

**WORKFORCE CONNECTIONS
PROGRAMS COMMITTEE**

Wednesday, May 10, 2017 -- 9:30 AM
Rosalie Boulware Conference Room
6330 W. Charleston Blvd., Suite 150
Las Vegas, NV 89146

Voice stream link: <http://www.nvworkforceconnections.org/mis/listen.php>

This meeting has been properly noticed and posted in the following locations:

City of North Las Vegas, 2250 Las Vegas Blvd. N., North Las Vegas, NV
City of Las Vegas, City Clerk's Office, 495 S. Main St., Las Vegas, NV
Clark County, County Clerk's Office 500 S. Grand Central Parkway, Las Vegas, NV
Esmeralda County Courthouse, 233 Crook Street, Goldfield, NV
Henderson City Hall, 240 Water Street, Henderson, NV
City Hall, Boulder City, 401 California Ave., Boulder City, NV
Workforce Connections, 6330 W. Charleston Blvd., Suite 150, Las Vegas, NV
Nevada JobConnect, 3405 S. Maryland Pkwy., Las Vegas, NV
Lincoln County, 181 Main Street Courthouse, Pioche, NV
Nevada Public Notice Website, <https://notice.nv.gov>
Nye County School District, 484 S. West St., Pahrump, NV
Pahrump Chamber of Commerce, 1302 S. Highway 160, Pahrump, NV

This Agenda is also available at www.nvworkforceconnections.org.

COMMENTARY BY THE GENERAL PUBLIC

This Committee complies with Nevada's Open Meeting Law, by taking Public Comment at the beginning of the meeting prior to the Committee approving the Agenda and before any other action is taken, and again before the adjournment of the meeting.

As required by Nevada's Open Meeting Law, the Committee may only consider items posted on the agenda. Should you wish to speak on any agenda item or comment on any other matter during the Public Comment Session of the agenda; we respectfully request that you observe the following:

1. Please state your name and home address for the record.
2. In fairness to others, groups or organizations are requested to designate one spokesperson.
3. In the interest of time, please limit your comments to three (3) minutes. You are encouraged to give brief, non-repetitive statements to insure that all relevant information is presented.

It is the intent of the Committee to give all citizens an opportunity to be heard.

Copies of non-confidential supporting materials provided to the Committee are available upon request. Request for such supporting materials should be made to Kelly Ford at (702) 638-8750 or at kford@snvwc.org. Such supporting materials are available at the front desk of Workforce Connections, at 6330 W. Charleston Blvd., Suite 150, Las Vegas, Nevada 89146, and are available online at: www.nvworkforceconnections.org.

Auxiliary aids and services are available upon request to individuals with disabilities by notifying Dianne Tracy, or Suzanne Benson in writing at 6330 W. Charleston Blvd., Suite 150, Las Vegas, Nevada 89146; or by calling (702) 638-8750; or by fax (702) 638-8774. The TTY/TDD access number is (800) 326-6868 / Nevada Relay 711. A sign language interpreter may be made available with twenty-four (24) hours advance notice.

An Equal Opportunity Employer/Program

MATTERS IN THIS AGENDA MAY BE TAKEN OUT OF ORDER.

Programs Committee members: Bart Patterson, Chair, Jack Martin, Vice-Chair, Leo Bleznitsky, Stavan Corbett, Peter Guzman, Jill Hersha, Sonja Holloway, Janice John, Mark Keller, Liberty Leavitt, Louis Loupias, Cecilia Maldonado, Valerie Murzl, Charles Perry, Bill Regenhardt, Nicole Hudson Roper and Ricardo Villalobos.

All items listed on this Agenda are for action by the Programs Committee unless otherwise noted. Action may consist of any of the following: approve, deny, condition, hold or table. Public Hearings may be declared open by the Chairperson, as required for any of the items on this Agenda designated for discussion or possible action or to provide direction and recommendations to Workforce Connections.

AGENDA

1. Call to order, confirmation of posting, roll call and pledge of allegiance 1
2. **FIRST PUBLIC COMMENT SESSION:** Members of the public may now comment on any matter posted on this Agenda, which is before this Committee for consideration and action today. Please clearly state and spell your name and state your address for the record. Each public comment will be limited to three (3) minutes.....2
3. **DISCUSSION AND POSSIBLE ACTION:** Approve the Agenda with inclusions of any emergency items and deletion of any items3
4. **INFORMATION:** Welcome new Programs Committee members, Nicole Hudson Roper and Ricardo Villalobos.....4
5. **DISCUSSION AND POSSIBLE ACTION:** Solicit nominations for potential officers (Chair and Vice-Chair) from eligible Board members that serve on the Committee5
6. **DISCUSSION AND POSSIBLE ACTION:** Approve Programs Committee Minutes of March 8, 2017....6
7. **DISCUSSION AND POSSIBLE ACTION:** Review, discuss and approve Strategic Initiatives Update....13
 - a. Status Update on WIOA Compliance Assurance Initiatives
 - b. Status Update on Strategic Work Plan Goals Matrix
 - c. NAWB 2017 Update
8. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to Lincoln County Grants Administration to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$150,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018..... 31
9. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to Lincoln County Grants Administration to provide WIOA services to youth. The award amount shall not exceed \$212,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018..... 38

- 10. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to Nye Communities Coalition to provide WIOA services to adults and dislocated workers in Nye and Esmeralda counties, Nevada. The award amount shall not exceed \$575,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018 49
- 11. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to Nye Communities Coalition to provide WIOA services to youth in Nye and Esmeralda Counties, Nevada. The award amount shall not exceed \$400,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018 56
- 12. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to Foundation for an Independent Tomorrow to provide WIOA services to re-entry adults. The award amount shall not exceed \$800,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018..... 64
- 13. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to HOPE for Prisoners, Inc. to provide WIOA services to re-entry adults at Clark County Detention Center. The award amount shall not exceed \$600,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018 70
- 14. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to HELP of Southern Nevada to provide WIOA services to drop-out youth. The award amount shall not exceed \$800,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018 77
- 15. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to HELP of Southern Nevada to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$1,500,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018..... 86
- 16. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to Goodwill of Southern Nevada to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$840,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2016 through June 30, 2018, and the budget period shall be July 1, 2017 through June 30, 2018 92
- 17. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to Goodwill of Southern Nevada to provide WIOA services to youth. The award amount shall not exceed \$960,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2016 through June 30, 2018, and the budget period shall be July 1, 2017 through June 30, 2018..... 97
- 18. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a contract to Nevada Partners, Inc. to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$1,500,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018..... 103

19. DISCUSSION AND POSSIBLE ACTION: Accept staff’s recommendation to award a contract to Nevada Partners, Inc. to provide WIOA services to youth. The award amount shall not exceed \$1,000,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018..... 111

