to allow additional public comment on a specific agenda item when that agenda item is being considered.

In accordance with Attorney General File No. 00-047 (April 27, 2001), as restated in the Attorney General's Open Meeting law Manual, the Council Chair may prohibit comment if the content of that comment is a topic that is not relevant to, or within the authority of, the CSN Institutional Advisory Council, or if the content is willfully disruptive of the meeting by being irrelevant, repetitious, slanderous, offensive, inflammatory, irrational or amounting to personal attacks or interfering with the rights of other speakers.

## **AGENDA**

### **Call to Order by the Council Chair – Roll Call**

### **Pledge of Allegiance**

#### **1. PUBLIC COMMENT**

*(See foregoing notation regarding public comment.)*

*ESTIMATED TIME: 5 mins.*

#### **INFORMATION ONLY**

#### **2. APPROVAL OF MINUTES**

Council Chair Dr. Nancy Brune will present the minutes of the Council's May 7, 2015 meeting to the Council for approval. [Ref. 2A-0602](#).

*ESTIMATED TIME: 5 mins.*

#### **FOR POSSIBLE ACTION**

#### **3. PRESIDENT'S WELCOME & STUDENT**

#### **INFORMATION ONLY**

Nevada System of Higher Education College Collaborative Executive Director Frank Woodbeck will provide an overview of the Burning Glass database system that provides real-time local economic data and how it will be employed at Nevada's community colleges. The Council may vote to provide recommendations on future uses of the system to enhance CSN's workforce development efforts.

***ESTIMATED TIME: 40 mins.***

## **8. CSN LEGISLATIVE SUMMARY**

### **INFORMATION ONLY**

CSN Public Affairs staff will provide an overview of the legislative session and an update on CSN-related legislation. The Council may discuss the members' involvement in the current legislative session and discuss future advocacy strategies.

***ESTIMATED TIME: 15 mins.***

## **9. NEW BUSINESS**

### **INFORMATION ONLY**

Items for consideration at future meetings may be suggested. Any discussion of an item under "New Business" is limited to description and clarification of the subject matter of the item, which may include the reasons for the request.

***ESTIMATED TIME: 5 mins***

## **10. PUBLIC COMMENT**

### **INFORMATION ONLY**

*(See foregoing notation regarding public comment.)*

***ESTIMATED TIME: 5 mins***

## **11. ADJOURN**

**This notice and agenda has been posted at or before 9:00 am on the third working day before the meeting, in accordance with NRS 241.020, at the meeting location and at the following public locations:**

- College of Southern Nevada's IAC website ([www.csn.edu/IAC](http://www.csn.edu/IAC))
- The Nevada Public Notice website pursuant to NRS 232.2175 (<http://notice.nv.gov/>)
- Nevada System of Higher Education, 4300 S. Maryland Parkway, Las Vegas, NV 89119
- College of Southern Nevada, Building D, 1<sup>st</sup> Floor, 6375 W. Charleston Blvd., Las Vegas, NV 89146
- College of Southern Nevada, 3200 E. Cheyenne Ave., North Las Vegas, Nevada
- College of Southern Nevada, 700 College Drive, Henderson, Nevada

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**# E Executive Leadership Appointments**

**# 2 Nevada Action Coalition (Healthcare) Member**

# NEVADA ACTION COALITION

✦ NURSING STAKEHOLDERS ✦

CHAMPIONING HEALTH FOR ALL NEVADANS

The **Nevada Action Coalition** is part of the Future of Nursing: *Campaign for Action*, a nationwide movement to improve health and health care through nursing. An initiative of AARP and the Robert Wood Johnson Foundation, the *Campaign* includes Action Coalitions in 50 states and the District of Columbia working to implement the Institute of Medicine's *Future of Nursing* recommendations.

The Future of Nursing: *Campaign for Action* is centered on the evidence-based recommendations from the **Institute of Medicine's (IOM) report: *The Future of Nursing: Leading Change, Advancing Health***. These recommendations (listed below) aim for an American health care system that centers on the patient, relies on evidence-based practices, and leads to the improved health of people in all categories and locations. Nurses and nursing leaders are central to that vision.

