

Department of Labor, Youthbuild 2013 Grant

Date of Review: June 9, 2015
(Report dated July 2015)
June 2016

Finding	Type	Description	Target Date
#01	Program and Grant Management Systems - Administrative Controls	The grantee did not include the DOL attribution statement on appropriate documents.	August 2015
		Required Corrective Action: Revise outreach and recruitment documents to include the DOL attribution statement including the percentage of total cost financed by federal money and the dollar amount of federal funds..	
		WC Response: August 2015 - All documents have been stamped with the DOL attribution statement and all future documents have been updated to include the DOL attribution statement.	
		DOL Response: August 2015 - All findings are considered resolved, subject to future on-site verification.	
#02	Financial Management Systems - Budget Controls	The grantee exceeded the 20 percent line item flexibility in the Supplies line item category. The grantee also included items in the Equipment line item that should be allocated under the Supplies line item category since they do not exceed the \$5,000 per unit acquisition price.	August 2015
		Required Corrective Action: Submit a budget realignment modification to DOL to increase the Supplies line item category to compensate for the overage in the budget and reallocate the items from Equipment to Supplies.	
		WC Response: August 2015 - Budget modification request submitted that increases the supplies line items and reallocates the items listed in the equipment category to the supplies category.	
		DOL Response: August 2015 - All findings are considered resolved, subject to future on-site verification.	
#03	Financial Management Systems -Cost Allocation	The grantee did not compensate one participant for 30 minutes of their work and another participant's timesheet reflected that they signed in but did not sign out for 3 days, but still received compensation for those three days.	August 2015
		Required Corrective Action: Submit documentation to DOL to verify the participant in question was compensated for the 30 minutes and revise timesheet to reflect actual start and end times for the three days in question.	
		WC Response: August 2015 - The participant was compensated for his 30 minutes of work and the participant's timesheets were corrected with the actual start and end times for the three days in question.	
		DOL Response: August 2015 - All findings are considered resolved, subject to future on-site verification.	
Concern	Service/Product Delivery - Operating Systems	The program exit policy does not clearly identify when a participant is considered a successful completer versus an unsuccessful completer. One participant was a successful completer but had been exited as unsuccessful.	August 2015
		Required Corrective Action: The grantee should consider revising the current exit policy more clearly describing when a participant is considered a successful completer of the YouthBuild program versus an unsuccessful completer.	
Concern	Service/Product Delivery - Operating Systems	The supportive service policy did not include a limit on the amount of funds that can be expended per participant, to ensure that the YouthBuild cost per participant of \$18,000 is not exceeded.	August 2015
		Required Corrective Action: The grantee should revise the supportive service policy to include a limit on the amount of supportive services participants can receive, to ensure the \$18,000 cost per participant is not exceeded. The grantee should include the types of supportive services the participants are eligible to receive during active enrollment versus follow-up.	

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Finding	Type	Description	Target Date
Concern	Service/Product Delivery - Operating Systems	<p>The grantee is using self-attestation as the primary method for determining low-income eligibility.</p> <p>Required Corrective Action: The reviewers suggest that the grantee obtain more commonly used forms of documentation to verify that participants are low-income prior to entry into the YouthBuild program. If the grantee has exhausted all forms of low-income documentation, self-attestation for verification will serve as sufficient documentation.</p>	August 2015
Promising Practices	Design and Governance - Program Integration	<p>Promising Practices - The grantee has a very strong partnership with their housing partner, Habitat for Humanity of Greater Las Vegas. The current Construction Trainer has been instrumental in establishing and maintaining the partnership which has enabled the Habitat employees and volunteers to have a greater understanding of the purpose, intent and effectiveness of the YouthBuild program. Habitat for Humanity relies heavily on the YouthBuild participants to complete the homes.</p>	
Promising Practices	Service/Product Delivery - Operating Systems	<p>Promising Practices - The grantee has done a good job retaining staff to support the DOL YouthBuild grant. YouthBuild Las Vegas has created a strong and committed staff. The same five staff members have been operating the YouthBuild Las Vegas program over the last four years. The staff boasted about the fact that they are constantly being praised by their Director, Ricardo Villalobos, and by each other for their hard work and dedication to the youth they service in the YouthBuild program, which ultimately makes working for YouthBuild Las Vegas a pleasant and rewarding experience.</p>	



Executive Director's Annual Performance Report

July 12, 2016

5 Fiscal Management and Accountability

C Implementation of Revised Dislocated Worker Allocation

Workforce Connections

Statewide Distribution to Southern Workforce Development Area
 Program Year 2016
 (July 1, 2016 through June 30, 2017)

Statewide Allotment Amounts	Original Formula used since 2000			New DW Formula proposed for PY2016 - with 90% Hold Harmless for the North		
	Adult	Youth	Dislocated Worker	Adult	Youth	Dislocated Worker
A. Adult and Youth Allotments						
1) Unemployed Individuals in Areas of Substantial Unemployment (ASUs) -						
33 1/3 % allotted on basis of relative number of unemployed individuals in areas of substantial unemployment (ASU) compared to total # of unemployed individuals in all ASU (statewide). An area of substantial unemployment (ASU) is defined as a county with an unemployment rate of at least 6.5%.						
Statewide Allocation to Southern Area	\$ 2,036,217	\$ 2,090,122		\$ 2,036,217	\$ 2,090,122	
# of Unemployed	76,113	76,113		76,113	76,113	
\$ Per Unemployed	\$ 26.75	\$ 27.46		\$ 26.75	\$ 27.46	
2) Excess Number of Unemployed Individuals -						
33 1/3 % allotted on basis of relative excess number of unemployed individuals in the local area compared to the total excess number of unemployed individuals (statewide). Excess unemployment is defined as a county with a number of unemployed individuals (ages 16 and older) in excess of 4.5 percent.						
Statewide Allocation to Southern Area	\$ 1,992,783	\$ 2,045,539		\$ 1,992,783	\$ 2,045,539	
# of Unemployed	72,833	72,833		72,833	72,833	
\$ Per Unemployed	\$ 27.36	\$ 28.09		\$ 27.36	\$ 28.09	
3) Number of Disadvantaged Adult/Youth -						
33 1/3 % allotted on a basis of relative number of disadvantaged adult (or youth) in each area compared to the total number of disadvantaged adult (or youth) statewide. An economically disadvantaged Youth is defined as an individual who is age 16 through 21 who received an income, or is a member of a family that received a total family income that, in relation to family size, does not exceed the higher of the poverty line (2016 Family of 4 - \$24,300), or 70 percent of the Lower Living Standard Income Level (LLSIL - 2016 Family of 4 is \$28,734). The definition of a disadvantaged Adult is similar but the age restriction is 22 to 72.						
Statewide Allocation to Southern Area	\$ 1,952,237	\$ 1,851,869		\$ 1,952,237	\$ 1,851,869	
# of Disadvantaged Adult/Youth	143,160	27,785		143,160	27,785	
\$ Per Disadvantaged Adult/Youth	\$ 13.64	\$ 66.65		\$ 13.64	\$ 66.65	

Workforce Connections

Statewide Distribution to Southern Workforce Development Area
 Program Year 2016
 (July 1, 2016 through June 30, 2017)

Statewide Allotment Amounts	Original Formula used since 2000			New DW Formula proposed for PY2016 - with 90% Hold Harmless for the North		
	Adult	Youth	Dislocated Worker	Adult	Youth	Dislocated Worker
B. Dislocated Worker Allotment						
1) Insured unemployment @ 20% -						
Insured unemployment is defined as eligible workers who receive government payments for being involuntarily unemployed.						
Statewide Allocation to Southern Area			\$ 1,323,868	Criteria Weighted 50%		\$ 3,093,685
# of Insured Unemployed			52,957			52,957
\$ Per Insured Unemployed			\$ 25.00			\$ 58.42
2) Unemployment concentrations @ 0% -						
Criteria not used by Nevada						
			\$ -	Criteria Weighted Zero		\$ -
3) Plant closings and mass layoff @ 30% -						
Plant closings and mass layoff is not defined by WIOA, Nevada is basing the distribution on the number of displaced individuals with employers laying off more than 50 individuals in one month.						
Statewide Allocation to Southern Area			\$ 2,077,391	Criteria Weighted Zero		\$ -
# of Layoff Individual			1,673			
\$ Per Layoff Individual			\$ 1,241.72			
4) Declining industries @ 0% -						
Criteria not used by Nevada.						
			\$ -	Criteria Weighted Zero		\$ -
5) Farmer-rancher economic hardship @ 15% -						
Delinquent Farm Loans.						
Statewide Allocation to Southern Area			\$ 240,295	Criteria Weighted Zero		\$ -
# of Delinquent Farm Loans			5			
Per Delinquent Farm Loan			\$ 48,059.00			
6) Long-term unemployment @ 35% -						
Insured unemployment benefits have been exhausted.						
Statewide Allocation to Southern Area			\$ 2,350,771	Criteria Weighted 50%		\$ 3,139,089
# of Long-term Unemployed			22,183			22,183
\$ Per Long-term Unemployed			\$ 105.97			\$ 141.51
Subtotal by Funding Source			\$ 5,981,237	\$ 5,987,530	\$ 5,992,325	\$ 5,981,237
						\$ 5,987,530
						\$ 6,232,774
Total Statewide WIOA Allocation to Southern Workforce Development Area			\$ 17,961,092			\$ 18,201,541
						Impact of New Formula \$ 240,449

Note: Due to 90% hold harmless language, the full impact of the revised DW formula will not be realized for several years (\$675,587 for PY2016).