20. DISCUSSION AND POSSIBLE ACTION: Accept staff’s recommendation to award a contract to ResCare Workforce Services to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$3,000,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018..... 120

21. DISCUSSION AND POSSIBLE ACTION: Accept staff’s recommendation to award a contract to Southern Nevada Regional Housing Authority to provide WIOA services to youth. The award amount shall not exceed \$1,000,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018..... 126

22. INFORMATION: PY2016 Fiscal and Training Reports..... 135

- a. Awards and Expenditure – Monthly Update
- b. Adult Snapshot - Programs
- c. Youth Snapshot – Programs
- d. Training Graph - Programs
- e. WIOA Expenditure Tracking

23. INFORMATION: Business Engagement Report 145

- a. Business Engagement In-Demand Jobs Report
- b. BEST Pre-Screening and Referral Statistics
- c. BEST Employers 2013 To Date
- d. Workforce Connections’ Compact
- e. Boulder City and Moapa Valley business articles
- f. Business Engagement Panel
- g. Pop-Up Career Fair flyer

24. INFORMATION: Programs Committee Member Comments 156

25. SECOND PUBLIC COMMENT SESSION: Members of the public may now comment on any matter or topic, which is relevant to or within the authority or jurisdiction of the Committee. You may comment now even if you commented earlier; however, please do not simply repeat the same comment you previously made. Please clearly state and spell your name and state address for the record. Each comment will be limited to three (3) minutes..... 157

26. Adjournment..... 158

1. CALL TO ORDER, CONFIRMATION OF POSTING, ROLL CALL, AND PLEDGE OF ALLEGIANCE

2. **FIRST PUBLIC COMMENT SESSION:** Members of the public may now comment on any matter posted on this Agenda, which is before this Committee for consideration and action today. Please clearly state and spell your name and state your address for the record. Each public comment will be limited to three (3) minutes

3. **DISCUSSION and POSSIBLE ACTION:** Approve the Agenda with inclusions of any emergency items and deletion of any items

4. **INFORMATION:** Welcome new Programs Committee members, Nicole Hudson Roper and Ricardo Villalobos

5. **DISCUSSION and POSSIBLE ACTION:** Solicit nominations for potential officers (Chair and Vice-Chair) from eligible Board members that serve on the Committee

6. **DISCUSSION and POSSIBLE ACTION:** Approve Programs Committee Minutes of March 8, 2017

**WORKFORCE CONNECTIONS
PROGRAMS COMMITTEE MINUTES**

March 8, 2017 – 9:30 a.m.
Rosalie Boulware Board Room (Bronze/Silver)
6330 W. Charleston Blvd., Ste. 150
Las Vegas, NV 89146

Members Present

Bart Patterson, Chair
Peter Guzman
Valerie Murzl (via telephone)
Jill Hersha (via telephone)
Bill Regenhardt (via telephone)
Cecilia Maldonado (via telephone)
Leo Bletnitsky

Liberty Leavitt (via telephone)
Sonja Holloway
Charles Perry
Louis Loupias
Stavan Corbett
Jack Martin, Vice Chair

Members Absent

Janice John
Mark Keller

Patty Charlton

Staff Present

Ardell Galbreth
Kenadie Cobbin-Richardson
Kelly Ford
Brett Miller
Emilio Pias

Jeannie Kuennen
Jaime Cruz
Jim Kostecki
Jeramey Pickett

Others Present

Lynn Hoffman, ResCare/OSCC
Irene Grantski, Goodwill
Tony Coz, Goodwill
Alletha Muzorewa, ResCare/OSCC
Adriana Borrayo, HELP of Southern Nevada
Tenesha McCulloch, Goodwill
Ricardo Villalobos, CSN
Brittani Gray, NPI
Maria Luisa Dimaguia, YAP
Schuler Kern, FIT
Neosha Smith, YAP
Denise Gee, HELP of Southern Nevada

Sean Bertram, NPI
Katherine Lee, Goodwill
Stacy Smith, NYECC
Harley Lloyd, ResCare/OSCC
Chris Skenandore, HELP of Southern Nevada
Mikayla Baven, YAP
Janice Rael, NPI
Robin Bau, YAP
Angela Barra
Ricky Jackson
Jennifer Casey, FIT

(It should be noted that not all attendees may be listed above)

Agenda Item 1 – Call to Order, confirmation of posting, roll call, and Pledge of Allegiance:

Jack Martin, Vice-Chair called the meeting to order at 9:32 a.m. Staff confirmed the meeting was properly posted in accordance with the Nevada Open Meeting Law. Roll call was taken and the quorum confirmed.

Agenda Item 2 – FIRST PUBLIC COMMENT SESSION: Members of the public may now comment on any matter posted on this Agenda, which is before this committee for consideration and action today.

Please clearly state and spell your name and address for the record. Each public comment will be limited to three (3) minutes.

- Katherine Lee spoke on behalf of Goodwill. Ms. Lee thanked her career coach Irene Grantski, and the Programs Committee for the funding to Goodwill and the opportunity to participate in their program.
- Ricky Jackson spoke on behalf of ResCare. Mr. Jackson was referred by Social Services to ResCare and thanked the Programs Committee for the opportunity to participate in an HVAC program.
- Angela Barra spoke on behalf of ResCare. Ms. Barra thanked Nubia Licea and the Programs Committee for the opportunity to participate in the medical field.
- Harley Lloyd spoke on behalf of ResCare Youth Program. Mr. Lloyd is a foster child through Juvenile Justice. With the help of Mr. Martin, Mr. Villalobos, and Alletta Muzorewa, Mr. Lloyd is working toward his welding degree. He thanked the Programs Committee for the opportunity to participate in the program and Mr. Martin congratulated Mr. Lloyd for his hard work in the program.
- Chris Skenandore spoke on behalf of HELP of Southern Nevada. Mr. Skenandore went from being a homeless and incarcerated individual to receiving his GED. Mr. Skenandore, through the work readiness program, is now employed full time at the Framing Hope Warehouse. Mr. Skenandore will be participating in a course for HVAC and refrigeration.
- Ardell Galbreth introduced the Metro Police Officers: Officers Michaels, Russo and Woods as part of the Adopt-A-Cop Program participants and extended his utmost thanks for their service in the community.

Agenda Item 3 – DISCUSSION and POSSIBLE ACTION: Approve the Agenda with the inclusion of emergency items, and deletion of any items.

Ardell Galbreth, Executive Director confirmed no changes to the Agenda.

A motion was made by Charles Perry to approve the Agenda as presented, and seconded by Peter Guzman. The motion carried.

Agenda Item 4 – DISCUSSION and POSSIBLE ACTION: Approve Minutes of January 11, 2017.

Mr. Patterson presented the Programs Committee meeting minutes of January 11, 2017 for approval.