## IOM Report Recommendations:

1. Remove scope-of-practice barriers.
2. Expand opportunities for nurses to lead and diffuse collaborative improvement efforts.
3. Implement nurse residency programs.
4. Increase the proportion of nurses with a baccalaureate degree to 80 percent by 2020.
5. Double the number of nurses with a doctorate by 2020.
6. Ensure that nurses engage in lifelong learning.
7. Prepare and enable nurses to lead change to advance health.
8. Build an infrastructure for the collection and analysis of interprofessional health care workforce data.

Action Coalitions are the driving force of the Future of Nursing: *Campaign for Action* at the local and state levels, forming a strong, connected grassroots network of diverse stakeholders to transform health care through nursing. The **Nevada Action Coalition (NAC)** is a group comprised of health care organizations, business partners, state delegates, universities, colleges and community based organizations. Debra A. Toney, PhD, RN, FAAN serves as the Chair of the NAC Executive Committee.

The Nevada Action Coalition and the Nevada System of Higher Education (NSHE), partnered to obtain a grant as part of the *Future of Nursing State Implementation Program (SIP)*. The grants were awarded to Action Coalitions to implement two priority IOM recommendations. Linda Paulic (formerly Yi) RNC, MPA is the SIP coordinator.

Linda Paulic  
Office: (702) 522-7026  
[linda\\_paulic@nshe.nevada.edu](mailto:linda_paulic@nshe.nevada.edu)

Debra Collins  
Office: (702) 522-7034  
[Debra\\_Collins@nshe.nevada.edu](mailto:Debra_Collins@nshe.nevada.edu)



**Project Goal #2: Diversity Taskforce.**  
 2. Establish Diversity Taskforce (DTF).

Month	Workplan Deliverable	Evidence	Date Evidence Provided
18-Month	DTF chair appointed by NAC Executive Committee compiles a comprehensive list of no less than 12 groups / organizations representing diverse gender, race, ethnic, age and nursing, non-nursing and health organizations. A minimum of 5 of the above organizations recruited and retained for membership.	Self report including groups contacted and participating.	
18-Month	Members of the DTF determine meeting schedule by the end of quarter 2 and a list of DFT goals and objectives by quarter 3.	Self report.	
18-Month	A calendar of no less than six events established. Events may include youth/high school events, recruitment opportunities, and faith based functions.	Self report.	
18-Month	Brochure and marketing products increase community awareness of career opportunities in health care and nursing and are used during the DFT calendar of events.	Copy of marketing products.	
18-Month	Tool kit including a power point presentation, brochures and marketing products developed for use by the Regional and Recommendation Champions.	Copy of toolkit.	

**Project Goal #3: Transition to Practice.**

3. Development of survey assessments.

Month	Workplan Deliverable	Evidence	Date Evidence Provided
24-Month	TIP Committee established utilizing members of the NHA, NANE, and members of the Education Sub-Committee of the Health Care Sector Council.	Self report.	
18-Month	Survey developed to determine the efficacy of current transitions into practice programs. Distributed to a minimum of 100 new graduates and 5 re-entry nurses.	Copy of survey tool and results.	
18-Month	Survey of all acute care hospitals within the state developed in conjunction with the Nevada Hospital Association and distributed to NHA members completed in order to determine transition into practice opportunities within Nevada.	Copy of survey tool and results.	
	A 25% response rate will be achieved. The data will be analyzed and distributed to		



## **Executive Director's Annual Performance Report**

**July 14, 2015**

### **# 2 Policies Implemented**

- # A Organization Structure Changes
- # B Succession Plan for Agency's Continuity
- # C New and Revised Policies in the area of Financial Oversight and Programmatic Service Delivery
- # D Development of a One-Stop Career Center On-site Review Tool