Statewide WIOA Distribution

Workforce Connections (WC) Farmer-Rancher Dislocated Worker Factor Negative Fiscal Impact Estimate

Year	Farmer-Rancher Economic Hardship **
	DW
PY2001	282,725
PY2002	435,602
PY2003	706,176
PY2004	517,456
PY2005	313,032
PY2006	226,848
PY2007	224,419
PY2008	469,848
PY2009	985,870
PY2010	1,028,553
PY2011	792,564
PY2012	688,616
PY2013	1,410,830
PY2014	753,730
PY2015	547,781
Total Impact	9,384,050

Since May 2013, WC has requested a change to the Dislocated Worker formula. It is estimated that the Southern Nevada Workforce Development Area may have been short changed \$2.7 million over this three year period.

** Farmer-Rancher Economic Hardship - It has been determined that delinquent farm loans do not represent the need for workforce development services. This factor has not yet been corrected. The estimate is calculated using the Adult WIA/WIOA percentage that WC received for each of the prior years.

April 8, 2016

TRANSMITTAL

TO: Grant Nielson, Program Chief
Employment Security Division, Workforce Investment Support Services

FROM: Ardell Galbreth, Executive Director
Workforce Connections (Southern Nevada Workforce Development Board)

Document: Southern Nevada Workforce Development Area, Chief Local Elected
Officials response to information/data for Dislocated Worker in-state funding allocation,
dated April 8, 2016—(2 pgs)

Southern Nevada Workforce Development Area

Chief Local Elected Official Consortium

April 8, 2016

For three years, Workforce Connections (WC) has requested changes to the statewide Dislocated Worker allocation methodology. When the implementation of WIOA coincided with Nevada's request to DOL to change the methodology in 2014, an already lengthy State Plan modification process was extended once again. WC estimates the Southern Nevada Workforce Development Area may have been short changed by as much as \$2.7 million over the past 3 years, and as much as \$9.4 million of Dislocated Worker funding over the past 15 years.

Nevada's State Plan effective July 1, 2016 was approved by the Governor's Workforce Development Board in February and submitted to the U.S. Department of Labor (DOL) to meet the March 3, 2016 deadline. WC requests that DETR implement the revised DW formula allocation for PY2016 statewide allocations as written in Nevada's State Plan and as required by DOL in Training and Employment Guidance Letter No. 17-15 (TEGL 17-15) dated April 5, 2016:

“Within-State Allocation: ...States will distribute Dislocated Worker Activities funds for PY 2016 among local workforce areas, in accordance with the provision in WIOA section 133 and the approved WIOA/Wagner-Peyser Act State Plan.”

History of Recommended Changes to the Statewide Dislocated Worker Allocation Methodology

- May 2013 – WC's Executive Director requested changes to the July 1, 2013 formula distribution. Not since 2000 had the formula been reviewed for rebalancing or revision to meet Nevada's current and changing workforce demands.
- February 2014 – After several follow-up requests, WC representatives met with DETR and Nevadaworks Chief Executive Officer to discuss the statewide formula distribution for Adult, Dislocated Worker (DW), and Youth funding.
- April 2014 – A second meeting was held to focus on recommendations from DETR and both Local Workforce Development Boards (LWDBs) to adjust the DW formula to meet the current workforce demands.
- April 2014 – WC requested that DETR implement the revised model for the July 1, 2014 formula distribution. The request was not honored by DETR due to the lengthy timeline needed to amend the State Plan.

- July 2014 – At a third meeting, discussions led to a consensus agreement by both LWDBs (Nevadaworks and Workforce Connections) and DETR as to how to modify the Dislocated Worker formula distribution. DETR then began the process to amend the State Plan which included a 30-day public comment period and Governor’s Workforce Development Board’s recommendation.
- September 2014 – The Southern Nevada Workforce Development Area’s Chief Elected Officials Consortium voted to support the revision of the Dislocated Worker allocation methodology which was submitted as public comment to the Governor’s Workforce Development Board.
- October 2014 – The Governor’s Workforce Development Board approved the revision to the State plan including the revised Dislocated Worker allocation methodology and the revised State Plan was forwarded to DOL for their approval.
- February 2015 – DETR informed WC that DOL did not approve the State’s proposed modifications to the Dislocated Worker allocation due to the newly enacted WIOA requirements for the state to develop within state allocations that are in compliance with WIOA.
- January 2016 – WC requested that the Governor’s Workforce Development Board develop the State compliance policy to address the needed formula rebalancing/modification required to ensure fair funding allocations to the LWDBs effective July 1, 2016. As outlined in the DOL’s response to DETR in February 2015, the next within state allocation must conform to WIOA requirements.
- April 2016 – DETR notified WC that the state will not implement the WIOA compliant plan (new Unified State Plan Dislocated Worker formula allocation). Instead, they will continue to use the old WIA DW formula distribution that does not meet current workforce demands and continues to negatively impact the Southern Nevada Workforce Development Area.

It has been determined that the farmer-rancher economic hardship criteria should be weighted zero by the State of Nevada's dislocated worker formula allocation because:

- 1) The Agriculture, Forestry, Fishing and Hunting industry represents less than 1% of Nevada's jobs (.20% of one percent). However in the past, 15% of dislocated worker formula funds were distributed to this criteria;
- 2) After checking with the Nevada Department of Agriculture, it was found that there is no regularly produced data source that shows farmer-rancher economic hardship. The US Census and National Agriculture Statistics Service produces data showing net cash farm income and losses by county, but that data is only available every 5 years;
- 3) The delinquent farm loan data used for 15 years did not adequately reflect farmer-rancher hardship or employment and training needs since none of the loan borrowers had employees and most of the principal loan amounts were small and in default less than 3 months. For example in July 2015, \$1.3 million in Dislocated Worker funding was distributed to the two local boards based on information where only 2 farm loans were delinquent more than 3 months and none of the loan borrowers had employees.
- 4) The Governor's dislocated worker formula proposes the use of two criteria weighted 50% each (insured unemployed and long-term unemployed) to equitably distribute funds to each of the two local boards in Nevada. Since each local board contains large geographical areas, this proposed DW formula allocation would distribute the resources where the employment and training work actually takes place, and meets the most workforce demands. The local boards will then be responsible to further distribute formula funds to sub recipients in rural areas to address those most in need of services and assistance.



OFFICE OF THE DIRECTOR

April 18, 2016

Mr. Ardell Galbreth
Executive Director
workforceCONNECTIONS
6330 W. Charleston Blvd., Suite 150
Las Vegas, NV 89146

Subject: Dislocated Worker Funding Analysis

Dear Director Galbreth: *ARDELL*

Grant Neilson has forwarded to me your communication of April 8 which included the document titled *Southern Nevada Workforce Development Area, Chief Local Elected Officials response to information/date for Dislocated Worker in-state funding allocation dated April 8, 2016*. Upon reading this document, I asked the Employment Security Division's Senior Attorney, Laurie Trotter to take an independent review of the issue. Her findings are attached. Based on Ms. Trotter's legal analysis, it appears that Mr. Neilson's decision to not implement the revised allocation method is correct at this time, pending U.S. Department of Labor's approval of Nevada's Integrated Workforce Plan.

I understand that this issue is one that you have pursued for a long time and its resolution is long overdue. Our inability to remedy this situation is especially vexing because the Nevada economy is rebounding at a more rapid pace in Northern Nevada, thus making Southern Nevada's workforce needs more critical. By way of this letter, I am directing Mr. Neilson and Ms. Trotter to prepare for my signature a special request to the applicable individuals at the Department of Labor for an expedited review of this portion of the Nevada's Integrated Workforce Plan with the hope that we can implement the revised allocation sooner rather than later. I have been advised internally that this request may be the proverbial "long-shot", but I believe that it is a long-shot worth taking.

In the meantime, I look forward to our continued mutual efforts to make sure both State and federal dollars are spent wisely, and in a manner that enhances the careers of those individuals we serve.

Sincerely,

Don Soderberg, Director

Attachment (1)

cc: Local Elected official's board,
Dennis Perea, Deputy Director
Rene Olson, ESD Administrator
Lynda Parven, ESD Deputy Administrator
Grant Nelson, ESD Program Chief WISS
Laurie Trotter, ESD Senior Legal Analyst

Question

Should the new Dislocated Worker allocation methodology be implemented now?

You have proposed a question concerning changes to Nevada's new Dislocated Worker funding allocation methodology. In 2013-2014, Workforce Connection suggested that the Dislocated Worker funding allocation methodology be changed. As you indicated on the telephone to me yesterday, all parties have agreed to the new funding allocation methodology, and agree that the methodology is sound; however your question concerns the timing for when the Dislocated Worker funding allocation methodology should be implemented.

Analysis

The Nevada's Integrated Workforce Plan (statewide plan) for the workforce investment system (which included Nevada's Dislocated Worker funding allocation methodology) was developed after lengthy opportunity for public comment on and input into Nevada's plan to implement the new Workforce Innovation Opportunity Act of 2014 (WIOA). This federal law requires opportunity for comment including comment from representatives of businesses, labor organizations, and chief elected officials and consistent with the requirement that the state board (Governor's Workforce Development Board) make information regarding Nevada's statewide plan and other state board activities available to the public through regular open meetings, pursuant to 20 CFR 661.110. The federal law requires Nevada's statewide plan to describe Nevada's process and timeline for ensuring meaningful opportunity for public comment. 20 CFR 661.220. The federal law requires the statewide plan to be submitted according to planning guidelines issued by the Secretary of Labor, and including documentation concerning the Nevada's vision, goals, strategies and measures for the workforce investment system (after collaboration with the Governor, chief elected officials, businesses and other parties). 20 CFR 661.220. And in accordance with 20 CFR 661.230(d), modifications to Nevada's statewide plan are subject to the same public review and comment requirements that apply to the development of the original State Plan. 20 CFR 661.230(d).