A motion was made by Charles Perry to approve the minutes of January 11, 2017 as presented, and seconded by Leo Bleznitsky. The motion carried.

Agenda Item 5 – DISCUSSION and POSSIBLE ACTION: Review, discuss and approve the Strategic Initiatives Update

Jaime Cruz reported on the status update on WIOA Compliance Assurance Initiatives and the status update on Workforce Development System Continual Improvement Initiatives matrix that highlights the progress in yellow. Mr. Cruz further stated that the implementation of the Statewide Automated Workforce System

(SAWS) has begun, and staff attended the initial launch meeting. This system will allow Workforce Connections to upgrade the OSOS system that had reporting limitations.

Mr. Cruz prefaced that Agenda Item 3, of Section B regarding STEM initiatives that Workforce Connections is implementing in the system. NPI is in attendance to share how they are implementing and integrating STEM initiatives that align with the Governor's vision for Nevada's industry sectors into their programs.

A presentation was made by Brittani Gray, Youth Program Manager-NPI, and Sean Bertram, Program Manager of Intel Innovation Program-NPI. Mr. Bertram thanked the Programs Committee for allowing the collaboration between Intel Innovation Generation and Nevada Partners, Inc. Mr. Bertram stated the program was borne from the discussion that began in September 2016 when Governor Sandoval announced 2016-2017 was going to be the year of STEM. The Governor's office of Economic Development and Department of Employment Training, and Rehabilitation (DETR) commissioned a report ON in-demand occupations AND leveraging labor market data with industry insight to strategically align Nevada's education and workforce. Mr. Bertram and Ms. Gray provided a PowerPoint Presentation on the Intel Innovation Generation program.

Brittani stated that NPI's Youth Program has partnered up with Intel Innovation Generation a computer software agency. The program offers the opportunity and exposure to leadership and development and leadership and resiliency training, learning entrepreneurship as well as learning how to create a drone to support their businesses. Intel Innovation Generation is the first prototype in the United States of America. The company has brought in a 3D Printer, saw cutter, coding, graphic design, drone concept, business plans, laptops, computers, all donated and provided through Intel. Every Wednesday is a 'Tinkering Day' where they come out to learn how to use the LittleBits, learning how to fly the drones for certain height, how to earn credentials to gain employment, and how to get a work experience with Intel. The program began November 1, 2016, with 27 students from out-of-school populations and in-school populations that were committed to the 14-week program. The first cohort was able to complete their business plans February 13, 2017 and they did an indoor flight challenge on February 16, 2017 as part of the completion of the program. NPI graduated 23 of the 27 young adults and have started outreach for the second cohort starting March 27, 2017. Two individuals are interested in the Part 107 Commercial Pilot Licenses and credentials.

Mr. Patterson asked in terms of the funding how Intel is getting involved, what is the sustainability and how much are they committing, and for what length of time? Mr. Bertram responded that Nevada Partners, Inc. has an administration agreement with the program through the end of June 2017, with Intel reviewing the program midway through the second cohort. Intel is committed to continuing the program. Intel sees themselves as a partner and when moved into the new building space developing additional curriculum; Intel sees this as a long-term partnership.

Mr. Patterson asked if the equipment is coming in through a grant or through loan. Mr. Bertram responded Intel providing the equipment for the "Tinker Space." As Intel develops additional curriculum and looks into other industry sectors, Intel anticipates the program to continue to provide relevant trainings.

A copy of the Intel Innovation Generation PowerPoint will be forwarded to those Committee members that were present on the phone and posted on the website Program Meeting Agenda.

A motion was made by Charles Perry to accept the Strategic Initiatives Update, and seconded by Bill Regenhardt. The motion carried.

Agenda Item 6 – DISCUSSION and POSSIBLE ACTION: Accept staff's recommendation to award an additional \$100,000 in WIOA Adult and Dislocated Worker funding to Goodwill of Southern Nevada to continue delivering WIOA services to adults and dislocated workers. The total contract award with amendment shall not exceed \$800,000. Upon approval by the Board and ratification by the Local Elected Officials Consortium, the budget period shall be July 1, 2016 through June 30, 2017 and the contract period shall be July 1, 2016 through June 30, 2018.

Mr. Galbreth stated that staff is recommending to award an additional \$100,000 in WIOA Adult and Dislocated Worker funding to Goodwill of Southern Nevada to continue delivering WIOA services to adults and dislocated workers, and that representatives from Goodwill of Southern Nevada is present to address any questions.

A motion was made by Peter Guzman to accept staff's recommendation to award an additional \$100,000 in WIOA Adult and Dislocated Worker funding to Goodwill of Southern Nevada to continue delivering WIOA services to adults and dislocated workers. The total contract award with amendment shall not exceed \$800,000. Upon approval by the Board and ratification by the Local Elected Officials Consortium, the budget period shall be July 1, 2016 through June 30, 2017 and the contract period shall be July 1, 2016 through June 30, 2018, and seconded by Stavan Corbett. The motion carried.

Mr. Patterson requested clarification between the budget period and the contract period. Mr. Galbreth responded Workforce Connections receives funds from the U.S. Department of Labor once a year. Due to that scenario, Workforce Connections crafts the budgets for one year at a time with these funds; however, a contract period could be longer.

Agenda Item 7 – INFORMATION: PY2016 Fiscal and Training Reports

Jim Kostecki reviewed and reported on the Awards and Expenditure Report on pages 24 – 28 of the Agenda packet, and was open to any questions asked by the Programs Committee.

- a. Awards and Expenditures – Monthly Report
 - Page 24 represents Adult and Dislocated Worker contract expenditures through December 31, 2016.
 - Page 25 represents Adult and Dislocated Worker paid trainings component obligated by the service provider and Workforce Connections pays on their behalf through February 6, 2017.
 - Page 26 represents Youth contract expenditures through December 31, 2016.
 - Page 27 represents Youth paid trainings component obligated by the service provider and Workforce Connections pays on their behalf through February 6, 2017.
 - Page 28 represents Direct Programs expenditures as of December 31, 2016.

Brett Miller reviewed and reported on the ADW Snapshot, Youth Snapshot, ADW Training by Industry Sector, and the WIOA Expenditure Tracking through December 31, 2016 on pages 29 - 32 of the Agenda packet, and was open to any questions asked by the Programs Committee.

- b. ADW Snapshot - is on page 29 of the agenda packet.
- c. Youth Snapshot – is on page 30 of the agenda packet.
- d. ADW Trained by Industry Sector Graph – is on page 31 of the agenda packet

Mr. Martin stated Workforce Connections has a goal of 747 new enrollments with an ultimate goal of placement into a career. Is there a goal for placements, and is it 100% of the 747 enrollments? Mr. Martin asked how this Committee and the Board can help to achieve the 100%. Mr. Miller stated the goal is the

100%, but with the youth, the performance standard from the U.S. DOL is roughly 55% to employment or education. Further discussion ensued.