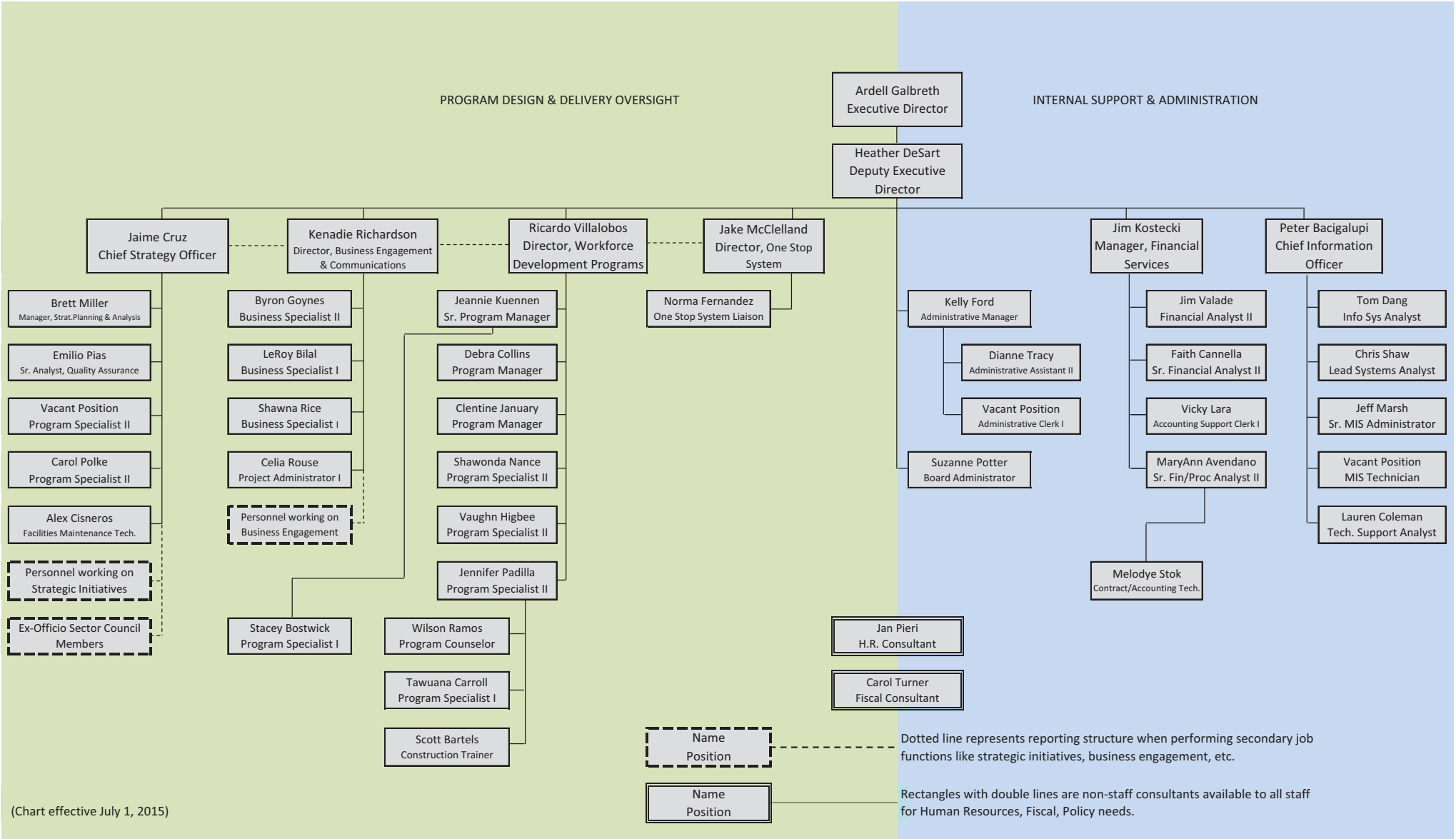


**Executive Director's  
Annual Performance Report**

**July 14, 2015**

**# 2 Policies Implemented**

**# A Organization Structure Changes**



# **Executive Director's Annual Performance Report**

**July 14, 2015**

## **# 2 Policies Implemented**

### **# B Succession Plan for Agency's Continuity**

**Workforce Connections  
Line of Succession  
Effective: July 1, 2014**

The purpose of Workforce Connections' Line of Succession is to aide in ensuring the agency's continuity of employment and training services with effective oversight activities without disruption.

I have identified individuals who I believe have the potential to make key business decisions in the best interest of Workforce Connections and not themselves.

In addition to identifying key selected leaders, such individuals are expected to receive the necessary training and support that prepare them to better understand the agency's mission and role within our workforce community, as well as making critical decisions that provide stability to Workforce Connections. This is the type of leadership Workforce Connections cannot afford to lose.