(Pursuant to section 29 USC 3361(1), references to the Workforce Investment Act of 1998 are deemed to refer to the corresponding provision of the Workforce Innovation Opportunity Act of 2014).

As you know, Nevada's statewide plan (including the Dislocated Worker funding allocation methodology) complies with Nevada's Open Meeting Law, pursuant to NRS Chapter 241 and other Nevada laws and policies. Nevada's team for developing Nevada's plan for WIOA compliance met regularly in 2015 to encourage and promote public participation in the Nevada's statewide plan development process in compliance with NRS Chapter 241 and 20 CFR 661.220, and in compliance with 20 CFR 661.230 regarding any modifications of the previous plan. Public hearings were held in January and February 2016 to discuss and elicit comments from the public regarding Nevada's statewide plan in accordance with NRS Chapter 241. On February 18, 2016, the state board (Governor's Workforce Development Board) voted on Nevada's statewide plan.

While the Training and Employment Guidance Letter (TEGL) 17-15 provides that States will distribute Dislocated Worker Activities Funds for PY 2016 among local workforce areas, in accordance with WIOA section 133 (29 USC 3173) and the approved WIOA/Wagner-Peyser Act State Plan, which provides that the formula shall use the most appropriate information available to the Governor to distribute amounts to address Nevada's worker readjustment assistance needs, nonetheless, the Secretary of Labor must approve all State Plans. 20 CFR 661.220; 29 USC 3361(1). Despite the financial impact, Nevada must wait for Department of Labor approval before the Dislocated Worker funding allocation methodology is implemented.

As indicated in the memorandum provided for this analysis, in February 2015, the Department of Labor rejected Nevada's proposed modifications to the Dislocated Worker funding allocation methodology based on non-compliance with WIOA requirements.

Without a copy of the Department of Labor memorandum rejecting Nevada's statewide plan regarding Nevada's Dislocated Worker funding allocation methodology, it is unclear what part of Nevada's statewide plan fails to meet the Department of Labor approval. Given that Nevada's statewide plan has been developed with the WIOA guidelines in mind, and has been developed for July 1, 2016 implementation, it is possible that the suggested changes to Nevada's Dislocated Worker funding allocation methodology are minimal. If approval for Nevada's Dislocated Worker funding allocation methodology continues to be rejected, Nevada should consider requesting a waiver from the Department of Labor based on the current July 1, 2016 statewide plan.

Answer

No, not at this time. Based on the analysis set forth above, Nevada must wait for approval from the Department of Labor for implementation of Nevada's Dislocated Worker funding allocation methodology. Nevada should consult with the Department of Labor to determine why Nevada's Dislocated Worker Allocation Methodology may not be approved, and Nevada should consider requesting a waiver from the Department of Labor to implement the existing plan for July 1, 2016 until compliance can be met in accordance with Nevada's Open Meeting Law and the federal laws requiring open meetings and public comment.



OFFICE OF THE DIRECTOR

April 21, 2016

Virginia Hamilton
Regional Administrator, ETA San Francisco Regional Office
U.S. DOL/ETA
90 7th St., Ste. 17-300
San Francisco, CA 94103

Re: Provisional approval of the Dislocated Worker funding allocation methodology.

Dear Ms. Hamilton:

The Nevada Department of Training, Employment and Rehabilitation (DETR) respectfully requests to have the Department of Labor provide provisional approval of the Dislocated Worker funding allocation methodology located on page 90 of the State Plan submitted to Secretary Perez on March 3, 2016. The State has received a request by a Local Workforce Development Board (LWDB) to make this request for approval of the allocation methodology prior to approval of the entire State Plan in order to use the new methodology in the new program year within state allocations.

Because the new program year is rapidly approaching, time is of the essence in obtaining the provisional approval and as such the State requests an expedited response. If there is any additional information needed from DETR, please do not hesitate to inquire. ETA's assistance in this matter is greatly appreciated.

Sincerely,

Don Soderberg
Director

cc: Local Elected Officials board
Ardell Galbreth, WorkforceConnections, Director
John Thurman, Nevadaworks, Director
Renee L Olson, ESD Administrator
Lynda Parven, Deputy Administrator, ESD
Laurie Trotter, ESD Senior Attorney
Grant Nielson, ESD Program Chief

Executive Director's Annual Performance Report

July 12, 2016

6 One-Stop Career Center

- # A Delivery of Quality Services in a Timely Manner – ResCare’s First Year as the One-Stop Operator
- # B Development of Business Services Engagement Processes – Summary Statistics and Media Report
- # C Mobile One-Stop Events
- # D Special Hiring Events
 - One-Day Job Seminar – August 2015
 - Hispanic Heritage Summit – October 2015
 - Sutherland Global Hiring Event – November 2015
 - Holiday Hiring Event – November 2015
 - TSA Hiring Event – January 2016
 - Hospitality Hiring Event – March 2016
 - Healthcare Hiring Event – March 2016
 - Join the Force Event – June 2016
 - NXGEN Youth Paid Internship Fair – June 2016
- # E Local Fire-fighter Recruitment Outreach and Boot Camp EMT Training



Executive Director's Annual Performance Report

July 12, 2016

6 One-Stop Career Center

**# A Delivery of Quality Services in a Timely Manner –
ResCare's First Year as the One-Stop Operator**

One-Stop Career Center Update

PY 2015 Highlights (Year-to-Date as of May 2016)

6,511 Unique Visitors to the One-Stop Career Center	Training Services: 688 New Enrollments, 274 ITAs, 168 OJTs, and 365 Employed	Staffing: 24 ResCare, 39 total in the OSCC	Career Services: Workshops, Supply and Demand, Job Club, Job Fairs, and Navigation Sessions
\$2.9 Million budget: Adult/DW and NEG	Partnerships: D Street Safe, Mission Achieves, USVets, BEST, HELP, CCSD, CALV, DETR, and NPI	Staff Development: NAWB, ResCare Annual Training, CWA, NAJA Dynamic Works Institute, NAWDP	Customer Satisfaction: Average RAYS Survey Rating - 98.74%

- Talent Engagement
 - Talent Engagement team consists of the Manager, 2 Receptionists, 2 Resource Room, 1 Navigator and 2 Facilitators
 - Navigation Sessions are held 5 times a week for new One-Stop visitors
 - Workshops: ResumePro & Talent Market, Job Search, Interviewing, Workplace Preparation and Computer Basics and Advanced Computer
 - Supply & Demand for demand occupations, labor market information (LMI) provided in workshops, Navigation Sessions, and job clubs lead by talent development specialists (TDS) and talent engagement specialists (TES)
 - ResCare Academy – Free, Pre-vocational online courses
 - Career Exploration: STEM workshops, Woofound
 - Financial Literacy: MoneySKILL – Roll-Out, July 1, 2016

- Talent Development
 - Talent Development team consists of the Manager, 10 Talent Development Specialists, 3 BEST Talent Development Specialists, and 1 Job Developer
 - Subject Matter Expertise: Veterans, Youth, Re-Entry, Individuals with Disabilities established from current staff based on experience and interest
 - Available Assessments: CASAS and WorkKeys
 - Individual Employment Plans (IEP) that focus on why and how
 - Developing Career Pathways



One-Stop Career Center Update

- Talent Delivery / Business Engagement
 - 3 TDS collaborating with BEST / OJT and Customized Training
 - OJTs written with 12 employers
 - Prescreening and Hiring events

- Quality Assurance and Performance Management
 - Quality Assurance and Performance Specialist hired in January
 - Internal Best in Class® review completed quarterly
 - Monthly performance reporting to ResCare and WC
 - Customer Satisfaction Surveys collected daily and reported monthly

- Staffing and Staff Development
 - Fully Staffed with 24 FTE and 2 temporary staff
 - Staff development – Relevant online coursework through Dynamic Works Institute, ResCare Academy and National Workforce Conferences
 - Fully integrated with OSCC partners through daily huddles and information sharing
 - WC training: OSOS, Adult/DW Program, Common Measures, Case Notes, and IEP
 - Comprehensive Standard Operating Procedures Library
 - National Conferences: NAWB, CWA, NAJA, and NAWDP

- Placement Strategies
 - Job Developer
 - Job Club – 6 to 8 per month
 - Monthly Job Fairs - 11 employers, 110 job seekers and 15 hires
 - Employer Onsite Interviews
 - ResCare Talent Market – Job Matching
 - BEST collaboration
 - Employer Outreach / Chambers of Commerce and Job Fairs
 - ResCare National Employer relationships (CVS, Allied Barton, etc.)