Mr. Galbreth stated that the goal at Workforce Connections is 100%. Workforce Connections works with the service providers to far exceed whatever the U.S. DOL accountability measure expects. At the end of the program year, the results will reflect whether Workforce Connections has met or exceeded the expectation of the U.S. DOL. If Workforce Connections fails there could be consequences such as loss of funding making it a very important element in the performance measures. Staff is diligent in monitoring these numbers. He further mentioned Summer Business Institute (SBI) stating that Youth that are in-school that could complete the application and essay process; that would be interested in getting some experience in the way businesses operate; That would attend trainings; and would be paid \$8.50 per hour, working four days a week, and some community work, to please encourage them to contact our service provider Nevada Partners, Inc. or Southern Nevada Regional Housing Authority.

- e. WIOA Expenditure Tracking – on page 32 of the agenda packet.

Mr. Miller continued with his report on the WIOA Expenditure Tracking on page 32 and was open to any questions asked by the Programs Committee.

Mr. Patterson asked if it is a capacity issue or a recruitment issue of getting more individuals into trainings? Mr. Cruz responded that what you see is Title I services. As Workforce Connections moves forward, the law calls for a system that includes more than Title I. The presentation today goes beyond WIOA Title I funds, we bring private funds into the system to include Titles I-IV, and TANF. The Committee and Board can help with the integration of wraparound services and funding streams that will increase our clients chance for success and employability.

Agenda Item 8 – INFORMATION: Business Engagement Reports

Kenadie Cobbin-Richardson provided the Business Engagement Reports on pages 34 - 54 of the agenda packet, and was open to any questions asked by the Programs Committee.

- a. Business Engagement In Demand Jobs Report
 - Number of Jobs (YTD): **169**
 - Median Wage: **\$10.50**
 - Wage Range: **\$9.00 - \$23.00**
 - OJTs: **4**
- b. BEST Pre-Screening and Referral Statistics
 - Provider participation

Total	July	Aug	Sept	Oct	Nov	Dec	Jan
	6	17	4	48	13	9	9
- c. Business Engagement Intelligence
- d. YTD Employer List
- e. Workforce Connections’ Compact
- f. Workforce Development Campaign

Mr. Galbreth expressed his thanks to Ms. Cobbin-Richardson and her team for placing Workforce Connections on a national level through the U.S. Council of Mayors, National Governors Association, California Workforce Association, and the National Association of Workforce Boards. Mr. Galbreth spoke of the mobile One-Stop through a collaboration initiated by the BEST team with the RTC to donate two buses that were repurposed as mobile One-Stops to expand services to the community.

Mr. Martin stated he had an opportunity to speak with Mr. Galbreth and requested that an agenda item be added to the next Programs Committee regarding working with the re-entry population. To onboard the Housing Authority, HOPE for Prisoners, FIT, Adult Education, and some of the private providers that specialize in this population. There is an education problem and people cannot get jobs, why is this room not being used as an education component? Mr. Martin would like Workforce Connections to lead the charge in getting other public or private organizations on board for maybe a trial period where we fund the education and vocational component, or maybe partner with Casa Grande.

Agenda Item 9 – INFORMATION: Programs Committee Member Comments

Lou Loupias expressed his concern regarding the Apprenticeship Programs and employer participation. He further discussed Workforce Connection's role with the Governor's State Apprenticeship Council.

Ardell Galbreth stated Workforce Connections has not been invited to the table, but Workforce Connections has been invited to participate and present at the Assembly Commerce on Commerce and Labor to legislators on March 20, 2017. He further stated that the State Apprenticeship Council may be moving over to the Governor's OWINN Department.

Charles Perry concurred with Mr. Galbreth regarding being invited to the table, but sometime you need to be a little more aggressive and speak with the people that can get you to the table. Also concurring with Mr. Martin, what can this Committee or Board do to help facilitate getting to the table?

Jack Martin extended his thanks to Workforce Connections for the partnership with The Harbor through Juvenile Justice Services. The mission of The Harbor is to provide a safe place for guidance and to be responsive to the well-being of youth, families, victims, and the Clark County community by providing meaningful services to youth and families to address their immediate needs. The types of programming these providers offer include tutoring, mentoring, drug education, conflict resolution, anger control, social skills training, job skills development, counseling sessions, cognitive behavioral therapy and a variety of other programs. It is a multi-agency partnership located at Bonanza and Pecos and the services are free.

Mr. Patterson extended his thanks to Ricardo Villalobos for attending this meeting and for all of his hard work and looks forward to working with him in a different capacity at the College of Southern Nevada.

Agenda Item 10 – SECOND PUBLIC COMMENT SESSION: Members of the public may now comment on any matter or topic, which is relevant to or within the authority or jurisdiction of the Committee. You may comment now even if you commented earlier, however, please do not simply repeat the same comment you previously made. Please clearly state and spell your name and address for the record. Each comment will be limited to three (3) minutes.

Hearing no comments, Mr. Patterson, Chair closed the Second Public Comment Session.

Agenda Item 11 – ADJOURNMENT: The meeting adjourned at 11:05 a.m.

7. **DISCUSSION and POSSIBLE ACTION:** Review, discuss and approve Strategic Initiatives Update Report

- a. Status Update on WIOA Compliance Assurance Initiatives
- b. Status Update on Workforce Development System Continual Improvement Initiatives

Strategic Work Plan Goals Matrix

Goal 1: Implement Effective Policies for Management and Oversight of the One-Stop Delivery System

Strategy	Tactic	Timeline	Measurement	Status
1.1. Effectively transition system service delivery from WIA to WIOA.	1. Use Gantt Chart as central repository and tracking for all WIOA implementation activities.	Ongoing	• Completed items "checked off" on the Gantt chart.	• 95% complete
	2. Revise, modify and/or develop Workforce Connections' policies and associated contracts to ensure WIOA compliance.	Ongoing	• Updates and recommendations to Board and Committees quarterly.	• Policies 100% complete • Contracts in place with Title I Service Providers for PY16, procured Operator
	3. Communicate the implementation plan and all necessary changes to necessary stakeholders through training and technical assistance.	Ongoing	• Updates and recommendations to LEOs, Board and Ex-Com quarterly.	• Gantt chart is updated monthly and presented to LEOs, Board and Ex-Com
	4. Evaluate implementation and transition plan for effectiveness and modify as necessary.	Ongoing	• Updates and recommendations to Board and Committees quarterly.	• Addition of strategy 3.4
	5. Establish additional One-Stop Career Centers that serve Youth, Adult and Dislocated Workers under one roof.	Jul-17	• Executed MOUs with facility partners and contracts with One-Stop operators.	• Executed MOU with 4 library districts, working with others, procured Operator for PY17
	6. Establish regional partnerships in areas with jurisdictional synergies	Ongoing	• Executed MOU with appropriate partners.	• Executed MOU with Mohave/La Paz Counties Board in Arizona