As the agency's executive director and chief staff officer, I have aligned the following positions and staff succession in the following order:

1. Deputy Executive Director – Heather DeSart  
Office: (702) 636-2316 Cell: (702) 371-1874
2. Chief Strategy Officer - Jaime Cruz  
Office: (702) 636-2308 Cell: (702) 575-8945
3. Director, Workforce Development Programs - Ricardo Villalobos  
Office: (702) 636-2322 Cell: (702) 772-1550
4. Chief Information Officer - Peter Bacigalupi  
Office: (702) 636-2381 Cell: (702) 755-6569
5. Manager, Financial Services – Jim Kostecki  
Office: (702) 636-2335 Cell: (702) 858-6131
6. Director, Business Engagement & Communications – Kenadie Cobbin Richardson  
Office: (702) 822-4207 Cell: (702) 305-7987

I can be reached at (702) 636-2337 or via Cell (702) 286-7639. If for whatever reason I am not available to respond to decision making opportunities on behalf of Workforce Connections, I have full confidence that the selected individuals will be equipped to respond with creditable support to the agency.



Ardell Galbreth  
Executive Director



## **Executive Director's Annual Performance Report**

**July 14, 2015**

### **# 2 Policies Implemented**

- # C New and Revised Policies in the area of Financial Oversight and Programmatic Service Delivery

Date	Number	Policy	Effective Date	Support Paperwork	Review/Updates by	Authorization
July 2014	<b>Admin-010-01</b>	WIA Administrative Standards	07-03-2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: New – Adopted July – 2014 (prohibition on certain activities under WIA Title I)						
July 2014	<b>ADW-030-05</b>	Record Retention/Program Participant File	07-01-2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Records retention period changed from three (3) to five (5) years (page-1, and page 10). Addition of required paperwork to properly validate residence within the local workforce investment area – this was a ADW department request.						
July 2014	<b>YTH-040-05</b>	Record Retention/Program Participant File	07-02-2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Records retention period changed from three (3) to five (5) years (page-1, and page 10).						
Sept-2014	<b>Admin-010-03</b>	Compliance Assurance Review	Sept-2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: <b>New</b> – Supersedes policy 5.5 dated 06-29-2011. Program Oversight, WC as the local administrative entity, to provide monitoring/oversight to its contracted service providers, the OS operators, and all other programs operated by or on behalf of WC at least once per year. Additional guidance established as well.						
Sept-2014	<b>Admin-010-04</b>	Record Retention	Sept-2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: New – Supersedes policy No. 5.6 dated 02-06-2013. Record retention requirements period changed from three (3) to five (5) years. Additional guidance provided as well.						
September 2014	<b>FIS-020-01</b>	Allowable Costs	September 2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: <b>New</b> – Adopted September – 2014, Supersedes policy 2.13 dated 09-22-2004						

Date	Number	Policy	Effective Date	Support Paperwork	Review/Updates by	Authorization
September 2014	<b>FIS-020-02</b>	Cost Classification	September 2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: <b>New</b> – Adopted September 2014, Supersedes policy 2.01 dated 10-07-2003.						
September 2014	<b>FIS-020-03</b>	Cost Allocation	September 2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: <b>New</b> – Adopted September 2014, Supersedes policy No. 2.01 dated 10-07-2003.						
Sept-2014	<b>YTH-040-05</b>	Record Retention Program Participant File	August 2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Change on support documentation requirements per TEGL 5-04 dated 08-22-2014. Items updated: page 7, acceptable support documentation list, and page 19 attachment H.						
Oct-2014	<b>FIS-020-04</b>	Financial Reporting	October 2014	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: <b>New</b> – Supersedes policy No. 2.4 dated 04-12-213.						
Feb-2015	<b>Admin-010-05</b>	Award and Recognition Program	February 2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: <b>NEW</b> _ Requested by WC ED. Policy address award categories.						
Mar-2015	<b>GEN-050-06</b>	ETPL	March 2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: <b>NEW</b> _ Rescinded policy No. 3.6 r#1 dated 02-10-2010. Established additional criteria for initial eligibility determinations. Added criteria, information requirements, and procedures with respect to the determination of subsequent eligibility. Include citations to WIOA and exclude WIA.						