- Community Involvement
 - Mobile One-Stop x 2
 - D Street Strong
 - Metro Police
 - NLV Library



One-Stop Career Center Update

- Mission Achieves
- Hospitality Industry Collaboration
- Business Services Network
- Clark County School District
- Chambers of Commerce
- Affiliate Partners

- OSCC Seated-Partner Opportunities
 - DETR Veteran Representative
 - TANF – ongoing discussions
 - Adult Education and Family Literacy – ongoing discussions
 - Youth provider
 - Job Corps
 - AARP Foundation
 - Armed Forces Services Corporation

Contract and Statement of Work Performance

- Common Measures
 - Placement Rate: 365/688, 53%
 - Credential Rate: 200/274, 73%
 - Training Related Employment: 74%
 - Exits: Transfer - 48%, New - 39%

- Statement of Work
 - Basic Career Services: 6,511/2,000, 325%
 - Enrollments: 688/1,200, 57%; 557 Adult Enrolled, 131 DW enrolled
 - OJT obligations: 168/200, 84%
 - Customer Satisfaction: Average 98%
 - STEM Workshop: Referrals - 96/200, 48%; Enrollments - 35/100, 35%
 - Mobile One-Stop: Career Services - 94/80, 117%; Enrollments - 12/10, 120%; Deployments - 19/16, 118%
 - NEG: 33 DW OJTs and 6 DW ITAs, \$50,275 obligated



One-Stop Career Center Update

ResCare One-Stop Career Center Success Stories

- “Nick” met TDS, Kerwin Morris, in the Resource Room. There, they discussed his career goals. He was interested in warehouse or CDL or HVAC. Kerwin encouraged Nick to find a career not just a job since he had a family to support. With Kerwin’s assistance, Nick was enrolled and completed HVAC training, then, with help from BEST, Byron Goynes, Nick started an OJT with tools provided through supportive services and is now earning \$16/hour.
- “Judy” was in the last cohort of 2015 with AARP 50+ Back to Work. She came into the One-Stop Career Center with no technological skills. She was unsure of what she wanted to do and seemed to be afraid to come out of retirement and return to work. She attended the ResumePro workshop to better market her resume, a computer Basic Workshop, and used the Resource Room to apply. Judy learned how to put an online application in herself and recently obtained a job with Seven Hills Behavioral Hospital as a registered nurse working full time at \$32.00 an hour. TDS, Amanda Goldfarb, provided all transportation assistance, shoes and clothing for her new employment. She is now confident with the skills she learned through AARP and the One-Stop and is back in the work force at the age 75.
- When “Grace” came to the One-Stop she hadn’t worked in over fifteen years. Grace had retired from a position as a casino dealer and never expected to have to search for another job, however, a medical emergency resulted in Grace finding herself drained of her savings and back searching for work. In spite of her excellent qualifications, Grace had never used a computer before and struggled immensely with the online application process. Having been directed to the One-Stop by a friend, Grace signed up for the Computer Basics course and was put through a rigorous digital literacy workshop lead by Gordon Brown. Within three days Grace had learned not only how to use a computer herself, but was filling out application after application and even assisting other clients in the One-Stop Resource Room. With her newfound abilities Grace was quickly able to secure a customer service position, where she continues to work.
- Like many in the building and construction trade, “Angela” lost her job in the wake of the Great Recession. Despite being a young and talented interior designer, Angela struggled to find work, traveling across the country, bouncing from one low-paying position to another. Joining her extended family in Las Vegas, Angela found her way to the One-Stop where she was given a one-on-one session by Gordon Brown. Angela was given assistance not only with resume revision, cover letter creation, mock interviews, but was even given guidance in creating and optimizing a LinkedIn account. After repeated job-search meetings with the facilitator, Angela discovered a local design firm where she was able to obtain an interview. Angela was hired almost immediately and continues to enjoy tenable and full-time employment.

One-Stop Career Center Update

- “Chandelle” moved from California to Las Vegas in search of a lower cost of living. In spite of putting in a number of applications, Chandelle nevertheless found herself unable to secure an interview and rapidly running out of what little money she had left after her move. To make ends meet, Chandelle cancelled her cable bundle and began using the internet from the library and eventually the One-Stop, where she met with Gordon Brown in the Resource Room. After discussing her situation with the worker, Chandelle learned how her transferrable skills actually made her an excellent fit for the medical field. With assistance from the One-Stop, Chandelle obtained her health-card, medical training, uniforms, and a host of other supportive services. Now certified, Chandelle had no trouble quickly finding work, and is even presently on track for a supervisory promotion. Chandelle has expressed her gratitude to the One-Stop, stating she would not have had her success without the swift, courteous, and empathetic support she received.
- “Yansey” is an immigrant entrepreneur from Cuba. When he arrived to Las Vegas in November 2014, he enrolled in ESL classes though he already had some basic knowledge of the language. He truly believed that he could achieve his American dream because USA is the land of opportunities. He said he attributes his strong work ethic to his parents. Then, Yansey qualified for refugee assistance through Catholic Charities where he received cash assistance, which allowed him to rent a small studio and receive SNAP. Many things have been difficult as he was on his own with no support other than the public assistance and it was challenging for him to adjust to all the changes that life brought to him. However, Yansey had an insatiable desire to learn and improve himself even though it meant starting over. After submitting several applications, he secured his first job as a House person at a local hotel. When he heard about our federal program, he was eager to get involved and did not hesitate to walk into the office and ask for assistance to fulfill his goal of becoming a HVAC Technician. He met with TDS, Nazin Hernandez and was enrolled in the Advanced HVAC & Refrigeration training class at National Technical Institute which he successfully completed on March 2016. Yansey worked hard, put forth great effort, and did very well in both the classroom and the hands-on labs. His biggest challenge was the language barrier but he was handling that well due to his excellent effort and interest in the subject matter. He received his Certificate of completion and in collaboration with BEST, secured employment as a Maintenance Technician at Broward Factory Services earning \$14.00 per hour. Through the program he was also assisted with the purchase of work tools needed to efficiently perform his new job. Yansey has a great testimony that determination and hard work pays off. He says “if you want to get anywhere in this life you need to work hard and learn more.”



One-Stop Career Center Update

- “Hardin” came into the one stop with resume in hand, frustrated that he wasn't getting interviews. Upon looking at his resume, it was easy to determine his approximate age based on the year of his high school graduation and the length of employment at the jobs included in his work history. After Julie Tate reworked his resume, he exclaimed "I'm a young man again." The next day Hardin applied for a position, was granted an interview and landed the job.
- In November, Barbara Walton was called to the front desk to speak with “Richard,” a walk-in jobseeker that had some questions. When doing so, the gentleman stated that he was in need of some assistance with his resume and how to interview for employment. She advised him to enroll in the Resume Pro and Interview Success Workshops. After completion of both workshops and assistance in conducting the “mock” interview session, Richard felt confident to interview and job search. As of January 2016, Richard started his employment and continues to be successfully employed and doing well.
- In December 2015, “Karen” attended the Work Place Preparation Workshop to attain the necessary “Soft Skills” required by the local employers. Karen was only able to attend a portion of the Interview Success Workshop. She soon set up a one-on-one with the facilitator for a private session. Through guidance and support, upon completion, the jobseeker felt she had achieved the level of confidence needed to conduct an effective Job Search and Interview. Quote: “Thank you, Ms. Barbara for working with me in your Work Place Preparation course. Even though I was only able to attend a portion of ‘Interview Success’; it was truly eye-opening. I used two of the elements you taught me in my job interview with positive results!” Karen has been successfully employed since February 2016.
- In February, “Velma” contacted the One Stop Career Service Facilitator, Ms. Walton. She stated how she has unsuccessfully been seeking employment and she needed help. She was advised to attend the offered workshops to help her better market herself and gain valuable skills. In March 2016, she registered with the One Stop Career Center and attended Job Search, Interview Success, and Resume Pro workshops to attain the necessary step to become employable. Upon completion of the workshops and job lead sessions with the Facilitator, Velma is now employed full-time by the Double Tree Hotel as of April 2016.

June 2016 Workshops / Events

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	<p>*NLV Library Computer Basics Workshop is located in the North Las Vegas City Hall Building at: 2250 Las Vegas Blvd. N North Las Vegas, NV 89030 Call (702)633-1070 to schedule</p>		<p>1 <u>Room B 8:30am – 12:00pm</u> Resume Pro/Talent Market (2days) <u>Room E 8:30am – 12:00pm</u> Work Keys (by appointment) <u>Room A 1:00pm – 3:00pm</u> AARP 50+ (by appointment)</p>	<p>2 <u>Room B 8:30am – 12:00pm</u> Resume Pro/Talent Market (2days) <u>Room A 1:30pm – 4:30pm</u> Planning for Interview Success <u>Room B 1:30pm – 4:30pm</u> Navigation Session(by appointment)</p>	<p>3 <u>Room B 8:30am – 12:00pm</u> Navigation Session(by appointment) <u>Room A 1:30 – 4:30pm</u> Workplace Preparation <u>Room B 1:30pm – 4:30pm</u> Advanced Computers</p>	<p>4</p>
5	<p>6 <u>Room A 8:30am – 12:00pm</u> Planning for Interview Success <u>Room B 8:30am – 12:00pm</u> Navigation Session (by appointment) <u>Room B 1:30pm – 4:30pm</u> Job Club</p>	<p>7 <u>Room A 8:30am – 12:00pm</u> Foundations of Job Search <u>Room B 8:30am – 12:00pm</u> Resume Pro/Talent Market (2days) <u>Room A 1:00pm – 3:00pm</u> AARP 50+ (by appointment) <u>Room B 1:30pm – 4:30pm</u> Navigation Session (by appointment)</p>	<p>8 <u>Room B 8:30am – 12:00pm</u> Resume Pro/Talent Market (2days) <u>Room E 8:30am – 12:00pm</u> Work Keys (by appointment) <u>Room A 1:00pm – 3:00pm</u> AARP 50+ (by appointment) <u>Room B 1:30pm – 4:30pm</u> Computer Basics (2 days)</p>	<p>9 <u>Room A 1:00pm – 3:00pm</u> BVR Orientation (by appointment) <u>Room B 1:30pm – 4:30pm</u> Computer Basics (2 days)</p>	<p>10 <u>Room B 8:30am – 12:00pm</u> Navigation Session(by appointment) <u>Room A 1:30pm – 4:30pm</u> Workplace Preparation <u>Room B 1:30pm – 4:30pm</u> Advanced Computers</p>	11
12	<p>13 <u>Room A 8:30am – 12:00pm</u> Planning for Interview Success <u>Room B 8:30am – 12:00pm</u> Navigation Session (by appointment) <u>Room B 1:30pm – 4:30pm</u> Job Club</p>	<p>14 <u>Room A 8:30am – 12:00pm</u> Foundations of Job Search <u>Room B 1:30pm – 4:30pm</u> Navigation Session (by appointment)</p>	<p>15 <u>Room B 8:30am – 12:00pm</u> Resume Pro/Talent Market (2days) <u>Room E 8:30am – 12:00pm</u> Work Keys (by appointment) <u>Room B 1:30pm – 4:30pm</u> Computer Basics (2 days) *NLV Library 1:30pm – 4:30pm</p>	<p>16 <u>Room B 8:30am – 12:00pm</u> Resume Pro/Talent Market (2days) <u>Room B 1:30pm – 4:30pm</u> Computer Basics (2 days)</p>	<p>17 <u>Room B 8:30am – 12:00pm</u> Navigation Session(by appointment) <u>Room A 1:30 – 4:30pm</u> Workplace Preparation <u>Room B 1:30pm – 4:30pm</u> Advanced Computers</p>	18
19	<p>20 <u>Room A 8:30am – 12:00pm</u> Planning for Interview Success <u>Room B 8:30am – 12:00pm</u> Navigation Session (by appointment)</p>	<p>21 <u>Room A/B 9:00am – 1:00pm</u> JOB FAIR Pre-registration Required <u>Room A 1:30pm – 4:30pm</u> Foundations of Job Search <u>Room B 1:30pm – 4:30pm</u> Navigation Session (by appointment)</p>	<p>22 <u>Room B 8:30am – 12:00pm</u> Resume Pro/Talent Market (2days) <u>Room E 8:30am – 12:00pm</u> Work Keys (by appointment) <u>Room B 1:30pm – 4:30pm</u> Computer Basics (2 days)</p>	<p>23 <u>Room B 8:30am – 12:00pm</u> Resume Pro/Talent Market (2days) <u>Room A 1:00pm – 3:00pm</u> BVR Orientation (by appointment) <u>Room B 1:30pm – 4:30pm</u> Computer Basics (2 days)</p>	<p>24 <u>Room B 8:30am – 12:00pm</u> Navigation Session(by appointment) <u>Room A 1:30 – 4:30pm</u> Workplace Preparation <u>Room B 1:30pm – 4:30pm</u> Advanced Computers</p>	25
26	<p>27 <u>Room A 8:30am – 12:00pm</u> Planning for Interview Success <u>Room B 8:30am – 12:00pm</u> Navigation Session (by appointment) <u>Room B 1:30pm – 4:30pm</u> Job Club</p>	<p>28 <u>Room A 8:30am – 12:00pm</u> Foundations of Job Search <u>Room B 8:30am – 12:00pm</u> Computer Basics (2 days) <u>Room A 1:30 – 4:30pm</u> Workplace Preparation <u>Room B 1:30pm – 4:30pm</u> Navigation Session (by appointment)</p>	<p>29 <u>Room B 8:30am – 12:00pm</u> Computer Basics (2 days) <u>Room E 8:30am – 12:00pm</u> Work Keys (by appointment) <u>Room B 1:30pm-4:30pm</u> Resume Pro/Talent Market (2days)</p>	<p>30 <u>Room B 8:30am – 12:00pm</u> Advanced Computers <u>Room B 1:30pm-4:30pm</u> Resume Pro/Talent Market (2days)</p>		

Computer Basics: This workshop is designed to help new users swiftly and easily learn the fundamentals of computer use. You will obtain not only the ability to create, edit and save documents, but will learn professional email use, file/uploading/attaching, and internet navigation. This is a result oriented course providing hands-on experience. No computer knowledge is required.

Advanced Computers:

This workshop is designed to provide intermediate-level computer users with the opportunity to expand their knowledge. Job seekers are introduced to such essentials as: navigation and organization on the computer; deleting files; performing downloads; Introductions are provided on creating interactive Excel spreadsheets, effective PowerPoint presentations, and advanced formatting options in Word. Basic computer experience is required.

ResumePro/ResCare Talent Market: ResCare ResumePro is an online application designed to empower job seekers to create and complete resumes using industry recognized and employer-oriented content; and provides job seekers with options to target jobs by industries and sectors. Using O*NET job families, this tool is driven by keyword technology related to job titles, skills and job duty statements, and offers multiple file formats allowing the job seeker to have up to five different professionally formatted resumes. ResumePro users can access their ResCare Talent Market account and profile after they “POST” their resume. RTM gives job seekers access to success stories, center events, workshops, hiring events and Hot Jobs based on skills, interests, occupations and geography. With customizable “real-time” searches, RTM provides the best possible matches between the job seeker and jobs in the local market.

Foundations of Job Search: Provides an overview of current economic facts, effective job search methods, and benefits of the employed lifestyle. The program gives job seekers the overall perspective of the job search process and establishes that the job search process is comparable to mapping out the route from one place to another. Job seekers are introduced to a new job search skill of employing the Five Principles of Self-sufficiency: 1. *Motivation*, 2. *Urgency*, 3. *Learn by Doing*, 4. *Lifelong Learning* and 5. *Ownership*. Success in an Interview discusses Packaging and Responsiveness which helps to put the job seeker in control of a positive interview process. This begins the cognitive restructuring that will take place throughout the program.

Planning for Interviewing Success: Job seekers begin this session by viewing the interview process through the eyes of an employer. They learn skills to open and close an interview smoothly and professionally and are introduced to common interview questions, for which they begin to formulate effective responses. Through a video interview experience, self-critique, and observation of others, job seekers are immersed in the interview process. They prepare more in-depth responses to the Top Interview Questions and focus on articulating their strengths and presenting themselves as ‘green flag’ employees. They also develop smart, yet honest responses to the ‘Weakness’ question, one of the most difficult questions for people to answer.

Workplace Preparation: People skills and relationship-building are keys to success. Each company looks for a different mix of skills and experience depending on the business it’s in. Yet it’s no longer enough to be a functional expert. To complement these unique core competencies, there are certain “soft skills” every company looks for in a potential hire. This workshop referred to as “Workplace Preparation” focuses on the soft skills of personal qualities, habits, attitudes and social graces that make someone a good employee and compatible to work with. Companies value soft skills because research suggests and experience shows that they can be an indicator of job performance.

Job Club: Are you looking for work? Do you have a resume? Do you need to expand your network? Are you looking to meet and support other job seekers? If you answered “yes” to any of these questions, then the One-Stop Career Center Job Club is an excellent opportunity for you! At the Job Club, One-Stop Career Center staff will assist as you network with fellow job seekers, fine-tune your resume, explore local job opportunities, develop job searching skills, and complete online applications.

S.T.E.M. – (Science Technology Engineering Math): For more information on S.T.E.M. career exploration workshops please visit www.nvworkforceconnections.org Workshop topics include: Electronics Demystified; Electricity, It’s A Snap; Clean Energy; Energy Efficient Buildings; Robots In The Workplace; Programming & Coding; 3D Printing Revolution



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COMPUTER BASICS

Designed to help new users swiftly and easily learn the fundamentals of computer use. Job seekers will obtain not only the ability to create, edit, and save documents, but will learn professional e-mail use, file uploading/ attachments, and internet navigation. Computer Basics is a results-oriented course providing hands-on experience. Absolutely no computer knowledge is required.

****Registration is required and seating is limited, please call the One-Stop for more information or to sign-up.**

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**No Computer
Experience
Required**

**Document
Creation**

**E-Mail
Attachment
Uploading**

**Internet
Navigation**

**Employment
Focus**



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Suite 190

Las Vegas, NV 89146

www.nvcareercenter.org

Phone: (702) 822-4200

Advanced Computers



This workshop is designed to provide intermediate-level computer users with the opportunity to expand their knowledge. Job seekers are introduced to such essentials as: navigation and organization on the computer; deleting files; performing downloads; Introductions are provided on creating interactive Excel spreadsheets, effective PowerPoint presentations, and advanced formatting options in Word. Basic computer experience is required.

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**Basic Computer
Experience Is
Required**

**Learn How to
Create
Spreadsheets
&
Presentations**

**Document
Formatting
and more!**



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RESUME *PRO*

ResCare Resume Pro is an online application designed to empower job seekers and to create and complete resumes using industry recognized and employer-oriented content. Job Seekers are offered multiple file formats and allows jobseekers to have up to five different professionally formatted resumes at their fingertips. Access built-in assistance and resume reviews to build powerful resumes and cover letters.

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Create Cutting-Edge Resumes

**Access Online:
Anywhere,
Anytime**

**Built-In
Assistance**

**Keyword
Technology**

**Developed
Exclusively for
ResCare Customers**



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FOUNDATIONS OF JOB SEARCH

Provides an overview of current economic facts, effective job search methods, and the benefits of employment.

Job seekers are introduced to new job search techniques, establishing lasting first impressions, creating powerful applications, and interview preparation.

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Discover The
Hidden Job Market

Learn Effective Job
Search Techniques

Ace The
Application

Prepare For
Your Interview

Reclaim
Self-Sufficiency



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Planning For *Interview Success*

Job seekers begin this session by viewing the interview process through the eyes of employers. They learn skills to open and close interviews smoothly and professionally. Job seekers are immersed in the interview process, developing smart and honest responses to top interview questions.

**Registration is required and seating is limited, please call the One-Stop for more information or to sign-up.

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- PRESENT A PROFESSIONAL IMAGE
- PREPARE FOR THE MOST COMMON INTERVIEW QUESTIONS
- LEARN COMMON TRAPS AND PITFALLS
- MASTER NONVERBAL COMMUNICATION
- DEVELOP RESULTS-DRIVEN CLOSINGS



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WORKPLACE PREPARATION

Provides key insights and information on the top “soft skills” employers search for in employees.

Job seekers are provided with step-by-step descriptions of the qualities and habits of successful employees, both in obtaining work, flourishing in the workplace, and in establishing a base for long-term career success.

****Registration is required and seating is limited, please call the One-Stop for more information or to sign-up.**

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DISCOVER THE
SOFT SKILLS
EMPLOYERS ARE
SEARCHING FOR

LEARN THE HABITS
OF QUALITY
EMPLOYEES

OUTSHINE THE
COMPETITION IN
INTERVIEWS

CREATE A FIRM
FOUNDATION FOR
LONG TERM
SUCCESS



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ONE-STOP CAREER CENTER JOB CLUB

Are you looking for work? Do you have a resume? Do you need to expand your network? Are you looking to meet **and support other job seekers?** If you answered “yes” to any of these questions, then the One-Stop Career Center Job Club is an excellent opportunity for you! At the Job Club, One-Stop Career Center staff will assist as you network with fellow job seekers, fine-tune your resume, explore local job opportunities, develop job searching skills, and complete online applications. Let us help you land your dream job!

** Registration is required and seating is limited, please call the One-Stop for more information or to sign up.

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HAVE YOUR RESUME
CRITIQUED

PREPARE FOR YOUR
INTERVIEW

NETWORK WITH
FELLOW JOB
SEEKERS

LEARN JOB SEARCH
ESSENTIALS

RECEIVE
ASSISTANCE WITH
JOB APPLICATIONS



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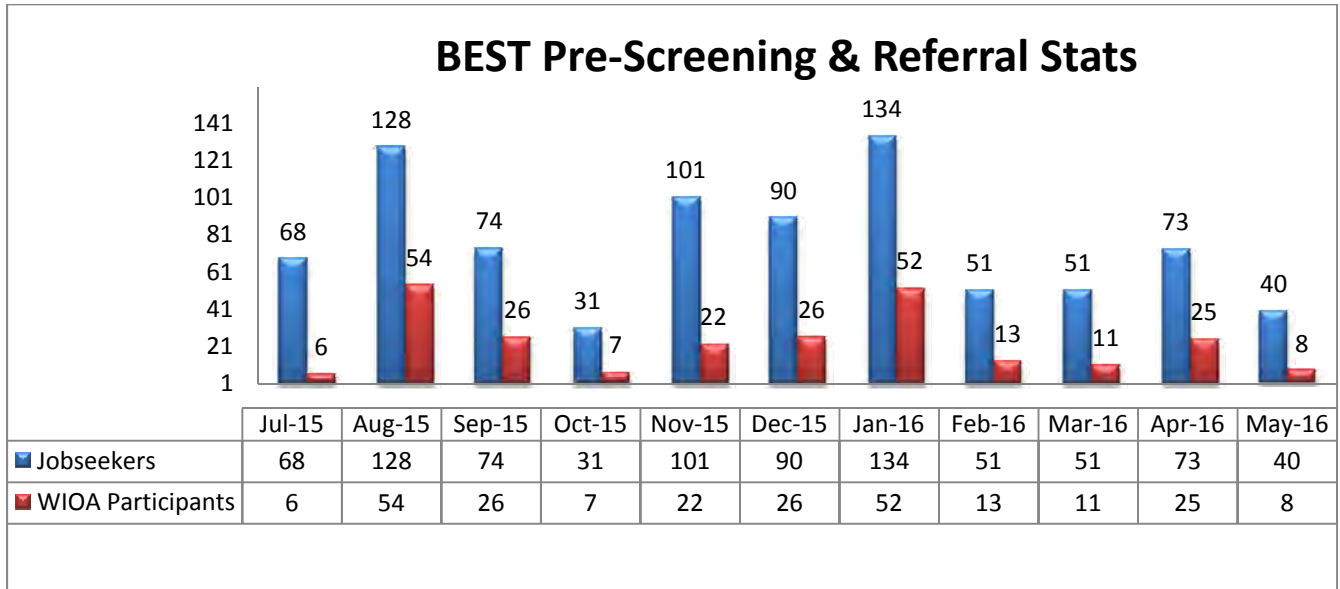
Executive Director's Annual Performance Report

July 12, 2016

6 One-Stop Career Center

**# B Development of Business Services Engagement
Processes – Summary Statistics and Media Report**

Report for May 2016



System Participation	July-15	Aug -15	Sept-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Academy of Human Development	0	0	0	0	0	0	0	0	0	0	0
Easter Seals of Nevada	1	0	2	1	0	0	0	0	0	0	0
FIT	1	2	1	2	0	0	0	0	0	0	0
Goodwill of Southern Nevada	2	1	0	0	0	1	2	0	1	0	0
HELP of Southern Nevada	0	2	0	0	0	0	2	0	1	0	0
JobConnect (DETR)	0	20	19	4	16	21	29	8	4	17	4
Las Vegas Urban League	2	2	0	0	1	1	1	0	0	1	1
Nevada Partners Inc.	0	0	0	0	3	2	2	0	1	0	0
One-Stop Career Center (ResCare)	0	25	2	0	2	1	16	5	4	7	3
SNRHA	0	0	1	0	0	0	0	0	0	0	0
Voc-Rehab (DETR)	0	2	0	0	0	0	0	0	0	0	0
Total	6	54	26	7	22	26	52	13	11	25	8

Kenadie Cobbin Richardson
Director, Business Engagement & Communications

Workforce Connections' Compact

The Southern Nevada Workforce Development Board's mission is to connect employers to a ready workforce. The Compact defines the partnership and mutual commitments made between Southern Nevada employers and Workforce Connections. **Currently, there are 83 employers who are members of the Workforce Connections' Business Compact.** These employers and Workforce Connections form this partnership and make these commitments to benefit Southern Nevada, its residents, its businesses, and its economy.

Compact Employers

360 Industrial	Habitat for Humanity	Starpoint Resorts
ABM Janitorial Services	Hatcher Financial	Side by Side
Aggregate Industries	Healthcare Partners Nevada	Station Casinos
Air Systems, Inc.	Healthcare Preparatory Institute	Shetakis Wholesalers
Allegiant	Holiday Inn Club Vacations	Simon Protection Group
Allied Flooring Services	HomeCare by M&D, LLC	Southwest Gas
Allstate Insurance Agency	Homewatch Care Givers	SUMNU Marketing
Al's Beef	InsureMonkey	Sun City Replacement
Anderson Security	KMJ Web Design	Sun Commercial Real Estate
Apollo Retail Specialists	Knight Transportation	Sunrise Children's Foundation
Botanical Medical, LLC	Las Vegas Paving	Sutherland Global Services, Inc.
C3Connect	LAS Worldwide	Tek Systems
Canyon Ranch Spa Club	Link Technologies	The Cosmopolitan of Las Vegas
Casino Recruiter LLC	Lucky Silver Gaming	The Fishel Group
CCBOOTCAMP	Lutheran Social Services	THI Consulting
Contracted Driver Services	Mass Mutual Nevada	Tix4Tonight
Cox Communications	Momentum Advance	Towbin Automotive
D&Q Enterprises	My Next Career Path Staffing	United Aqua Group
Decton Southwest, Inc.	Nevada Hand	US Foods
Desert View Home Health	Olin Chlor Alkali Products	Vonage
Diamond Resorts	OPMICA Local 797 JATC	Wyndham Vacation
Digiphoto	Pas De Deux Children's Couture	
Electrical JATC of So. Nevada	Primex Plastics Corp.	
Epic	Quality Investigations, Inc.	
Exel Logistics	RDI Marketing Services	
Expert Global Solutions	Remedy Staffing	
Frias Transportation	Robert Half Technologies	
G4S Secure Solutions	RTC	
GMT Care	Sheet Metal Local 88	
Golden Corral	Solar City	
Goodwill of Southern Nevada	St. Jude's Ranch for Children	

****Bold names** indicate new Compact members

Employers and Hires

2016 Year-to-Date

Employer	# of Hires	Employer	# of Hires
Aliante Casino	2	Momentum Motor Sports	2
Allied Flooring Services	3	Nevada Health Centers	1
AM/PM	3	Palms Casino	1
Batteries in a Flash	1	PLI	2
BBA Aviation	3	Primex Plastics-Mesquite	3
Broward Factory Services	1	ProCase	1
C3Connect	17	Quality Investigations Security	5
Caesars Entertainment	3	R.W. Garcia	4
Designs for Health	6	ResCare	7
Diamond Resorts	20	Robert Half	1
Digiphoto	7	RTC	3
Discovery Children's Museum	2	Scoobeez	1
E & E Seafood	107	SDFI-Telemedicine	1
Easter Seals	3	Shetakis Wholesalers	3
Exel Logistics	2	Solar City	15
Expert Global Solutions	5	Station Casinos	52
Foundation for an Independent Tomorrow	1	Steamatic of Southern Nevada	2
G4S Security	2	Sunrise Children's Foundation	2
Helix Electric	1	Sutherland Global	98
Holiday Inn Club Vacations	1	The Services Companies	7
Homewatch Caregivers	9	Tix4Tonight	3
I-HOP Restaurant	4	TLC Casino	3
Insure Monkey	3	UPS	83
JT3	2	Workforce Connections	1
Keolis Transportation	12	Wyndham	1
Link Technologies	1		



Executive Director's Annual Performance Report

July 12, 2016

6 One-Stop Career Center

C Mobile One-Stop Events

Bringing the One-Stop Career Center to Your Community

The Mobile One-Stop



Available Services:

- Job Search Resources
- One-on-One Assistance
- Community Support
- Computers, Printer & Wifi
- Workforce Development Expertise
- Career Pathway Exploration
- Skill-Building Exercises
- Labor Market Information
- Employment Training (based on eligibility)
- ADA Accessible

**Contact [FILL IN YOUR CONTACT INFORMATION HERE AND ADD
YOUR LOGO BELOW]**



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Mobile One Stop Outreach

Nevada Partners respectfully requests Workforce Connections' support to expand existing outreach efforts. We believe a mobile one stop can play a vital role in ensuring access to Workforce Innovations and Opportunity Act (WIOA) services. Accordingly, we request the use of Workforce Connections' existing mobile one stop to provide employment and training services to adults and youth. With Workforce Connections' support, Nevada Partners will employ a multipronged outreach strategy leveraging four existing partnerships/initiatives:

- Build Nevada
- Choice Neighborhood Planning Grant
- My Brother's Keeper Initiative
- Clark County School District FACES, Adult Education and Partnership Offices

Utilizing the mobile one stop, Nevada Partners would develop and implement an outreach calendar to offer (WIOA) services at:

- Apprenticeship training centers to individuals failing to gain successful entry into apprenticeships
- Locations in the Choice Neighborhood target area (area spanning Buena Vista and Rose Garden Public Housing sites, including 89030 zip code) under the auspices of the Neighborhood Sector
- Open houses and parent nights at My Brother's Keeper schools, where the average unemployment rate is 33%
- At CCSD's FACES and Partnership Office events to parents and community members in need of employment services.

Accordingly, we anticipate expanding outreach to 25 area sites, while providing targeting programming to:

- Prospective apprenticeship candidates
- Long term unemployed, unemployed, and dislocated workers identified during the neighborhood canvassing and Choice Neighborhood Survey administration process
- Unemployed and underemployed parents of school age children

The sites will include: Carpenters JATC, Bricklayers/Tilesetters JATC, Electrical JATC, Floor Coverers JATC, Floor Coverers JATC, Glaziers JATC, Heat and Frost Insulators JATC, Ironworkers JATC, Laborers JATC, Operating Engineers JATCs, Painters JATC, Roofers JATC, Sheet Metal JATC, Teamsters JATC, Plumbers and Pipefitters JATC, Plasterers & Cement Masons JATC, Sheet Metal JATC, Rose Gardens Public Housing, Buena Vista Public Housing, North Las Vegas Community Court, Booker Elementary School, West Preparatory School, Fitzgerald Elementary School, Matt Kelley Elementary, Wendell P Williams Elementary School

Nevada Partners

Mobile One-Stop – Hospitality Hiring Event



Executive Director's Annual Performance Report

July 12, 2016

6 One-Stop Career Center

D Special Hiring Events



One-Day Job Seminar – August 2015
Hispanic Heritage Summit – October 2015
Sutherland Global Hiring Event – November 2015
Holiday Hiring Event – November 2015
TSA Hiring Event – January 2016
Hospitality Hiring Event – March 2016
Healthcare Hiring Event – March 2016
Join the Force Event – June 2016
NXGEN Youth Paid Internship Fair – June 2016

ONE DAY JOB SEMINAR

HOW TO OVERCOME JOB BARRIERS...

AUGUST 12, 2015 • 9:00AM-1:00PM

SEMINAR:

- 
- 
- 1. RESUME WRITING & COVER LETTER EDITING
 - 2. HELPING YOU FILL OUT YOUR ONLINE OR PAPER APPLICATION- WRITING THE WORK HISTORY, EMPLOYMENT GAPS
 - 3. MOCK INTERVIEWS- TIPS ON SPEAKING, ANSWERING QUESTIONS, RESEARCHING THE COMPANY, PRESENTATION- DRESS
 - 4. FREE USB DRIVE TO SAVE YOUR RESUME AND/OR APPLICATION
 - 5. SPECIAL TREAT- BEO- SOUTHERN NEVADA BLACK ELECTS CLOSET, GIVING AWAY GENTLY USED TIES, AND CLOTHES FOR INTERVIEW. (ITEMS FOR YOUNG MEN)

ASSEMBLY WOMAN NEAL PARTNERS WITH URBAN LEAGUE, WORKFORCE AND NEVADA PARTNERS.



1625 WEST CAREY, NORTH LAS VEGAS, NV 89032

Contact Us

North Las Vegas Office

2250 LAS VEGAS BLVD. N. SUITE 500

NORTH LAS VEGAS, NV 89030

PHONE: (702) 912-1634

FAX: (702) 476-0911

Pahrump Office

1321 S Highway 160, SUITE 7

Pahrump, NV 89048

PHONE: (702) 912-1634

FAX: (702) 476-0911

Washington, DC Office

Washington, DC 20515

430 Cannon House Office Building

Phone: (202) 225-9894

Fax: (202) 225-9783



Facebook.com/RepCrescentHardy



@RepHardy



@RepCrescentHardy

CONGRESSMAN CRESENT HARDY

IS PLEASED TO PRESENT

The Hispanic Heritage Summit

“COMMEMORATING HISPANIC HERITAGE
BY RAISING AWARENESS OF EDUCATION RESOURCES
AND OTHER OPPORTUNITIES FOR SUCCESS.”



SATURDAY, OCTOBER 10, 2015

9:00 A.M. — 12:00 P.M.

COLLEGE OF SOUTHERN NEVADA

3200 E. CHEYENNE AVENUE, NORTH LAS VEGAS, NEVADA 89030

Program Starts: 9:00 A.M.

Congressman Crescent Hardy is pleased to welcome:

MASTER OF CEREMONIES

FERNANDO ROMERO, *PRESIDENT OF HISPANICS IN POLITICS*

OPENING REMARKS

DR. MICHAEL RICHARDS, *PRESIDENT OF CSN*

KEYNOTE SPEAKERS

CONGRESSMAN CRESENT HARDY, *U.S. HOUSE OF REPRESENTATIVES*

JULIAN ADEM, *CONSUL OF MEXICO*

OTTO MERIDA, *PRESIDENT OF THE LATIN CHAMBER OF COMMERCE*

-PERFORMANCE BY -

MARIACHI JUVENIL ESTRELLA

LAS VEGAS INSTITUTE OF ADVANCED MARIACHI STUDIES

Workshops: 10:00 A.M.—11:00 A.M.

10:00 A.M.—10:30 A.M.

IMMIGRATION 101 WORKSHOP

JEANNE KENT, U.S. CITIZENSHIP AND IMMIGRATION SERVICES

U.S. CENSUS DATA ON LATINOS IN NEVADA

ERIC COYLE, *U.S. CENSUS BUREAU*

10:30 A.M.—11:00 A.M.

COLLEGE READINESS AND APPLYING FOR FAFSA

SARAH WAGGONER, *THE OFFICE OF CONGRESSMAN CRESENT HARDY*

ESL AND GED WORKSHOP

ARCADIO BOLAÑOS, *ACADEMY OF HUMAN DEVELOPMENT*

Booth Exhibit 9:00 A.M.– 12:00 P.M.

Participants

- | | |
|---|-----------------------------------|
| Office of Congressman Crescent Hardy | Latin Chamber of Commerce |
| Academy of Human Development | North Las Vegas Police Department |
| Big Brothers Big Sisters | Nevada State College |
| College of Southern Nevada | Peruvian Chamber of Commerce |
| Colombian Chamber of Commerce | Pima Medical Institute |
| Consulate of Mexico | Office of Senator Dean Heller |
| Culinary Academy of Las Vegas | Office of Congressman Joe Heck |
| Euphoria Beauty School | Office of Governor Brian Sandoval |
| ITT Technical Institute | University of Nevada Las Vegas |
| Kaplan College | U.S. Census Bureau |
| U.S. Citizenship and Immigration Services | One-Stop Career Center |

Agencies plan hiring event for 1,500 positions

Las Vegas Review-Journal

November 18, 2015 - 7:53pm

Workforce Connections and One-Stop Career Center, located at 6330 W. Charleston Blvd., Suite 190, at Torrey Pines, are hosting a hiring event beginning at 9 a.m. Thursday to assist Sutherland Global Services hire approximately 1,500 customer service representatives, technical support and other staff for its new Southern Nevada office.

The hiring event will last until the last job seeker is served.

Interested job seekers should bring at least three copies of their resume and come interview ready.

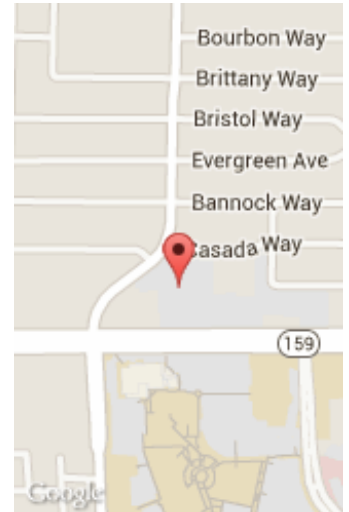
Applicants must complete an online application prior to interviewing. To apply online in advance of the hiring event please go to www.qhire.net/173632. You can also find a complete list of positions available at www.nvcareercenter.org.

Job seekers must have a high school diploma or GED, a strong ability to support a high volume of inbound calls and/or chat sessions, excellent verbal and written communication skills, the ability to multi-task and basic PC keyboarding skills. Experience working with CRM applications a plus.

Hourly rate for customer service positions with light technical support will be \$11.75 per hour. Inbound sales positions will be hired at \$12 per hour, plus commission.

For those unable to attend tomorrow's hiring event, hiring managers will be onsite at One-Stop Career Center through the remainder of the year to interview qualified candidates. One-Stop is open to the public from 8 a.m. to 5 p.m., Monday through Friday.

Established in 1986, Sutherland Global Services is a global provider of business process and technology management services offering an integrated portfolio of analytics-driven back-office and customer facing solutions that support the entire customer lifecycle.



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TIS' THE SEASON FOR HOLIDAY EMPLOYMENT

Please join us for our first ever Holiday Hiring Event!
Employers will be onsite hiring for over 200 job openings.
Don't delay and visit www.nvcareercenter.org/hiringevent to apply!

**** YOUNG ADULTS ARE HIGHLY ENCOURAGED TO ATTEND ****



**COMMISSIONER LAWRENCE WEEKLY
& WORKFORCE CONNECTIONS INVITE YOU TO JOIN US!**

THURSDAY NOVEMBER 5th 9:00am

Workforce Connections 6330 W. Charleston Blvd. Suite 150 Las Vegas, NV 89146

FEATURED EMPLOYERS & POSITIONS

R.W. Garcia

Bag Handler
Boxers
Corn Cook
Maintenance Tech
Masa Mixer
Material Handler
Packing Lead
Product Inspector & Seasoner
Quality Assurance Tech

UPS

Package Handler (Part-Time)

Digipho

Photographers
Site Supervisor

Sting Alarm

Direct Sales Rep

SNH

Inside Sales-Account Executive

Diamond Resorts

New Owner Marketing Agent
Member Services
Vacation Host
Customer Service
Concierge

Sunrise Children's Foundation

Infant-Toddler Teachers



A proud partner of the [onestopjob](http://www.onestopjobnetwork.com) network

FOR MORE INFORMATION

www.nvcareercenter.org



workforce CONNECTIONS
PEOPLE. PARTNERSHIPS. POSSIBILITIES.



The Transportation Security Administration *is now hiring*
Transportation Security Officers at
McCarran International Airport (LAS)

Please join us to learn about a rewarding career with the TSA.

No experience is required.

Your dedication to protecting America's traveling public will earn you federal benefits, including ongoing paid training, **part-time opportunities with full-time benefits**, a retirement plan, paid time off and more.

INFORMATION SESSIONS

Wednesday, January 6, 2016

Session times: 11:00 a.m., 12:00 p.m., 1:00 p.m.

Workforce Connections/One Stop
6330 W. Charleston Blvd., Suite 150
Las Vegas, NV 89146

Register under Job Openings at: www.nvcareercenter.org

Part-time pay rate starting at \$15.15 per hour
(Includes 14.55% locality pay)

Federal benefits • Paid, ongoing training



Transportation
Security
Administration

U.S. Citizenship Required.
Equal Opportunity Employer.
Standard Messaging and Data Rates Apply.

HOSPITALITY HIRING EVENT



Please join us for our first ever Hospitality Hiring Event. We will have dozens of employers hiring for your future career. Don't delay...visit www.nvcareercenter.org to register or for more information!



EVENT HOSTED BY:
COMMISSIONER LAWRENCE WEEKLY,
WORKFORCE CONNECTIONS and NEVADA PARTNERS, INC.

THURSDAY MARCH 3rd 9:00am

Nevada Partners 710 W. Lake Mead Blvd. North Las Vegas, NV 89030

Featured Employers:

- Palms Casino Resort • Cannery Casino & Hotel • Robert Half
- Lucky Silver Gaming • Trump Hotel Las Vegas • Station Casinos
- Holiday Inn Club Vacations • Wyndham Resorts • Frias Management
- Hilton Grand Vacations • Diamond Resorts • G4S Security Solutions
- US Foods • TLC Casinos • Aliante Casino+ Hotel + Spa

* * More employers added every week * *

Attendees must register here: www.nvworkforceconnections.org/events/hospitality2016







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

Health Care Hiring Event

March 23, 2016

Hiring PCA's

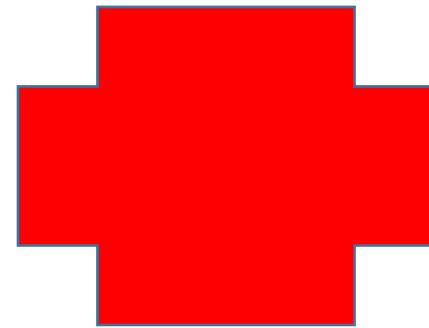
Personal Care Attendants



Enroll at the event
to get your PCA
certification!

11:00

a.m.



Please apply at www.onestop.hrmdirect.com

Personal Care Attendant (PCA)

Wednesday March 23, 2016 @11:00 a.m.

Workforce Connections, 6330 West Charleston Blvd

** Equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities



At this event will be the following:

- Training Schools that provide PCA Certifications
- Healthcare Employers

Please apply at www.onestop.hrmdirect.com

Personal Care Attendant (PCA)

Wednesday March 23, 2016 @11:00 a.m.
Workforce Connections, 6330 West Charleston Blvd
Las Vegas, NV 89146
Suite #150 (Bronze Room)
For more information, contact
Byron Goynes, BEST Team
702.636.2320 | bgoynes@snvwc.org

JOIN THE FORCE.

"Be the change you want to see." - Mahatma Gandhi

CLARK COUNTY COMMISSIONER
LAWRENCE WEEKLY,
WORKFORCE CONNECTIONS AND
NEVADA PARTNERS INVITE JOB
SEEKERS AND THOSE LOOKING
TO ADVANCE THEIR CAREERS TO
A SPECIAL **TOWN HALL MEETING**
TO LEARN MORE ABOUT
BECOMING A POLICE OFFICER OR
CORRECTIONS OFFICER.

COMMISSIONER WEEKLY'S TOWN HALL MEETING

THURSDAY, JUNE 2, 2016

6 p.m to 8 p.m.

**CLARK COUNTY GOVERNMENT CENTER
500 S. GRAND PKWY, LAS VEGAS 89155**

To start the process, complete an interest application
at www.nvcareercenter.org and look for the job title:
Metro Police Interest Application

*For more information, please contact LeRoy Bilal
at (702) 636-2343 or LBilal@snnvcc.org*



workforce CONNECTIONS
PEOPLE. PARTNERSHIPS. POSSIBILITIES.





JOIN THE FORCE!

Be the **CHANGE** you want to see

The law enforcement field is thriving and a career in law enforcement can be incredibly rewarding. Protecting the community is one of the noblest and most highly respected of professions.

If you're thinking this career might be right for you, complete an interest application at:
www.nvcareercenter.org/jobs and look for the job title: **"Metro Police Interest Application"**

Conditions of Employment

- Wear a body camera and vest, and other safety equipment
- Work any hours, days, or shifts, including holidays and weekends
- Participate in the Department's random drug screening process
- Maintain physical fitness necessary to carry out job duties
- Wear a uniform and maintain a neat and clean appearance
- Obtain/maintain a Nevada driver's license, and register/maintain registration of personal vehicle
- Undergo a background investigation, which will include a polygraph, drug test, medical exam, standard hearing test and psychological testing

Information Session

June 9, 2016 @ 9 am
Workforce Connections

6330 W. Charleston Blvd., Suite 150, Las Vegas

Metro Boot Camp

June 25, 2016

For more information, contact:

LeRoy Bilal @ 702.636.2343 or lbilal@snvwc.org



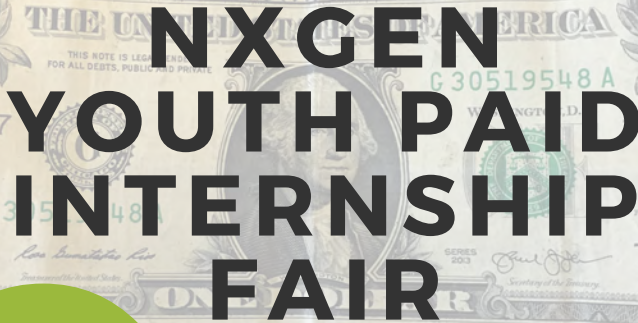
Minimum Requirements

- Excellent verbal and written communication skills
- Leadership skills
- Flexible schedule and a commitment to complete the Academy
- Must be 21 years of age by the date of the first exam on June 21, 2016.
- Must be a Citizen of the United States by the date of the first exam on June 21, 2016
- Must have no convictions of any crime for which registration in the State of Nevada is required pursuant to NRS 207.090 or 207.152
- Must have no convictions or any misdemeanors involving use/attempt of physical force if committed by those listed in the Omnibus Consolidated Appropriations Act of 1997. Field Training

Preferred Qualifications

- Some courses/classroom credits beyond high school
- Three or more years of public contact experience
- At least one year of experience in law enforcement or criminal justice
- Proficiency in speaking, understanding, reading and writing in Spanish

WORKFORCE CONNECTIONS' BUSINESS
ENGAGEMENT SPECIALIST TEAM (BEST)
PRESENTS



NXGEN YOUTH PAID INTERNSHIP FAIR

**EMPLOYERS
INCLUDE**

**BMC
MARSHALLS
STATION CASINOS
CHELTON HOUSE
PLI**

**CLEAN THE WORLD ORGANIZATION
STATE FARM INSURANCE
GOODWILL OF SOUTHERN NEVADA
ORIGINATE
THINKLAW
FARMERS INSURANCE**

**THURSDAY, JUNE 23, 2016
ARRIVE AT 9AM**

**6330 W CHARLESTON BLVD.
LAS VEGAS, NV 89146**

**FOR AGES 16 to 24
YEARS OLD**



<http://nvworkforceconnections.org/events/2016summerJobs/>

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.
TTY (800) 326-6868 or Nevada Relay 711.



Executive Director's Annual Performance Report

July 12, 2016

6 One-Stop Career Center

- # E Local Fire-fighter Recruitment Outreach and
Boot Camp EMT Training**