Strategic Work Plan Goals Matrix

Goal 1: Implement Effective Policies for Management and Oversight of the One-Stop Delivery System

Strategy	Tactic	Timeline	Measurement	Status
1.2. Maximize return on investment and manage resources responsibly with the highest standards.	1. Hire, retain and develop well qualified staff talent and encourage ongoing management and oversight training.	Ongoing	<ul style="list-style-type: none"> Strategic staff recruitment and training program. 	<ul style="list-style-type: none"> Conducted trainings: RFP 101, CPR, Active Shooter Procured consultant to establish & execute WDPAP initiative Staff attended WIOA Convening, NAWDP, NAWB, NAJA
	2. Lend strong technical assistance support to awarded programs along with comprehensive fiscal oversight and accountability for productive outcomes.	Ongoing	<ul style="list-style-type: none"> Unmodified fiscal auditing financial statements and less than ten noted monitoring findings identified by the State of Nevada and/or U.S. Department of Labor. 	<ul style="list-style-type: none"> Conducted: OSOS, Fiscal, Programmatic trainings Desk reviews in progress and on-going Began PY16 programmatic and fiscal monitoring
1.3. Correct any noted auditing and monitoring findings.	1. Develop and document sound corrective action measures with permanent fixes to prevent noncompliance recurrence.	Ongoing updates by WC management team	<ul style="list-style-type: none"> Corrective action validated along with findings closure notice from auditing/ monitoring agency. 	<ul style="list-style-type: none"> Nothing pending
	2. Provide technical assistance to staff and/or funded partners/service providers and ongoing training initiatives associated with awarded programs and funding.	Within 3 months of program/funding award	<ul style="list-style-type: none"> Published training and technical assistance reports. 	<ul style="list-style-type: none"> System-wide training on services to individuals w/ disabilities System-wide train-the-trainer training on financial literacy
	3. Modify/update policies as necessary to avoid repeat auditing and monitoring findings.	Ongoing throughout each program year	<ul style="list-style-type: none"> Quality assurance process. 	<ul style="list-style-type: none"> All policies being reviewed and updated for WIOA compliance

Strategic Work Plan Goals Matrix

Goal 2: Champion Youth Education, Training and Employment

Strategy	Tactic	Timeline	Measurement	Status
2.1. Address the educational and vocational needs of Out-of-school Youth.	1. Deliver holistic, wraparound youth services by partnering with educators, employers and community based organizations to identify and leverage resources.	Ongoing each program year	<ul style="list-style-type: none"> Youth Panel Meetings. Receipt of formal presentations and inputs from funded partners including the number of youth successfully served. 	<ul style="list-style-type: none"> Youth Panel mtg. scheduled for Q4 PY16 Providers share practices & outcomes at Committee Board and LEO mtgs
	2. Target hardest-to-serve youth identified by Programs Committee and Youth Panel.	Ongoing each program year	<ul style="list-style-type: none"> Published Request for Proposals and award and execute contracts to qualified partners and service providers to serve the identified populations. 	<ul style="list-style-type: none"> Awarded RFPs for Youth Services at OSCC, Foster Youth, Henderson WBL pilot, DETR/WC Youth hardest-to-serve pilot YBLV won SBIRT award to provide additional services
2.2. Engage and connect youth with career path and employment training opportunities relevant to the identified industry sectors.	1. Fund workforce development programs that prepare youth for successful entry into employment and lifelong learning opportunities in the identified industry sectors.	Ongoing each program year	<ul style="list-style-type: none"> Publish Request for Proposals and award and execute contracts to qualified/certified partners and service providers. 	<ul style="list-style-type: none"> 100% complete
	2. Partner with local employers to promote youth career preparedness and exposure through work-based learning opportunities.	Ongoing each program year	<ul style="list-style-type: none"> Number of youth participating in work-based learning opportunities. 	<ul style="list-style-type: none"> Partnering with Henderson Law Enforcement to provide WBL
	3. Secure local public/private partners with focus on youth education and training opportunities leading to promising careers.	Ongoing each program year	<ul style="list-style-type: none"> Executed MOUs/contracts. 	<ul style="list-style-type: none"> Existing MOUs/contracts with: DJJS, CCSD, DRHS, AmeriCorps, Habitat for Humanity

Strategic Work Plan Goals Matrix

Goal 2: Champion Youth Education, Training and Employment

Strategy	Tactic	Timeline	Measurement	Status
2.3. Expose youth to STEM skill sets, occupations, training and career pathways.	1. Partner with educators, employers and community organizations to increase exposure for youth to the necessary skills of the future workforce.	Ongoing throughout each program year	<ul style="list-style-type: none"> Increase system youth initiatives/activities, making sure they are both engaging and local industry-relevant. 	<ul style="list-style-type: none"> Expanding Interactive Career Exploration tools, partnered with Nevada Builders Alliance and Northern Nevada Economic Development
	2. Increase the STEM exposure for youth served by funded partners.	Ongoing throughout each program year	<ul style="list-style-type: none"> Include STEM requirements in service provider contracts with clear measurables. 	<ul style="list-style-type: none"> 100% complete Completed monitoring of STEM activities, incorporating results in PY16 for continual improvement

Strategic Work Plan Goals Matrix

Goal 3: Promote Quality Employment and Training Services for Adult and Dislocated Workers

Strategy	Tactic	Timeline	Measurement	Status
3.1. Leverage resources to provide more comprehensive service delivery by soliciting partnership agreements from both required and non-required partners.	1. Establish and maintain resource-sharing agreements with required and non-required One-Stop System partners.	Ongoing and throughout program year.	• Executed MOUs.	• Draft submitted to system partners • Have received back 95% of signatures
	2. Facilitate system-wide dialogue for the purpose of collaborating with partners and addressing the needs of job-seekers including targeted populations.	Ongoing	• One-Stop System Panel meetings. • Special Populations Panel meetings.	• OSDS Panel met in Q2 PY16 • Next meeting scheduled for Q3 PY16
3.2 Build system capacity in order to increase quality of service.	1. Continually evaluate system requirements and implement training activities as needed for system partners.	Ongoing	• Give quarterly updates of system-wide training activities.	• Procured consultant to establish & execute WDPAP initiative
	2. Through the Workforce Development Academy (WDA), continue to build capacity throughout the system.	Ongoing and throughout program year	• Give quarterly updates of WDA enrollments.	• WDA is now WDPAP • Establishing program with US DOL & NSAC
3.3. Transition and maintain a WIOA compliant One-Stop operator in alignment with the State Plan.	1. Initiate a competitive procurement process and execute a contract for a One-Stop operator.	Jun-15	• Executed contract.	• New Operator procurement action completed
	2. Execute WIOA-compliant MOUs with all required System partners and facilitate the implementation with the One-Stop operator.	Jun-15	• Executed MOUs.	• Draft submitted to system partners • Have not received back all executed MOUs
	3. Develop and implement a OSCC transition plan detailing potential barriers to an effective and timely transition to WIOA compliant operator.	Jul-15	• Executed plan.	• 100% complete

Strategic Work Plan Goals Matrix

Goal 3: Promote Quality Employment and Training Services for Adult and Dislocated Workers

Strategy	Tactic	Timeline	Measurement	Status
3.4 Implement a Two-Generation Strategy to break the poverty cycle in Southern Nevada.	1. Partner with SNRHA and UWSN to assist in-need low-income families with children	Ongoing	• MOU/Contract	• In place
	2. Partner with social service agencies to support early childhood learning and education	Ongoing	• MOU	• In progress
	3. Identify and address family training and educational needs.	Ongoing	• MOU/Contract	• In place
	4. Prepare adults for gainful employment.	Ongoing	• WIOA enrollments	• In progress
	5. Connect employers/businesses to well trained, educated and qualified individuals for employment.	Ongoing	• Commitment from Compact Employers to place WIOA clients	• In progress

Strategic Work Plan Goals Matrix

Goal 4: Attract, Grow and Retain Businesses				
Strategy	Tactic	Timeline	Measurement	Status
4.1. Create a workforce system that champions business, education, training and workforce development.	1. Grow a strong network of business partners/local employers that looks to Workforce Connections' One-Stop Delivery System and Career Center(s) as their first choice for employment and training services.	Annually	<ul style="list-style-type: none"> • At least 25 new employer customers per year. • At least 6 employers returning for additional services. • Host at least 2 hiring events with a minimum of 50 positions available per event. • Host 2 training events with a minimum of 100 attendees per event. 	<ul style="list-style-type: none"> • Planning community Career Fair targeting zip code 89101 for 5/4/17 that will include participation from all service providers/subrecipients
	2. Keep the Board informed of Business Engagement activities and initiatives.	Quarterly	<ul style="list-style-type: none"> • Give quarterly updates of Business Engagement activities. • Give updates of Business Engagement Panel activities (# of members, # of meetings, actionable items, etc.). 	<ul style="list-style-type: none"> • Business Engagement Panel # members: 61, # meetings: 3, 9/28/16, 1/18/17, 4/26/17. Panel focus: Special Populations, work-based training
4.2. Create a dynamic supply of trained, skilled workers to meet workforce demands of regional and industry sectors.	1. Partner with local businesses and training providers (colleges, universities, and apprenticeship trades) to gather business intelligence.	Ongoing as driven by business demands	<ul style="list-style-type: none"> • Number of new Compact members. • Publishing and distributing Business Intelligence Reports to One-Stop operator and other system partners. 	<ul style="list-style-type: none"> • Compact membership has been updated to only include active panel members. Compact membership is at 61

Strategic Work Plan Goals Matrix

Goal 4: Attract, Grow and Retain Businesses				
Strategy	Tactic	Timeline	Measurement	Status
	2. Develop and coordinate training activities based on business intelligence.	Ongoing as driven by business demands	<ul style="list-style-type: none"> • Response by One-Stop operator and other funded partners, including a description of actions taken/not-taken in response to Business Intelligence Reports. • Number of new trainings added to the ETPL based on business intelligence. • Number of participants placed in employment based on new trainings (measurement dependent on completion of new ETPL process). 	<ul style="list-style-type: none"> • Published Business Intelligence Report: Top 200 Certifications in Southern Nevada
4.3. Align workforce development resources to be anchored by the following industry sectors: <ul style="list-style-type: none"> • Agriculture • Aerospace & Defense • Information Technology • Clean Energy • Health & Medical Services • Logistics & Operations • Manufacturing • Mining & Materials • Tourism, Gaming & Entertainment. 	1. Team up with the Economic Development agencies to support business retention and expansion in the local area.	Ongoing	<ul style="list-style-type: none"> • Appropriate representation on board, committees and/or panels. 	<ul style="list-style-type: none"> • One LVGEA Board member • Two LVGEA Panel members • One City of Las Vegas Panel member • Still actively recruiting

Strategic Work Plan Goals Matrix

Goal 4: Attract, Grow and Retain Businesses				
Strategy	Tactic	Timeline	Measurement	Status
	2. Continue to support GWDB's industry sector councils.	Ongoing	<ul style="list-style-type: none"> Consistent attendance and participation by WC staff and board members at DETR sector councils. 	<ul style="list-style-type: none"> Governor's new Office of Workforce Innovation has re-organized the councils GWDB Ex-Com in place
	3. Allocate resources yearly to support sector initiatives.	Ongoing	<ul style="list-style-type: none"> Funded partners contracts include resource requirement. support to industry sectors. Fund system-building initiatives. 	<ul style="list-style-type: none"> New contracts in place for PY16 Developing additional system-building initiatives
	4. Develop career pathway initiatives focused on the highest growth/highest wage industry sectors in the local area.	Jun-16	<ul style="list-style-type: none"> Develop specialized pathways for IT, Healthcare and Manufacturing. 	<ul style="list-style-type: none"> UMC and Sunshine Minting healthcare and manufacturing career pathways
	5. Streamline board membership application and approval process to identify and document strong credentials for membership.	May/June 2015	<ul style="list-style-type: none"> New Board members appointed to all required positions. Board re-certification. 	<ul style="list-style-type: none"> Both 100% complete
4.4. Maintain a compliant, engaged, effective and efficient board.	1. Implement a recruitment strategy that builds a pool for potential board, committee and panel members.	Oct-15	<ul style="list-style-type: none"> Recruitment strategy in place. Pool of ready candidates. 	<ul style="list-style-type: none"> Both 100% complete
	2. Implement a continual Board Member development program.	Dec-15	<ul style="list-style-type: none"> On-board orientation. Board member training. NAWB conference attendance. 	<ul style="list-style-type: none"> LEOs, Board members and staff attended NAWB conference in DC

Strategic Initiatives Update Report 5-10-2017

- a) Status Update on WIOA Compliance Assurance Initiatives
- WIOA required System MOU due on July 1, 2017.
 - WIOA required Infrastructure Funding Agreement due January 1, 2018.
 - Strategic Work Plan - Goals Matrix was updated to reflect third quarter of Program Year 2016. Will continue to be reviewed/updated quarterly. Next update will be for fourth quarter of Program Year 2016 in April.
 - July 1, 2016 – US DOL-approved state plans and WIOA Common Performance Accountability took effect.
 - WC staff continues to attend WIOA implementation trainings/webinars.
- b) Status Update on Workforce Development System Continual Improvement Initiatives
- LEOs, Board members and Board staff attended NAWB Forum 2017 in DC.
 - Initiative to open additional One-Stop Career Centers at public libraries continues as planned. Executed MOU with Henderson Public Libraries.
 - Interactive Career Exploration (ICE) project continues to make progress. Web optimization phase is complete. Once the next phase of mobile device optimization is complete, it will provide system clients easy access to career exploration activities through any mobile device.
 - The Woofound/Traitify Personality Assessment has now been made available throughout the One-Stop Delivery System. The assessment delivers instant personalized career recommendations based on the unique traits of the client.
 - Implementation of a new Statewide Automated Workforce System (SAWS) has begun. WC staff attending initial launch meetings.
 - The year-long implementation of the new Eligible Training Provider List (ETPL) online management process is now complete.

NAWB 2017 TAKEAWAYS

JAIME CRUZ

Top 3 Takeaways

1. Exceptional reception to our Strategic Libraries Initiative
2. Work Ready Communities and the National Career Readiness Credential (NCRC)
3. Careers in Energy

Follow-up

1. One-Stop Career Centers in the Public Libraries

NAWB members, U.S. Senate and Congress members were impressed and extremely pleased with our libraries initiative and extended congratulations to Workforce Connections' Local Elected Officials and Board members. U.S. Senate and Congress members requested to please be updated on the progress of the initiative and to be invited to any grand openings and ribbon-cutting ceremonies for libraries in the communities they represent. The initial Pilot Phase of the initiative concludes on June 30. Phase 1 will go from July 1, 2017 through June 30, 2018. Phase 2 is scheduled to commence July 1, 2018.

2. Work Ready Communities and the NCRC

In over half of the states Work Ready Communities (WRC) have already been implemented. The framework allows those regions to effectively measure and close existing skill gaps in the workforce. These regions enjoy robust alignment of their workforce development and economic development efforts. We are already working with our Workforce Innovation and Opportunity Act (WIOA) system partners (Title I, II, III, IV, TANF, etc.), education and economic development to better align all of our individual WorkKeys/NCRC efforts and in the near future establish our area as a certified WRC. Title I and Title II representatives will be attending the WRC Academy next week in Nashville. Representatives from the other WIOA partners and stakeholders will attend the next academy to take place in Las Vegas in July.

To learn more about this visit:

<https://workreadycommunities.org/>

3. Careers in Energy

Thirty-eight states already have formed or are currently forming state energy consortiums that bring together the utilities and their supporting contractors (employers), K-12 and higher education (education system) and the One-Stop Career Centers/American Job Centers (workforce development system). The purpose is to work together to meet the enormous challenge over the next few years of a massive retiring workforce and an existing pipeline nowhere near the capacity to fill the gap. This week we are participating in the initial meetings between NV Energy, Southwest Gas, College of Southern Nevada and the Center for Energy Workforce Development

NAWB 2017 TAKEAWAYS

(CEWD) that hopefully lead to the formalization of a Nevada State Energy Consortium. This partnership would focus on unique career pathways for a diverse workforce including: Veterans, Women, Minorities, Youth, Transitioning Workers, People with Disabilities, etc.

To learn more visit:

<http://www.cewd.org>

NAWB 2017 TAKEAWAYS

KENADIE COBBIN RICHARDSON

Top 5 Sessions:

- **What's Trending in Workforce & Labor Market Information?**
- **Health Career Pathways: Regional Collaborations to Systematically Improve the Healthcare Workforce**
- **WIOA Performance Accountability: Effectiveness in Serving Employers**
- **Public Housing Authorities: A Critical Partner**
- **21st Century Registered Apprenticeship and the Workforce System**

Top 3 Takeaways

- **#1 – Registered Apprenticeship**

Double and diversify Registered Apprenticeship, focusing on sector strategies and career pathways in IT, healthcare, advanced manufacturing, energy, financial services, hospitality, transportation/logistics, and construction.

Action Plan: For PY17-18, we will establish an apprenticeship program with the only teaching hospital in Southern Nevada – University Medical Center. This is a key partnership because healthcare occupations create direct career pathways that lead out-of-school youth and adults on a path toward mid-skill employment and a family wage.

- **#2 – Healthcare Career Pathways**

Join Health Careers Pathways, a nationwide initiative to support entry and career advancement in healthcare through increased demand-driven, competency-based career pathways.

Action Plan: Join the Health Careers Pathway initiative to take advantage of best practices to enhance this essential sector strategy. This initiative is in seven (7) regions across the U.S. including Michigan and California – two workforce partnerships that enjoy sharing information with our board.

Scrubs Camps for Youth

Action Plan: Initiate the first Southern Nevada Workforce Development Board's Scrub Camp to introduce and educate youth participants to various healthcare careers via an intensive camp experience. This idea is a key exposure opportunity that has been replicated in several states across the U.S.

- **#3 – DOL Performance Measures for Effectiveness in Serving Employers**

NAWB 2017 TAKEAWAYS

Penetration: record the number of establishments that received a service.

Repeat business: record the number of establishments that received a service **AND** who utilized a service anytime within the previous three years.

Quantity vs. Quality Proposal

Action Plan: We are on track to provide this data for the upcoming reporting period in October. However, I currently use quantitative and qualitative measures for the Business Engagement Specialist Team (BEST). In the session, I shared the qualitative measures that I use and was asked to share it with the DOL team.

NAWB 2017 TAKEAWAYS

JILL HERSHA

Pre-Conference - Building a Board with Vision – Identifying strategies for WFB's to become actively involved in driving and changing the economic outlook for the communities in which they serve. San Bernardino County WFB created a pathway from high school to community college to workforce to provide employers with skilled workforce. How do we replicate this in Clark County?

Exploring Issues: Systems Leadership in Complex Times: What Does It Really Take To Build Tomorrow's Workforce?

Job demands should drive education decisions. Identify the positives of earning a living at a high demand job versus their dream job.

Identify why student are there and what are their goals? How do we use resources available? (CTA's after hours, ATTC).

Program image how to make careers/facilities appear "sexier"? Middle skills- not an appealing description of these jobs and there is a critical need for them and high level of skills required to obtain them.

Efforts need to start earlier than high school to develop the interest in these skill sets. Imperative instructors are highly skilled and knowledgeable, to be able to generate excitement/interest in students. Create blended and applied learning opportunities that demonstrate working with your hands in just as valuable and rewarding as sitting at a desk.

Technology and the Future of Workforce Development Service Delivery –

Workforce system needs to anticipate and be responsive to two major shifts:

1. A labor market where the jobs of tomorrow look very different from the jobs of today.
2. A public desire to interact with public services digitally – a user-centered and digital service delivery is improving employment outcomes, and data is easier to access and navigate.

Provider in San Diego has hired their own IT person with the ability to design data collection system that is user friendly and is adaptable to the ever-changing reporting system targets and requirements.

NAWB 2017 TAKEAWAYS

ERIC JAMES

I would like to take a few moments to give my input on the recent 2017 NAWB conference... Being a new board member my expectations for outcomes from the conference were minimal... After navigating the multitude of various talks and sessions I was able to come away with a much better understanding of the challenges the Workforce boards and staff face on a national as well as a state by state basis... The conference allowed me to connect to national board member, KRA's president and CEO Knowlton R. Atterbeary as well as many other influential board members and staff... I personally took the time to speak with them on a one on one basis that would not have been afforded to me without attending the conference and I felt those conversations and connections would benefit me during my time on the board...

In the future I would encourage Workforce Connections to adopt a strategy-planning meeting with attending board and staff members prior to the conference... My belief is that a coordinated information strategy for staff and board members will allow for a focused team approach to information gathering and disbursement of the acquired information upon return to Nevada....

The time on Capitol Hill was informative and I greatly appreciate the efforts of Councilwoman Gerri Schroder taking her time to guide us to the various state Senators & Representatives... Her guidance made what could have been a confusing and unproductive day on the hill worthwhile and entertaining... Again I believe a cohesive ask or approach to the representatives based on their committee and chair positions would be helpful to position us and increase effectiveness given the limited time we were able to reserve with them... Dinner with freshman Representative Ruben Kihuen was unique in the fact that he was willing to share an inside expression of the atmosphere that currently exist in the capital and what the experience of a freshman politician is like in reality as opposed to outside perceptions or interpretations...

Finally, I also enjoyed and appreciated the various staff members that took the time to inform me and speak with me over the course of the conference and I came away with a much better understanding of them as individuals as wells as their dedication to their careers...

If my schedule is available, I will look forward to traveling back to Washington DC in 2018 with a more knowledgeable and comprehensive mindset of what I can add to Workforce Connections as a board member and how I can assist our staff to accomplish the numerous daunting goals to serve our community...

NAWB 2017 TAKEAWAYS

LYNN HOFFMAN

- One of my biggest takeaways was the **visit with Congressman Ruben Kihuen**. It was encouraging to hear the learning process of being a freshman representative and how he comes to Nevada each weekend to meet with his constituents then returns to DC to act on our behalf.
- **Learned the term "Opportunity Youth"**. Capturing the hearts, minds and imaginations of America's Next Generation. We should not only provide training for jobs but the opportunity for life long learning.
- **Integrating sector strategies and career pathways**. Stress that it is not just a job but also a pathway to a family-supporting career. Requires data informed decision-making through industry engagement. Sector update: Manufacturing, Construction and Energy: These are not "minimal skill" jobs. Think about the buildings you work in, the bridges you cross. Do you want someone with "minimal skills" building those? No! These are highly skilled workers. Need to market jobs to "influencers", parents, counselors, grandparents who influence young people to pursue careers in M, C and E. Need to feature young people who are working in these occupations in national campaign advertisements and bridge the gap between education and industry.

8. **DISCUSSION and POSSIBLE ACTION:** Accept staff's recommendation to award a contract to Lincoln County Grants Administration to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$150,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



Adult & Dislocated Worker Programs

Scope of Work
 Program Year 2017

Program Name:	Lincoln County Workforce Adult & Dislocated Worker
Location:	PO Box 728 Caliente, NV 89008
Funding Stream(s):	WIOA
Amount Awarded:	\$150,000
Target Population(s):	WIOA ADW Eligible residents of Lincoln County

Program Description

<p>Outreach and Communication: <i>Describe how you will recruit and engage Title I participants. Include details on established partnerships that will result in referrals (include who and how many referrals are expected per partner). Please describe your planned enrollment schedule (when enrollments are expected to happen and by when – month, quarter, etc.)</i></p>	<p>32Participants - 8 per quarter. Engagement and recruitment across Lincoln County will be promoted through the distribution of flyers and pamphlets in public areas. New participants are gained through referral from previous happy participants. Promotional events and educational workshops will increase engagement and recruitment. Partnerships with local high schools and adult education will continue to produce new participants from referrals, in-person meetings and distribution of flyers, web page (lcextension.org), business cards and pamphlets. Current and Future partnerships with local businesses will gain referrals for new participants for employment and training. Established partnerships with Juvenile Probation, Lincoln County Drug Court, and Meadow Valley Justice Court will produce referrals and court orders for new participants. The partnerships with the Bureau of Land Management, Nevada Division of State Parks, Lincoln County School District, City of Caliente, and Lincoln County will expand referrals for more services beyond the current WEX opportunities. Social Service providers in Lincoln County such as Family to Family Connections, County Health Nurse and County Human Services will refer residents in need to the program. We will continue to expand this network of partners (i.e. VFW, Nevada Veterans Advocates (Linda Rollins & Mary Brose) and United States Postal Service), Lincoln County Coalition to continue to recruit and engage participants. The expected referrals from past participants is 5, 4 from government agencies, 3 from NGOs, 4 from school district, 2 from the justice system and 5 businesses. The milestones will be ¼ of these numbers for each quarter of the year.</p>
<p>Basic Career Services: <i>Describe which Basic Career services will be offered in your program design and when they</i></p>	<ul style="list-style-type: none"> Lincoln County Workforce provides every individual with a one-on-one service. The following core self-service/informational activities are available and accessible during office hours: internet for job searches, job application, unemployment applications, training opportunities, education support and other career searches; computer software for career assessment and planning, STEM, self-directed education and adult education self-tutoring; resume building on office computers with



will be delivered (prior to enrollment or afterwards).

Basic career services include:

- Eligibility Determination
- Orientation
- Initial Assessments
- Job Search & Placement
- Labor Exchange
- LMI
- OSDS Referrals
- ETPL Performance
- SNWDA Performance
- Supportive Service Information
- UI Assistance & Information
- Financial Aid Assistance

online templates; literature on soft skills, financial planning, STEM careers, community and technical colleges and parenting and life skills; job board showing jobs, job fairs and hiring lists; and workshops on STEM, economic development and career building. Unregistered participants are tracked in a spreadsheet. These services are delivered before and after enrollment.

- Before enrollment, eligibility for WIOA Title 1 Services and all eligibility documentation is obtained. (ADW-030-01)
Staff will use the WIOA Eligibility Documentation Guide when enrolling participants to ensure that all of the proper documentation has been received.
Verify that participant meets income guidelines using the Lower Living Standard Income Level sheet; if the participant is not receiving assistance. This will all be completed before enrollment occurs.
- Orientation - An orientation is provided to each eligible adults. Full scope of program is given. Participants are provided to an introduction of the program's purpose and goals; regulations of the program; provider's services responsibilities; and the programs resources and services that are available. This will occur prior and after the enrollment.
- