

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

**July 14, 2015**

### **# 4 Project Development**

# B NSHE/DETR Future of Nursing: Campaign for Action  
Grant (\$135,000) – New Grant

**Attachment 5  
Subaward Agreement  
Scope of Work/Budget**

Nevada Action Coalition  
State Implementation Project (SIP)

**Basic Scope of Work:**

This proposed Scope of Work (Scope) describes the tasks to be performed by the Director and Program Coordinator in assisting the State Implementation Grant (SIP) in fulfilling the requirements of the Robert Woods Johnson Foundation (RWJF) Future of Nursing: Campaign for Action Grant #71319.

The project will address the Institute of Medicine's report on the Future of Nursing: Leading Change and Advancing Health, including implementing a nurse residency program. This initiative will focus on Associate Degree nurses progression by encouraging them to return to school and attain a minimum of a baccalaureate degree.

In addition, the project will focus on increasing the proportion of nurses with a baccalaureate degree to 80% by 2020. This initiative will be completed by:

1. Recruiting ethnically diverse students including first generation and low-income students, members of racial/ethnic minorities, and those living in rural areas
2. Developing and disseminating diversity appropriate resources
3. Working in concert with minority and ethnic nursing associations.

**Nevada Action Coalition:**

The Nevada Action Coalition (NAC) was designated by the Robert Woods Johnson Foundation and Association of Retired People (AARP) in February 2011 and is composed of a voluntary coalition of key partners throughout the state that includes nursing, business, government, labor and nursing education leaders.

The NAC co-lead organizations include the Nevada Governor's Workforce Investment Board Health and Medical Services Sector Council and the Nevada Alliance for Nursing Excellence (NANE).

The purpose of the NAC is to promote the implementation of the recommendations of the IOM report, The Future of Nursing: Leading Change, Advancing Health.

The deliverables will include the following:

1. Hire program staff
2. Create by-laws and an organizational chart
3. Hold a statewide summit
4. Create a map of the State of Nevada by region
5. Select a Regional and Recommendation Champions
6. Create a Diversity Task Force (DFT)
7. Disseminate marketing materials and activate social media sites
8. Create a marketing/education toolkit
9. Conduct a survey of Nurse Residency Programs in Acute Care facilities throughout NV
10. Establish a Transition into Practice (TIP) Committee
11. Develop curricula for Transition into Practice
12. Establish a speakers bureau to increase awareness of the Future of Nursing Campaign
13. Develop and activate a website for fund raising and outreach

**External Relationships:**

1. Collects and analyze nursing workforce data
2. Lead in statewide event planning efforts to present the work of the NAC as required by the State Implementation Program
3. Work directly with nursing and non-nursing stakeholders to ensure targeted goals and deliverables are achieved.

**Public Relationships:**

1. Establish and maintain effective relationships by serving as a liaison with non-nursing local, state and federal agencies and other health care stakeholder partners by encouraging the development of programs/activities that will support the enhancement of the IOM recommendations
2. Develop a strategic plan for development of new non-nursing partnerships and expansion of existing activities and/or programs, to better meet the Grant deliverables, thereby improving the health of all citizens within Nevada.
3. Network with local, state and national agencies to ensure future program development
4. Promote the success of the NAC and SIP and their role in Nevada through statewide presentations
5. Write news/professional magazine articles as required

**Funding:**

1. Explore opportunities for sustainable funding through grants and donations in partnership with the NAC and the larger stakeholder community
2. Research and write grant proposals
3. Attain 501(C)(3) status for Nevada Action Coalition

**Support the Vice-Chancellor of Health Sciences and NAC:**

1. Assume the lead in directing the management of grant initiatives as well as additional activities as identified by the Vice-Chancellor of Health Sciences

Linda Paulic, will serve as a SIP program coordinator (PTE), at a level of effort on the grant to approximately three days a week. In addition to Linda, Debra Collins will also serve as a SIP program coordinator (PTE), at a level of effort on the grant to approximately two days a week. Debra and Linda wrote the SIP grant proposal and have been involved in SIP deliverables since NSHE received the grant. Debra currently serves as the chairperson of the Nevada Alliance for Nursing Excellence and the vice chairperson of our Nevada Nursing Action Coalition.

In partnership with Workforce Connections, this subaward will allow for the hiring of Debra to devote two days a week working in the SIP grant office, and the remainder of her time at Workforce Connections. This will also allow Linda to be contracted out for services through Workforce Connections.

## Budget

### Subaward to Workforce Connections

	<b>Total sponsor+match</b>	<b>RWJF only</b>
Salary for D. Collins (12 months PTE)	\$34,900	\$15,000
Fringe Benefits	\$29,120	\$4,950
Salary for L. Paulic (12 months PTE)	\$66,144	\$45,000
Travel, per diem, supplies, etc.	\$4,836	\$2,050
<b>Total:</b>	<b>\$135,000</b>	<b>\$67,000</b>

Budget reallocation is allowed, if a new category is required then prior approval must be requested through the administrative contact on Attachment 3.

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

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### **# 4 Project Development**

# C UNLV Collaborative Gap Training for Nurses Program  
(\$200,000) – New Project Funded



## **GAP Training for RNs**

### **Overview**

Significant practice gaps exist as the newly graduated nurse transitions from academia to professional practice. The goal of this pilot program is to develop new grad knowledge, skills, attitudes and competencies in order to enhance their employability and to retain them in the profession of nursing.

This proposal is between UNLV Continuing Education and Workforce Connections.

## **GAP Training for RNs**

An Academic-Practice Partnership Between University of Nevada, Las Vegas –  
Continuing Education and Workforce Connections.

### **Overview:**

The GAP Training for RNs (GAP-RN), an academic-practice partnership, will provide RNs with additional education, mentoring/coaching, and clinical experiences to improve competence, professional skills, and employability. The program incorporates:

- Precepted clinical experiences
- Mentoring
- Leadership coaching
- Online learning activities focusing on quality and safety in professional practice
- Hands-on training using simulation
- Technical skills practice
- Interviewing techniques and resume' development

The GAP Training for RNs will provide:

- Training for 24-32 hours per week over 13 weeks—24 hours clinical and 8 hours didactic (online and on site)
- An industry-recognized certificate of completion issued by UNLV Continuing Education
- CEUs for nurses returning to practice or seeking to improve acute care clinical skills

The UNLV program has been revised moving from an internship model to a training model which incorporates online learning activities, hands on skills training, laboratory training using simulation, comprehensive case studies, interviewing techniques, resume development, and clinical application within settings provided by clinical partners.

It is estimated that participants may engage in learning activities accounting for a maximum of 30 hours per week for 10 weeks. The average weekly time commitment is 26 hours (two 12 hour shifts per week and one online learning activity). Laboratory training is front-loaded and it will be completed prior to the time the students enter into their clinical rotations. Clinical hours are limited so participants can still work at their non-nursing jobs if employed. Experienced nurses will supervise students one-on-one. Students will NOT be included in productivity measures meaning that they share an assignment with their supervising nurse. The supervising nurses are volunteer preceptors and provide the service as an in kind contribution to the program.

The clinical model described above is a traditional model used by all nursing schools to enhance skill and role acquisition. Roles and responsibilities are clearly defined by the contractual agreements between the clinical partner and UNLV.

**Participant Eligibility:**

Licensed RN (ADN, BSN, and/or Entry Level Master's) graduates of any nationally accredited academic nursing program within the previous 18 months who have yet to find employment. The program is also suitable for registered nurses seeking to return to acute care practice after having experienced an extended absence.

**Program Cost:**

Each participant will pay a tuition rate of \$3,030. Additional expenses to include a background check and drug screening, mal-practice insurance, and uniforms will include an additional cost of approximately \$250.

Students in the UNLV's GAP Training program may be eligible for tuition subsidy through Workforce Connection funding. Workforce Connection funded partners will qualify participants.

**Program Start Dates:**

UNLV will run the first pilot GAP Training for RNs program in November 2014. A second cohort will launch in March 2015. A third cohort will launch in late summer 2015. The total number of enrollees for this program will not exceed 66 for this contract period. Participants will enroll in the program through the University of Nevada, Las Vegas ([continuingeducation.unlv.edu/new-rn](http://continuingeducation.unlv.edu/new-rn)).

**Program Outcomes:**

The GAP Training for RNs outcomes:\*

- Increase new grad competence
- Enhance new grad professional skills
- Decrease number of medication errors
- Increase new grad retention rates
- Decrease new grad turnover rates
- Decrease new grad stress levels
- Increase new grad professional self-confidence
- Decrease recruitment costs
- Decrease new grad transition costs

\*see Assessment Plan for program outcomes, assessment tools, and schedule

**Program Assessment Data:**

Preliminary assessment data will be analyzed and program recommendations will be made. Training outcome data will be shared with the Regional Action Coalition, the Nevada State Board of Nursing, Nevada Alliance for Nursing Excellence, the Department of Employment, Training and Rehabilitation, NSHE, Nevada Nurses



Association, Nevada Organization of Nurse Leaders, Workforce Connections and any other interested organization or system.

**Why is this program needed, challenges in the industry?**

- Newly licensed nurses are expected to care for patients with complex health care needs within rapidly evolving health care settings.
- Educators and employers agree that there is a *practice gap* particularly in the areas related to risk management.
- Transition and orientation experiences vary greatly between clinical settings and some settings provide no transition experiences at all.
- Studies show that new nurses experience stress and challenges in professional self-confidence three to six months after hire. Data show that increased stress levels are risk factors for patient safety and practice errors.
- 35-60% of new grad nurses leave a position within the first year of practice resulting in replacement costs averaging \$60K per nurse.
- Studies indicate that 50% of new grads would fail to recognize a life-threatening complication due to lack of experience.
- 40% of new grad nurses admit to making medication errors.
- National Council of State Boards of Nursing recommends that verification of successful completion of a transition program be required at the first license renewal.

**UNLV Program Roles and Responsibilities:**

- Program administration
- Enrollment and tuition processes
- Continuing education credits for participants
- Industry-recognized certificate of training completion
- Co-marketing of the program to Nevada Schools of Nursing to include CSN and Nevada State College
- Web conferencing interface
- Online learning management system and learning activities reflecting QSEN Competencies, National Patient Safety Goals, and concepts recommended by National Council State Boards of Nursing (NCSBN) Transition Education Core
  - Pain management
  - Fall prevention
  - Infection prevention
  - Ethical decision making
  - End of life care
  - Cultural competence
  - Stress management
  - Evidence-based practice
  - Evidence-based skin care
  - Professional development
- Simulation training including case studies and pathophysiology review
- Clinical skills competency training

- Interviewing techniques and resume' refinement
- Administration of assessments and surveys as scheduled

**Clinical Partner Roles and Responsibilities:**

- Source and screen applicants for participation (twenty-five per cohort)
- Provide clinical placements
- Provide clinical liaison to collaborate with UNLV program coordinator
- Determine clinical units and rotation schedule for participants (total 9 weeks)
- In collaboration with GAP Training for RNs program liaison, identify skills targeted for additional training on skills competency training days
- Provide a dedicated preceptor for each GAP-RN training participant
- Provide RN to verify skills competencies on training day
- Complete requisite assessments and surveys as presented
- Support preceptor participation in online learning activities
- Provide feedback to GAP Training instructor and/or Program Director
- Co-market the program to potential new hire RNs

**Benefits for Clinical Partners:**

- Reduce onboarding costs
- Increase chances of hiring employees who are an organizational "fit"
- Authentic assessment of student performance and motivation
- Access to simulation center and targeted skills training
- Increase retention rates
- Participation in Academic-Practice Partnership

**Benefits for Program Participant:**

- Enhanced employment opportunity in desired unit/area of practice
- Hands-on training through precepted clinical
- Mentoring and support in a safe environment (UNLV)
- Increase in quality and safety of professional practice
- Increased confidence
- Increased professional competence
- EXPERIENCE

**Program Completion Employability:**

The UNLV program cannot guarantee employment as that decision resides with the clinical partner. It is well documented that employers prefer to hire experienced nurses. However, the clinical partners in this program philosophically agree that it is a shared responsibility to ensure that new nurses continue to "come through the pipeline". Clinical partners are selected based upon this philosophy.

The participants are licensed registered nurses who for some reason, are not working as nurses. The program and the clinical relationships are designed to enhance the skills, knowledge, and competencies of program participants. The

participants are NOT working in nursing and are seeking an opportunity to gain experiences which may facilitate employment in health care.

Clinical partners are offering training opportunities that show a demand for employment. Clinical partners have shared that there is a potential for employment after the completion of the program however they cannot guarantee that every participant will become employed. This training program allows the participant to demonstrate their abilities and puts them one step ahead of other nurses who do not have experience.

**Refund Policy:**

Registration cancellations must be received in writing (email is acceptable) no later than three (3) business days prior to the start date of the course/program in order to receive a refund. No refunds will be issued after this date. All refunds will be minus a \$10 administrative fee per course. Exceptions to this policy may be considered for major catastrophic events (for example: death of an immediate family member, severe car accident, out of state relocation, etc.). UNLV will have final decision authority and will require no more than a 50 percent refund.

**Closing the Gap for Unsuccessful Participants:**

Students actively participating in all learning activities and clinical experiences will not fail the program. Of course they will need to demonstrate professional attitudes, respect confidentiality, and perform according to their roles as defined by the nurse practice act. Participants not engaging in learning activities, who are tardy or do not show up for clinical, and who violate confidentiality, make gross error or practice outside their scope will not be successful.

Clinical partners will conduct interviews prior to placement to help ensure a good match. In some instances, participants may be placed in a clinical position that is not a fit. In the event this happens or if a clinical partner is not satisfied with the student performance, the program coordinator and program instructor will work with other participating area hospitals and replace the student in another training program in order for the student to complete the 13 weeks of training.

The program coordinator will assess the unsuccessful student situation on a case by case basis. If a student is unsuccessful, the coordinator will review the situation and a determination will be made on a case by case basis.

**Similar Programs:**

The GAP Training Program for RNs shares some similarities with the now obsolete Health Care 2020 program

- Employers may interview students for potential employment
- Employers may refer nurses to the GAP Training-RN program

- The GAP Training-RN curriculum may introduce concepts found in many new grad residencies. The GAP Training RN student may be more employable by having the knowledge, skills and attitudes garnered from the training.

The main difference between the UNLV GAP Training and residency programs is that UNLV participants are not employed. They are enrolled in a training program in an effort to refine their skills, increase their confidence and competence so that they become more attractive candidates for employment. Clinical partners are providing clinical placements which are positions for which they will be recruiting. It is described by one clinical partner that a UNLV participant may have a “leg up” on another applicant as a result of their participation in the program.

**Compensation for Participants:**

UNLV GAP training students are not employees and therefore would not receive pay. This training experience is intended to provide the RN experience so they can be better positioned to enter into employment.

Nearly all U.S. schools of nursing use this same model for clinical experiences. Clinical partners would argue that hosting students does not constitute free labor as experienced nurses supervise the students. One-on-one supervision for all student activity takes additional time and resources that are a cost to the clinical partner instead of benefit.

**Marketing Efforts:**

UNLV Continuing Education program has commenced marketing of this program by incorporating the following strategies:

- Nevada State Board of nursing included a program description on their website homepage.
- All Deans and Directors of Nevada School of Nursing have received program details to promote program to their previously graduated RNs.
- UNLV has reached out to both College of Southern Nevada and Nevada State College Nursing Departments and have received a letter of support from both entities.
- Program was presented to the Nevada Alliance for Nursing Excellence (NANE) and Nevada Action Coalition (NAC) which includes representatives from both academia and service settings.
- Email blast has been sent to 1598 RNs, receiving licenses between May 2013 and August 2014, through UNLV marketing department. The Nevada State Board of Nursing provided the contact information.
- Brochures have been created to promote program
- Marketing efforts will be promoted on UNLV CE social media channels
- Program promoted on UNLV CE website: [continuingeducation.unlv.edu/new-rn](http://continuingeducation.unlv.edu/new-rn)

- **Contacting all area hospitals for training placements. Two nurse employer systems have already yielded more than 35 supervised clinical opportunities to date**
- **Informational Sessions have been conducted and will continue to be conducted for participants to learn about the program details and requirements.**
- **Informational Sessions will be conducted for employers to provide additional information and to secure placement opportunities. To date: two area hospitals have signed on to provide placements at Children's Hospital and the VA Hospital.**

## UNLV Continuing Education Gap Training for RNs Program Budget

Three Cohorts of 22 students per cohort

**\$ 199,980**

<b>BUDGET PER COHORT</b>		
<b>Revenue</b>		<b>Total</b>
Tuition (\$3030*22 students)	\$	66,660
<b>Total Revenue</b>		<b>\$ 66,660</b>
<b>Expenses</b>		<b>Total</b>
Instructor Pay (\$1200*22 students + 3.15 Fringe)	\$	27,232
Trainers (additional instruction provided by trainers)	\$	2,400
Web Conferencing	\$	154
Simulation Lab	\$	6,240
Graduation Cost	\$	750
Framed Certificates	\$	1,980
CEU's and Transcript Achieving (\$35*22 students)	\$	770
CE Administration 33.5%	\$	22,331
School of Nursing Accreditation and Compliance	\$	4,803
<b>Total Expenses</b>		<b>\$ 66,660</b>
<b>Revenue - Expenses</b>		<b>\$ 0</b>

<b>BUDGET PER STUDENT PER COHORT</b>		
<b>Per Head Budget</b>		
<b>Revenue</b>		<b>Total</b>
Student tuition	\$	3,030
<b>Total Revenue</b>		<b>\$ 3,030</b>
<b>Expenses</b>		
Instructor Pay	\$	1,238
Trainers (additional instruction provided by trainers)	\$	109.09
Web Conferencing	\$	7
Simulation Lab	\$	283.64
Graduation Cost	\$	34.09
Framed Certificates	\$	90
CEU's and Transcript Achieving	\$	35
CE Administration 33.5%	\$	1,015
School of Nursing Accreditation and Compliance	\$	218
<b>Total Expenses</b>		<b>\$ 3,030</b>
<b>Revenue - Expenses</b>		<b>\$ 0</b>

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

**July 14, 2015**

### **# 4 Project Development**

- # D CSN Apprenticeship Preparation Training (\$204,000) –  
New Project Funded



*Division of Workforce and Economic Development*

CSN Sahara West Center  
2409 Las Verdes St.  
Las Vegas, NV 89102

[www.csn.edu/workforce](http://www.csn.edu/workforce)

## **Apprenticeship Preparation Training**

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Prepared for: Heather Desart  
Workforce Connections

Prepared by: Melissa Schroeder and Evelyn Thompson  
Specialists, College of Southern Nevada

CC: Dan Gouker  
Executive Director, Division of Workforce and Economic Development, College of  
Southern Nevada

Date: April 28, 2014

Today's workplace is dramatically changing at a rapid pace. The impact of this change is so influential that the National Skills Coalition is "Forging new partnerships to measure certifications and licenses." One of the solutions to this change is The College of Southern Nevada (CSN) Apprenticeship Preparation Training Program. CSN delivers a rigorous, multitier approach in preparing students to enter professional trade apprenticeship programs. This proposal contains information about CSN's apprenticeship program. This dynamic, cutting-edge all-inclusive program exposes students to apprentice trades, applicable academic courses and current and emerging employability skills in the "new workforce." Prepared for today and armed for the future, CSN's Apprenticeship Preparation Training Program is unparalleled.

There are several facets to this training program including a three credit algebra course, WorkKeys Assessment, OSHA 10 training, employability skills training, and several other components outlined below in the proposal.

Training will be conducted either at the CSN Sahara West Center or CSN Charleston Campus. It is recommended that a maximum number of 20 participants be accepted for each cohort of the program. The number of cohorts as well as dates and times of the trainings are flexible.

Attached are descriptions and cost for providing each training module.

Thank you for consideration of this proposal. We look forward to hearing from you.



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### Phase One

1. **General Assessment of Instructional Need (GAIN)** is a 2-hour assessment of math and English skills. This assessment evaluates a student's general abilities in these two areas and identifies learning gaps which helps us to create an individual learning plan for each student.
2. **WorkKeys Assessment** is a 4-hour assessment covering three areas: Reading for Information, Locating Information, and Applied Mathematics. Upon successful completion of this assessment, students will earn a National Career Readiness Certificate issued by American College Testing (ACT). This certificate validates a student's ability to perform well in the workplace and is a nationally recognized credential.
3. **Orientation Symposium**-The College of Southern Nevada offers an Apprenticeship Symposium for students who are interested in participating in the full Apprenticeship Preparation Program, but are not sure what it entails. While students may be familiar with apprentice trades, they may not realize the academic, time and personal commitment required for successful completion. CSN is committed to student success and understands the unique challenges they face.

The Apprenticeship Symposium is one-day (8-hour) general overview of the full Apprenticeship Preparation Training. Students participate in an interactive environment exposing them to all 11 components of the full training program. They are encouraged to ask questions and consider what if anything is required to enroll in the full program.

### Phase Two

4. **Math 050** is a 3 credit college math course that covers basic fractions and decimals through general algebra and beginning trigonometry. This course satisfies the required one credit of algebra for the electrical trades. This course is competency based and scheduled for two sessions a week for 10-12 weeks based on student need. In addition to the instructor, an academic success coach attends each session.
5. **AHA CPR/AED/First Aid** is a 7-hour course providing basic first aid, cardiopulmonary resuscitation, and automated external defibrillator skills.

### Phase Three

6. **OSHA 10** is two 5-hour sessions providing training for entry level workers and employers on the recognition, avoidance, abatement, and prevention of safety and health hazards in workplaces in construction industry. The program also provides information regarding workers' rights, employer responsibilities, and how to file a complaint. Through this training, OSHA helps to ensure that workers are more knowledgeable about workplace hazards and their rights. OSHA 10 is a requirement for the trades.
7. **Work shirts, boots, socks, and lunchbox**-Students will be equipped with one pair of work boots appropriate for trade visits, socks, one work shirt, and one lunch box.

8. **Visits to the trades**-Visits could include, but not limited to: Electrical Program, Sheet Metal Program, Teamster Program, Operating Engineers Program, Iron Workers Program, Piping Trades Program, Laborers Program, and Carpenters Program. Students are accompanied to each site by the site visit coordinator.
9. **Bus passes and gas cards**-Bus passes and gas cards are distributed based on documented need.

#### Phase Four

10. **Resume Building and Interview Skills Seminar** is one day of two 4-hour sessions to assist students with every aspect of resume writing preparing for job interviews. Utilizing the CSN online resume builder students learn how to electronically build their resume and understand when to use paper. This session also addresses career/job objectives, functional vs chronological resumes, soft skills, job specific skills and transferrable skills. Throughout this session students learn the vital role resumes play in accessing jobs.

The Interview Skills session prepares students with strategies, pre-interview activities and how to present themselves during technology-based and face-to-face interviews. Students also learn about employee rights, closing and salary negotiation strategies.

11. **Employability Training** is ten seminars over the duration of the program providing vital skills needed to get most jobs and increase retention once employed. General topics include, but are not limited to the following: Communication (verbal and written), Teamwork, Problem-Solving, Creativity and Innovation, Professionalism, Cultural Competency, Planning, Legal and Ethical Practices, Technology and Personal Financial Literacy as it pertains to the workplace. One session is dedicated to emerging employability skills that specifically address the new workforce paradigm in rapidly changing workforce environments. This course provides students the opportunity to develop their unique contributions to the workplace and provide superior service in their respective positions.
12. **Mock Interviews** Industry professionals conduct actual interviews that provide students with real-life experiences for the jobs they've been exposed to in the Apprenticeship Program. Students apply skills they learned in the Resume Building and Interview Skills Seminar and are provided essential feedback for practical application when they enter the workforce.
13. **Final WorkKeys Assessment**-Students who need to raise any scores on the assessment to earn a National Career Readiness Certificate will be able to re-assess in this phase.

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### Program Fees Summary

- The tuition per participant for Phase One- \$180.00
- The tuition per participant for Phase Two- \$648.50, which includes all required books and supplies.
- The tuition per participant for Phase Three- \$475.00, which includes all required supplies.
- The tuition per participant for Phase Four- \$375.00 which includes all required supplies.

\*Note that the program as a whole is divided into four phases. Students have the ability to attend one, two, three, or all four phases. The cost for a student to attend all four phases is \$1678.50.



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

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### **# 5 Fiscal Management**

- # A Return on Investment Dollars
- # B Staff Operation Budget in Line with Federal, State and Local Area Requirements and Expectations
- # C Significantly Reduced Agency's Auditing Findings and Deficiencies



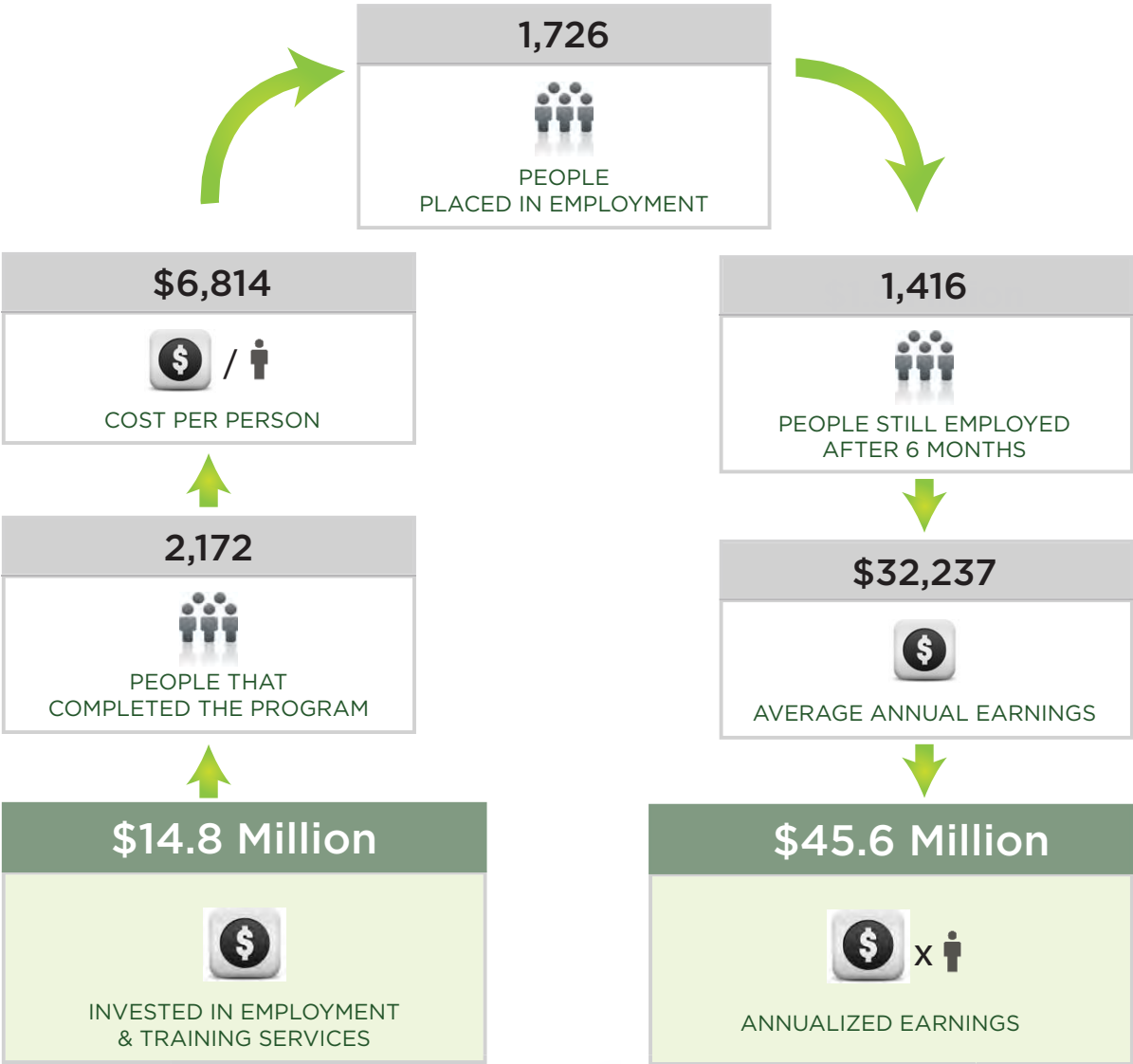
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### **# 5 Fiscal Management**

**# A Return on Investment Dollars**

# HELPING ADULT & DISLOCATED WORKERS



Data from the PY13 9090 certified by the State.

## STRENGTHENING SOUTHERN NEVADA'S ECONOMY



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**# 5 Fiscal Management**

# B Staff Operation Budget in Line with Federal, State and  
Local Area Requirements and Expectations

# Workforce Connections

## PY2011 through PY2015 Budget Comparison

Revenue by Funding Stream	Approved Budget PY2011	Approved Budget PY2012	Approved Budget PY2013	Approved Budget PY2014	Approved Budget PY2015
Adult	5,660,975	9,740,615	10,665,753	9,663,005	7,375,010
Dislocated Worker	6,637,823	3,424,026	4,140,823	3,806,078	4,448,425
Dislocated Worker - Addl. DETR Allocation		2,707,512	1,870,101		
Youth	5,760,743	6,337,899	6,564,523	5,927,060	5,973,728
Adult Carry Forward	2,433,862	3,576,575	4,568,885	4,135,939	4,300,000
Dislocated Worker Carry Forward	443,620	1,316,464	231,085	1,772,125	1,000,000
Youth Carry Forward	2,905,927	4,252,714	3,695,991	3,989,850	3,000,000
Other Revenues	1,250	25	25	60,025	60,025
Governor's Reserve	75,000				
<b>Total Revenue by Funding Stream</b>	<b>\$ 23,919,200</b>	<b>\$ 31,355,830</b>	<b>\$ 31,737,186</b>	<b>\$ 29,354,082</b>	<b>\$ 26,157,188</b>

Community Resource Operations	Approved Budget PY2011	Approved Budget PY2012	Approved Budget PY2013	Approved Budget PY2014	Approved Budget PY2015
Adult Services	5,990,179	11,169,066	11,961,107	10,215,417	8,786,257
Dislocated Worker Services	5,240,268	6,157,586	4,898,147	4,344,729	4,116,318
Youth Services	6,413,336	8,472,491	8,231,996	7,687,247	6,730,296
<b>Subtotal Community Resource Allocations</b>	<b>\$ 17,643,783</b>	<b>\$ 25,799,143</b>	<b>\$ 25,091,250</b>	<b>\$ 22,247,393</b>	<b>\$ 19,632,871</b>
	73.8%	82.3%	79.1%	75.8%	75.1%

Workforce Connections Board Operations	Approved Budget PY2011	Approved Budget PY2012	Approved Budget PY2013	Approved Budget PY2014	Approved Budget PY2015
Subtotal Operating Expenditures	6,275,417	5,556,687	6,645,936	7,106,689	6,524,317
	26.2%	17.7%	20.9%	24.2%	24.9%

<b>Total Expenditures</b>	<b>\$ 23,919,200</b>	<b>\$ 31,355,830</b>	<b>\$ 31,737,186</b>	<b>\$ 29,354,082</b>	<b>\$ 26,157,188</b>
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<b>Fund Balance</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
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## Workforce Connections

Funding Source / Program	April 1, 2012		July 1, 2012		July 1, 2013		July 1, 2014		July 1, 2015	
	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries	FTE	Salaries
WIA Funded Positions - Operations	41.03	3,229,806	27.88	2,259,247	33.18	2,692,533	33.18	2,692,533	33.18	2,692,533
WIA Funded Positions - Internal Programs	17.00	833,118	-	-	-	-	-	-	-	-
WIA Funded Positions - One-Stop Center	-	-	-	-	2.00	88,526	3.95	267,361	3.90	267,361
WIA Funded Positions - One-Stop System	-	-	-	-	4.00	263,358	10.08	655,204	10.13	655,204
<b>Total WIA Funded</b>	<b>58.03</b>	<b>4,062,924</b>	<b>27.88</b>	<b>2,259,247</b>	<b>39.18</b>	<b>3,044,417</b>	<b>47.21</b>	<b>3,615,098</b>	<b>47.21</b>	<b>3,615,098</b>
<b>Direct Grants</b>										
YouthBuild / Americorps	7.00	308,547	3.50	197,624	4.20	223,896	4.20	237,723	4.20	237,723
SESP	5.00	361,682	4.00	248,107	-	-	-	-	-	-
Layoff Aversion	2.00	152,907	2.00	156,507	-	-	-	-	-	-
<b>Total Direct Grant Funded</b>	<b>14.00</b>	<b>823,136</b>	<b>9.50</b>	<b>602,238</b>	<b>4.20</b>	<b>223,896</b>	<b>4.20</b>	<b>237,723</b>	<b>4.20</b>	<b>237,723</b>
<b>Workforce Connections Total</b>	<b>72.03</b>	<b>4,886,060</b>	<b>37.38</b>	<b>2,861,485</b>	<b>43.38</b>	<b>3,268,313</b>	<b>51.41</b>	<b>3,852,821</b>	<b>51.41</b>	<b>3,852,821</b>
<b>Accumulated Impact</b>										
WIA Operations Decrease			(30.15)	(1,803,677)	(18.85)	(1,018,507)	(10.82)	(447,826)	(10.82)	(447,826)
Direct Grant Decrease			(4.50)	(220,898)	(9.80)	(599,240)	(9.80)	(585,413)	(9.80)	(585,413)
<b>Total Workforce Connections Decrease</b>			<b>(34.65)</b>	<b>(2,024,575)</b>	<b>(28.65)</b>	<b>(1,617,747)</b>	<b>(20.62)</b>	<b>(1,033,239)</b>	<b>(20.62)</b>	<b>(1,033,239)</b>
<b>Percentage Decrease</b>			<b>-48.1%</b>	<b>-41.4%</b>	<b>-39.8%</b>	<b>-33.1%</b>	<b>-28.6%</b>	<b>-21.1%</b>	<b>-28.6%</b>	<b>-21.1%</b>



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

**July 14, 2015**

**# 5 Fiscal Management**

# C Significantly Reduced Agency's Auditing Findings and Deficiencies

## WORKFORCE CONNECTIONS

Audit Findings for PY2013  
(Year Ended June 30, 2014)

Monthly Status Report  
July 2015

Finding	Type	Description	Target Date	Audit						
				PY2013	PY2012	PY2011	PY2010	PY2009	PY2008	PY2007
				ended	ended	ended	ended	ended	ended	ended
				6/30/2014	6/30/2013	6/30/2012	6/30/2011	6/30/2010	6/30/2009	6/30/2008
				1/21/2015	(1/30/2014)	(1/31/2013)	(2/24/2012)	(4/29/2011)	(06/08/2010)	(09/22/2009)
14-1	Federal Grants	<b>Governmental subrecipients of States will use the same State policies and procedures used for procurements from non-Federal funds.</b>	July 2015	X						
		Status: State policies and procedures to procure goods and services will be followed and properly documented.								
		Action: July 2015 - Additional data and information provided by WC is under review by DETR/DOL and a decision is pending. WC believes our method of sole source procurement was allowable under 20 CFR 663.430(a)(3) and (b) and in accordance with the compliance requirements of DETR-WISS. Further, management intends to exercise formal appeals to the Department of Labor (DOL) in the event of unfavorable decision in this matter.								
14-2	Federal Grants	<b>Property records shall be complete, accurate and equipment will be properly accounted for.</b>	January 2015	X	X	X				
		Status: Policies and procedures will be followed to properly track equipment.								
		Action: July 2015 - The tracking process to document equipment locations was improved to ensure that Finance staff is notified in a timely manner of all equipment moves between the WC Offices, One-Stop Career Center, and service provider locations.								
<b>Findings below did not recur in the latest audits.</b>										
13-1	Financial Reporting	<b>Long-Term building lease cash incentives and uneven rents were not properly recorded in the financial system at year end</b>			X					
		This condition was a result of the lease related to the move to the new location. Any future lease transactions will be fully vetted with appropriate accounting personnel for proper treatment.								
13-2	Financial Reporting	<b>Subrecipient cash advances were improperly recorded at year end</b>			X					
		Staff continue to review all subrecipient cash advances outstanding at year end for proper classification in the financial statements in preparation for the audit.								
13-4	Federal Grants	<b>Time was reallocated from one federal award to another without sufficient documentation and support.</b>			X					
		Staff continue to accurately document/support any reallocations of previously approved time allocations.								



## WORKFORCE CONNECTIONS

Audit Findings for PY2013  
(Year Ended June 30, 2014)

Monthly Status Report  
July 2015

Finding	Type	Description	Target Date	Audit						
				PY2013	PY2012	PY2011	PY2010	PY2009	PY2008	PY2007
				ended 6/30/2014	ended 6/30/2013	ended 6/30/2012	ended 6/30/2011	ended 6/30/2010	ended 6/30/2009	ended 6/30/2008
				1/21/2015	1/30/2014	1/31/2013	2/24/2012	4/29/2011	06/08/2010	09/22/2009
<b>Findings below did not recur in the latest audits.</b>										
13-5	Federal Grants	<p><b>Low income exceptions for youth participants were not properly classified in the automated system causing inaccurate reporting.</b></p> <p>The Executive Director continues to be the point person on approvals of low income exceptions for youth eligibility. Program and IT staff then properly document the low income exception in the automated system.</p>			X					
12-1	Federal Grants	<p><b>Funding federal grants in advance - excessive time elapsed between receipt of funds and disbursement of funds</b></p> <p>Efforts to pay subrecipients within two days of receiving funds from the State continues. When funds are drawn for a provider, and not paid to them, the funds will be swapped on the subsequent draw to avoid using those funds for other expenses.</p>				X	X	X	X	
12-2	Federal Grants	<p><b>Requests for funds need to be complete, accurate, and agree to supporting documentation.</b></p> <p>Staff continues to review all provider invoices to ensure accuracy and completeness.</p>				X	X	X		
12-3	Federal Grants	<p><b>Documentation supporting program participant eligibility shall be complete, accurate, and retained</b></p> <p>Policies and procedures have been developed and annual monitoring by program staff will ensure complete and accurate records.</p>				X	X			
11-1	Financial Reporting	<p><b>Lack of Policies and Procedures and GAAP adherence - improved from last year but still lacks effective policy and procedures</b></p> <p>The Finance staff will continue to operate within established policies and modify those that need to be updated. Adherence to GAAP will always be the goal.</p>					X	X	X	X
11-2	Financial Reporting	<p><b>Lack or insufficient skills and knowledge to perform governmental accounting utilizing GAAP - improved from last year but still needs improvement</b></p> <p>The Finance Manager and Financial Consultant are providing the expertise necessary to provide the skills and knowledge that have been needed. Staff will keep up skills by attending all applicable training.</p>					X	X	X	

## WORKFORCE CONNECTIONS

Audit Findings for PY2013  
(Year Ended June 30, 2014)

Monthly Status Report  
July 2015

Finding	Type	Description	Target Date	Audit								
				PY2013	PY2012	PY2011	PY2010	PY2009	PY2008	PY2007		
				ended	ended	ended	ended	ended	ended	ended		
				6/30/2014	6/30/2013	6/30/2012	6/30/2011	6/30/2010	6/30/2009	6/30/2008		
		<b>Findings below did not recur in the latest audits.</b>										
11-3	Federal Grants	<b>SEFA schedules did not agree with supporting records or documentation</b>  Status: The FE system continues to be reconciled to the supporting draw and invoice records.					X	X	X	X		
11-6	Federal Grants	<b>ARRA - timely reporting of quarterly reports</b>  All of the ARRA funds have been expended and there are no more reports due.					X					
11-8	Federal Grants	<b>Sub-recipients awards did not contain the required information</b>  Contract templates are revised annually to ensure that all of the required information is entered into the contracts.					X	X			X	
11-9	Federal Grants	<b>Financial reporting of Form ETA 9130 - timely submissions</b>  A spreadsheet was developed for monitoring all report due dates and two fiscal staff are required to monitor the spreadsheet to ensure every report is submitted in advance of its deadline.					X					
11-10	Federal Grants	<b>Monitoring of sub-recipients - Annual Monitoring and Tracking of Findings</b>  Department of Labor requires annual financial reviews of subrecipients. Our policy was updated. A monitoring spreadsheet has been developed to track all findings. WC staff continue the annual fiscal monitoring of all service provider contracts.					X	X				

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

**July 14, 2015**

- # 6 One-Stop Career Center – Total Quality Client Services**
  - # A Delivery of Quality Services in a Timely Manner
    - # 1 Hired Navigators and Implemented Expanded Orientation Process
    - # 2 Customer Service: Understanding Those We Serve Training
  - # B Delivery of the AARP's 50+ Coaching Program
  - # C Development of Business Services Engagement Processes
    - # 1 Summary
    - # 2 Year-to-Date Media Report
    - # 3 Mobile One-Stop and Client Transport
  - # D Special Events – One-Year Anniversary, IT Expo, Super Hiring Event, Healthcare Symposium
  - # E Established Veterans Financial Coaching Services



**Executive Director's  
Annual Performance Report**

**July 14, 2015**

**# 6 One-Stop Career Center – Total Quality Client Services**

# A Delivery of Quality Services in a Timely Manner

# 1 Hired Navigators and Implemented Expanded  
Orientation Process

## One-Stop Career Center Navigator

Duties performed in this position will align with the provision of Core services, as spelled out in Section 134(d)(2) of the Workforce Investment Act of 1998:

- Basic pre-screening of new customers, to include communicating eligibility criteria and acceptable documentation, conducted in both one-on-one and group orientation-type settings;
- Provide appropriate referrals to System Partners and/or other outside entities who may be able to better assist with customer needs;
- Provide backup coverage for existing One-Stop staff both at the front desk and in the Resource Room, as needed;
- Schedule individuals for appropriate workshops and/or job clubs;
- Refer ready customers to OSCC seated partners for further services, following protocol adopted by the Consortium;
- Conduct informational workshops for resume writing, interviewing, job retention and other job readiness skills, as needed;
- Provide general career counseling assistance to customers, as appropriate;
- Provide information on job vacancies with local employers, as well as the skill requirements for such occupations;
- Provide information on eligible providers of training, eligible providers of WIA Youth activities, providers of WIA Title II adult education services, providers of postsecondary vocational education activities, and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act, and providers of vocational rehabilitation program activities described in Title I of the Rehabilitation Act of 1973;
- Provide accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate.

**Executive Director's  
Annual Performance Report**

**July 14, 2015**

**# 6 One-Stop Career Center – Total Quality Client Services**

# A Delivery of Quality Services in a Timely Manner

# 2 Customer Service: Understanding Those We Serve  
Training

# Customer Service: Understanding Those We Serve

## CUSTOMER SERVICE: UNDERSTANDING THOSE WE SERVE

### COURSE OBJECTIVES



By

**Keith Hosannah,  
Training Officer II**

- DEFINE "CUSTOMER SERVICE"
- REVIEW COMPONENTS OF COMMUNICATION
- DETERMINE COMMUNICATION STYLE AND LEARN ABOUT THE DIFFERENCES USING THE B.E.S.T PROFILE ASSESSMENT.
- DISCUSS COMPONENTS OF CUSTOMER SERVICE
- DISCUSS COMPLAINT RESOLUTION
- DISCUSS FOUR BASIC PRINCIPLES OF "FISH!" PHILOSOPHY
- EMPHASIZE REASON TO SMILE

Participant Handout  
September 2014



**Executive Director's  
Annual Performance Report**

**July 14, 2015**

**# 6 One-Stop Career Center – Total Quality Client Services**

**# B Delivery of the AARP's 50+ Coaching Program**

*AARP Foundation & Workforce Connections*

*Opens the Door to a Brighter Future*



*Awards & Graduation Ceremony*

*Monday, January 5, 2015*

*Workforce Connections*

*6330 W. Charleston Blvd., Suite 150*

*Las Vegas, NV 89146*

*1:00p.m. – 3:00p.m.*

Processional

Staff, Graduates, Instructors

Welcome and Introductions

Jake McClelland

Address

Joy Huntsman

Presentation of Awards

Kenadie Cobbin Richardson

Participant Testimonial

Darline Michol

Robin Billingslea

Presentation of Diplomas

Norma Fernandez

2014/2015 AARP 50+ Back to Work Graduating Class

Minerva Arceo

Essie Henderson

Robin Billingslea

Evelyn McMelroy

Reginald Donel

Darline Michol

Claudette Fournier

Shirley A. Nichols

Georgia Garrett

Donna Pettis

Acqua Gollihar

Rann Dee Walter

Terry Gollihar

*Take Pride in How Far You Have Come,  
and Have Faith in How Far You Can Go!*

Lunch will be provided following the ceremony

*AARP Foundation & Workforce Connections*

*Opens the Door to a Brighter Future*



*Awards & Graduation Ceremony*

*Monday, March 23, 2015*

*Workforce Connections*

*6330 W. Charleston Blvd., Suite 150*

*Las Vegas, NV 89146*

*1:00p.m. – 3:00p.m.*

Processional

Staff, Graduates, Instructors

Welcome and Introductions

Ardell Galbreth, Executive Director

*workforceConnections*

Participant Testimonial

Denise Lockhart

John Godenzi

Presentation of Diplomas

Joy Huntsman

2014/2015 AARP 50+ Back to Work Graduating Class

Christine Leclerc

John Godenzi

Victoria Gage

Peggy Symons

Joann Mason

Cynthia Kott

Connie Kittrell

Minerva Arceo

Pamela Ridgell

Jeff Mahlow

Denise Lockhart

Jeffrey Smith

Sondra Johnson

Pamela Jackson

*Take Pride in How Far You Have Come,  
and Have Faith in How Far You Can Go!*

Lunch will be provided following the ceremony

*AARP Foundation & Workforce Connections*

*Opens the Door to a Brighter Future*



*Awards & Graduation Ceremony*

*Monday, June 15, 2015*

*Workforce Connections*

*6330 W. Charleston Blvd., Suite 150*

*Las Vegas, NV 89146*

*1:00p.m. – 3:00p.m.*

Processional

Staff, Graduates, Instructors

Welcome and Introductions

Jake McClelland, One Stop Center Manger

*workforceConnections*

Participant Testimonial

Shirley Mahan

Melvin Smith

Presentation of Diplomas

Joy Huntsman

2014/2015 AARP 50+ Back to Work Graduating Class

Kacy Curry

Linda Nagel

Karen Shubbock

Patricia Paulsen

Connie Contrera

Melvin Smith

Virginia DeSilva

Shirley Mahan

Glenda Garcia

Priscilla Milligan

Kim Hendren

*Take Pride in How Far You Have Come,  
and Have Faith in How Far You Can Go!*

Lunch will be provided following the ceremony

### Target Audience: 50+ Job Candidates

BACK TO WORK 50+ is targeting 50+ workers who were previously employed in working class and moderate income jobs and whose educational attainment and lack of computer skills present barriers to employment in jobs that lead to better economic security.

### BACK TO WORK 50+ is designed to support 50+ workers with the following characteristics:

Age	50+, likely age 50-64, with a special focus on those ages 50-54 who are not eligible for programs like SCSEP that are funded by Older American Act funding
Employment Experience	Good job experience but have unexpectedly been “thrown for a loop” in the job market, such as being laid off, in need of retraining due to an industry shutting down. Likely in need of computer skills upgrade. Worked their entire career for one or two companies. Are able to be legally employed in USA.
Education/Skills Level	<ul style="list-style-type: none"> <li>• Low to moderate skills</li> <li>• High school graduate</li> <li>• May be seeking short-term training.</li> <li>• Low computer skills and limited access to computers with internet</li> </ul>
Family	Raised their family on a moderate income. May be supporting minor children and aging parents.
Gender	Women are the main target audience for this expansion effort, the main priority for the training scholarships. However, funding is also available to serve men who are interested in the targeted occupations. See your grant award document for specific numbers.
Employment Interests	Seeking hourly wage full-time jobs.
Current Employment Status	Unemployed or under-employed (employed part-time but seeking full-time work). Experiencing periods of long term unemployment
Income	130-200% of poverty level
Challenges	<ul style="list-style-type: none"> <li>• Recently experienced a major life-changing event in their lives, such as divorce, death of a spouse, or becoming a caregiver for their grandchildren.</li> <li>• Facing age discrimination</li> <li>• Inexperienced in the complexities of accessing employment services, modern job searching and networking techniques, especially online application processes or navigating complex social welfare systems.</li> <li>• Need a ready advocate or trusted advisor</li> </ul>

Job candidates who do not fit this description and have serious housing and mental health challenges or lack a high school diploma will be referred to other local services and invited to return when they have completed a GED and stabilized their health and housing situations.



## Are You 50+ and Looking for Full-Time Work?

**BACK TO WORK 50+** offers local Information Sessions and a coaching program that can help you update your personal marketing tools & networking strategies, target your job search, get job leads, and find resources that can help you stay strong while you are looking for your next job.

**CALL TOLL FREE (855) 850-2525** to get a free job search guide and register for a local **BACK TO WORK 50+** Information Session!

To learn more, visit: [www.aarp.org/backtowork50plus](http://www.aarp.org/backtowork50plus)

Funded in part by Walmart Foundation.

**2015 Information Sessions Planning**

- **Schedule Information Sessions**
- **Plan your Information Sessions, including dates, locations, room capacity, and the “owner.”**  
(Early attention to this step is important as it is the catalyst for several follow on steps.)

<b>Information Session Name</b>	<b>Date</b>	<b>Start Time: End Time:</b>	<b>Location : Organization &amp; Room #</b>	<b>Address City/State/ZIP</b>	<b>How many do you want to attend?</b>	<b>“Owner” Person In Charge</b>
<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>01/12/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>02/09/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>03/02/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>

<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>04/20/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>05/11/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>



<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>06/15/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
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<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>07/13/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
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<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>08/17/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
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<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>09/14/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
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<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>10/12/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
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<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>11/09/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
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<b>BACK TO WORK 50+ @ YOUR ORGANIZATION</b>	<b>12/14/2015</b>	<b>2:00pm 4:00pm</b>	<b>Workforce Connections Rooms-Bronze, Gold &amp; Silver</b>	<b>6330 W. Charleston Blvd., Suite 150 Las Vegas, NV 89146</b>	<b>60</b>	<b>Norma Fernandez</b>
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**Executive Director's  
Annual Performance Report**

**July 14, 2015**

**# 6 One-Stop Career Center – Total Quality Client Services**

# C Development of Business Services Engagement Processes

# 1 Summary

# *The Workforce Development Academy*

## **Business Engagement Specialist Team (BEST)**

### *Connecting Employers To A Ready Workforce*

1

#### ***Purposes and Objectives:***

1. Understand the **purpose of BEST** and the **responsibility of engaging employers** in the One-Stop System
2. Know the role of the Business Services Network and its **“No Wrong Door”** policies and procedures
3. Commit to strong, long-term employer relationships through **increased satisfaction** with services and referrals
4. Learn how to refer job candidates to **BEST-identified job opportunities**
5. Define **“quality referral”** and what program staff can do to prepare job seekers to be referred
6. Identify ideas for Workforce Connections, the One-Stop Center, and partners can **become even more demand-driven**

2

## ***Agenda Topics:***

- 1. The Business Engagement Specialists Team:**  
*Engaging More Businesses, Partnering, Compact Promises*
- 2. The Business Services Network:**  
*Seamless Access for Businesses, Partner Procedures, Services*
- 3. Long-Term Employer Relationships:**  
*Satisfaction with Services and Referred Candidates*
- 4. Working with One-Stop Partners to Help Employers Recruit:**  
*Hot Jobs, Pre-Screening, OJT/Apprenticeship, Hiring Events*
- 5. Quality Referrals:**  
*Job-Ready, Job-Search Ready, Meet Qualifications, What You Can Do*
- 6. Demand-Driven:**  
*Alignment, Labor Market, Training-Related Employment*

3

## **BEST Contributes to the Achieving the Workforce Connections Mission and Strategic Goals by:**

- ✓ **Engaging More Businesses** in the One-Stop System
- ✓ Developing **Seamless Business Access** to services across the system
  - ✓ Delivering **Customized Business Recruitment** Services
  - ✓ Ensuring Job Seeker Services **Meet Business Needs**
  - ✓ Helping Industries Meet Their **Talent Pipeline Needs**

4

### **Engaging More Businesses in the One-Stop System**

- ✓ Outreaching to Employers and Offering System-Wide Customized Recruitment Services
- ✓ Partnering with economic development
- ✓ Engaging chambers and sector-focused business associations
- ✓ Developing Compact Partnerships with Businesses

### **Developing Seamless Business Access to Services**

- ✓ Convening the Business Services Network to Coordinate the Delivery of Business and Employer Services
- ✓ Working with the Business Services Network to Provide “No Wrong Door” Employer Services

5

### **Delivering Customized Business Recruitment Services**

- ✓ Providing In-Depth, Pre-Screened Applicant Referral and Assessment Services
- ✓ Offering Employers Work-Based Training Opportunities
- ✓ Arranging General and Targeted Industry-Specific Hiring Events

### **Ensuring Job Seeker Services Meet Business Needs**

- ✓ Acting as the “Voice of Business” in One-Stop System and Center
- ✓ Aligning Center and Program Services with Business Demand
- ✓ Seeking Continuous Business Feedback on Service Responsiveness

6

## Helping Industries Meet Their Talent Pipeline Needs

- ✓ Increasing Training-Related Employment to Help Employers Meet Critical Hiring Needs
- ✓ Promoting Industries and Careers to Job Seekers to Meet Current and Future Human Resource Needs

7

## The Southern Nevada Workforce Connections' Compact

The Southern Nevada Workforce Connections Board and local business promise to work together through a signed agreement

### A commitment by local business leaders to:

- **Hire** workers from the public workforce system in Southern Nevada
- **Utilize** our training resources to upgrade workers
- Be willing to **participate** on the Business Engagement Panel
- **Give advice** on ways the public workforce system can serve the employer community better

### *BEST is Responsible for:*

***Recruiting Businesses to Become Compact Partners and Ensuring Promises Made Are Promises Kept***

8