Date	Number	Policy	Effective Date	Support Paperwork	Review/Updates by	Authorization
Mar-2015	<b>YTH-040-03</b>	Assessment & ISS	Mar-2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Change in the number of days required to pre-test OSY of enrollment in WIA Title I program. New requirement is 30 days of enrollment.						
Mar-2015	<b>Admin-010-06</b>	Procurement – Acquisition	Mar-2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Revisions to policy, approved changes to be effective retroactively (2009) [Citation to regulation and established/approved simplified acquisition threshold]. Policy formatting was also update to align with current policy format and number ID.						
April-2015	<b>ADW-030-05</b>	Record Retention/PP File	April-2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Records retention period changed from five (5) to three (3) years (page-1, and page 10). Required by State/WC INTERLOCAL Contract/Agreement						
April-2015	<b>YTH-040-05</b>	Record Retention/PP File	April-2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Revisions/Updates: Records retention period changed from five (5) to three (3) years (page-1, and page 10). Required by State/WC INTERLOCAL Contract/Agreement						
April-2015	<b>Admin-010-05</b>	Record Retention	April-2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Revisions/Updates: Records retention period changed from five (5) to three (3) years. Required by State/WC INTERLOCAL Contract/Agreement						
April-2015	<b>Admin-010-05</b>	Award & Recognition Program	April-2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: New directive which will provide WC ED to determine/approve new categories.						

Date	Number	Policy	Effective Date	Support Paperwork	Review/Updates by	Authorization
April-2015	<b>Admin-010-05</b>	Award & Recognition Program	April-2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Inclusion of new category. Where No. 3 at this time System Partner – Outstanding Performance						
May-2015	<b>GEN-030-03</b>	Incident Reporting	May-2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: Revisions/Updates made to DOL and OIG office address.						
May-2015	<b>ADW-030-03</b>	Assessment and IEP	May-2015	Yes: Update/Change tracking paperwork	Quality Assurance	Workforce Connections Executive Director
Revisions/Updates: <b>Inclusion of:</b> Please note that participants who have an associate degree or bachelor degree may not be required to undergo diagnostic testing as part of their initial/comprehensive assessment.						



## **Executive Director's Annual Performance Report**

**July 14, 2015**

### **# 2 Policies Implemented**

# D Development of a One-Stop Career Center On-site  
Review Tool

## **On-Site Review Tool for**

### **Workforce Connections' (WC) One-Stop Career Center (OSCC)**

**Purpose:** The Workforce Investment Act (WIA) requires Local Workforce Investment Boards (LWIBs) to provide oversight and monitoring of WIA funded programs and activities [PL 105-220 Sec. 117 (d) (4)].

**Objectives:** To ensure compliance of programmatic and administrative aspects of the service delivery, provide oversight, technical assistance; perform quality assurance, and to drive continuous improvement concerning provision of services.

#### **Primary areas**

- Organizational Structure
- Executed One-**Stop Operator's** Agreement (OA)
- OSCC Resource Center
- Customer Flow
- ADA Compliance
- Equal Opportunity
- Customer Satisfaction (Job Seekers and Employers)
- Customer Referral Process
- Customer Follow up Process
- Continuous Improvement – Practices in Place – Tools
- **Veteran's Priority of Service**



	<b>Criteria</b>	<b>Yes/No</b>	<b>Observations</b>
<b>1</b>	Has the OSCC consortium (operator) been designated by the LWIB/WC? Is there an Operational Agreement (OA)? [20 CFR §662.410] [20 CFR §662.300]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>2</b>	Are there at least a minimum of three of the mandated partners located at the OSCC? [20 CFR §662.200][20 CFR §662.210]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>3</b>	Does the OA between WC and the OSCC consortium (operator) specify the <b>consortium's role</b> ? [20 CFR 662.400 (c)]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>4</b>	Does the OA identify the required OSCC partners that are responsible for administering the programs authorized under WIA? [20 CFR §662.200]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>5</b>	Does the OA describe the OSCC <b>consortium's</b> (operator) services and how the cost of the identified services and operating costs of the center will be funded? [20 CFR §662.230 (c)]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>6</b>	Is the comprehensive (physical) OSCC supplemented by affiliated sites that can <b>provide one or more partners' programs, services and activities</b> ? [20 CFR §662.100 (d) (1)]	Yes <input type="checkbox"/> No <input type="checkbox"/>	

<b>7</b>	Do all OSCC partners make available to participants through the OSDS access to the core services that are applicable to the <b>partner's programs?</b> [20 CFR §662.230 (a)]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>8</b>	<b>Does the OSCC consortium's operating manual describe the customer referral process?</b> [20 CFR §662.230]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>9</b>	Are OSCC partners represented on the Southern Nevada Workforce Investment Board [20 CFR §662.230 (e)]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>10</b>	Does the OSCC network of partners provide services that are linked, physically or technologically? [PL 105-220 Sec. 134] [20 CFR §662.100 (d) (2)]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>11</b>	Do affiliated sites assure individuals are provided information on the availability of core services in the local area? [PL 105-220 Sec. 134] [20 CFR §662.100 (d) (2)]	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>12</b>	Is technological support available in the OSCC to deliver quality employment and training services?	Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>13</b>	Is signage in the OSCC appropriate, well placed and easily accessible?	Yes <input type="checkbox"/> No <input type="checkbox"/>	

<b>14</b>	Is there an OSCC customer flow process in place?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>15</b>	Is the Priority of Service for Veterans protocol in place in the OSCC? TEN 15-10	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>16</b>	Is the OSCC utilizing customer satisfaction tools?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>17</b>	Are EEO compliance posters displayed in the OSCC?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>18</b>	Are WIA participants informed of their civil rights, including the right to file a complaint or grievance?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
<b>19</b>	Is the OSCC facility ADA compliant?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	



## **Executive Director's Annual Performance Report**

**July 14, 2015**

### **# 3 Techniques and Methods Employed to Assist Service Providers**

- # A Development of the Workforce Development Academy for Adult/Dislocated Worker and Youth
- # B Secured and Provided Staff and Service Providers Administrative and Financial Management Training including Procurement
- # C Secured and Provided RFP 101 Training for Potential and Existing Service Providers
- # D Secured and Provided Youth Tutoring Program for In-School Youth
- # E Met or Exceeded All Established Performance Measures (Adult, Dislocated Worker, Youth, and Youthbuild)



## **Executive Director's Annual Performance Report**

**July 14, 2015**

### **# 3 Techniques and Methods Employed to Assist Service Providers**

# A Development of the Workforce Development Academy for  
Adult/Dislocated Worker and Youth

Graduates of the  
Adult/Dislocated Worker  
Workforce Development Academy  
(December 2014)

**Madelin Arazoza**

**Stacey Bostwick**

**Sheryl Camacho**

**Jennifer Casey**

**Tamara Collins**

**Sylvia Davis**

**Tiffany Edwards**

**Maria Flores**

**April Guinsler**

**Thresea Kaufman**

**Edwin Leuluai**

**Mary Lewis**

**Janice Rael**

**Marty Reza**

**Ernest Smith**

**Helicia Thomas**

**Jaime Torrealday**

**Tim Wigchers**



**Graduates of the  
Youth  
Workforce Development Academy  
(December 2014)**

**Tommy Albert - Housing**

**Lola Hester - HELP**

**Felicia LaCivita - HELP**

**Brenda Maqueda - YAP**

**Sharon Morales - AHD/Latin Chamber**

**Kelli Mosley - Olive Crest**

**Loyd Platson - Nye County**

**Darby Porter - Lincoln County**

**Jasmine Przybyla - AHD/Latin Chamber**

**Donna Quick - HELP**

**Will Reed - HELP**

**Nyeri Richards - YAP**

**Jerrell Roberts - NPI**

**Christina Sewell - HELP**

**Kristina Siegmund - Goodwill**

**Barbara Walton - GNJ**

**Courtney Wickliffe – NPI**

<b>ADW</b>	<b>Course</b>	<b>Facilitator</b>	<b>Date of Course</b>
Week 1	ADW Overview	Debra	9/3
Week 2	Eligibility & Intake	Jeannie	9/10
Week 3	IEP-Case Mgmt-CN	Debra	9/17
Week 4	Training Services	Debra	9/24
Week 5	Common Measures	Jeannie	10/1
Week 6	Data Entry	Jeannie	10/8
Week 7	Advanced Reporting	Peter	10/15
Week 8	STEM	Bridget and Carol	10/22
Week 9	WC Policies & Procedures	Jeannie	10/29
Week 10	Business Engagement	Business Engagement Team	11/5
Week 11	Fiscal	Maryann	11/12
Week 12	Customer Service	Tawuana	11/19
Week 13	Monitoring	Heather	12/3
Week 14	Hard to Serve		12/10
Week 15	Final Presentations		12/17

## Workforce Development Academy Student Agreement

40 people have been chosen to participate in the first ever Workforce Development Academy. There are 20 in the Youth Track and 20 in the Adult Track. Congratulations on being among the first 40! Both of us are taking valuable time out of our schedules to participate in this program. However, your investment in the WDA will not only increase your value and credibility to the workforce development system, it will also influence our system to being more effective with people and efficient with things.

**As facilitators, we promise to deliver training that is:**

- Active
- Interesting
- Relevant
- Timely

**As students, we expect you to:**

- Be fully present
- Be respectful
- Be open to learning
- Give 100% effort
- Turn off mobile devices (we will do the same)
- Attend every course (unless prearranged and approved with the WC Director of Workforce Development Programs)
- Complete a short online survey after each course

**Grading:**

During the last 15 minutes of each course, there will be a multiple-choice quiz. 80% or better passes the quiz. If you score less than 80% or need a make-up quiz, you will take a written quiz the following week before class.

**To be successful in the Workforce Development Academy, we suggest the following:**

1. Schedule an hour the evening before each class to read over the upcoming course's materials. You will receive an email each Monday evening with preparation materials for that week's class.
2. Arrive to class at 1:15 PM, so you can be locked and loaded with complete focus.
3. Check emails and phone messages before 1:30 PM
4. Participate actively in class and ask questions

Sign below if you agree to the above expectations.

Facilitator's Signature \_\_\_\_\_

Student's Signature \_\_\_\_\_

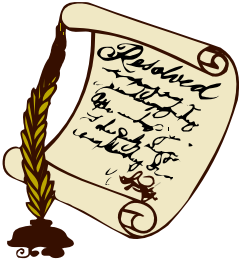


**Workforce Development Academy**  
WIA Adult Overview  
9/3/14

**Today's Agenda**  
**At 4:30 PM, you will be able to:**

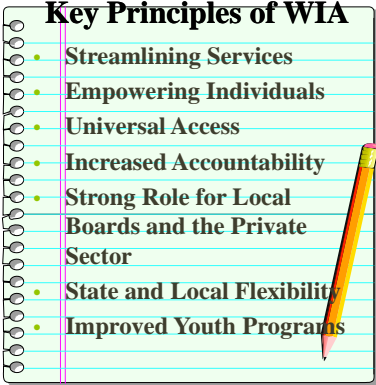
1. Explain the goal for WIA
2. Discuss the 7 principles of WIA
3. Explain the governance of WIA
4. Discuss the purpose of a WIA ADW Program
5. Summarize Senate Bill 239

**Purpose of WIA**



To increase the employment, retention and earnings of participants, and increase occupational skill attainment by participants, and, as a result, improve the quality of the workforce, reduce welfare dependency and enhance the productivity and competitiveness of the Nation.

**Key Principles of WIA**



- Streamlining Services
- Empowering Individuals
- Universal Access
- Increased Accountability
- Strong Role for Local Boards and the Private Sector
- State and Local Flexibility
- Improved Youth Programs

**Purpose of a WIA ADW Program**

To provide quality employment and training services to assist eligible individuals in finding and qualifying for meaningful employment, and to help employers find the skilled workers they need to compete and succeed in business

**Who do we serve**

Adult	Dislocated Worker
Age 18 and over	Age 18 and over
Proper US citizenship	Proper US citizenship
Proper Selective Service Registrant	Proper Selective Service Registrant
	Laid off through no fault of his/her own due to downsizing, closure or termination

**Sector Driven Initiatives**

- ▶ Senate bill
- ▶ Labor market information

**3 common measures**

- ▶ Entered Employment Rate
- ▶ Retention Rate after six months
- ▶ Average Earning Gain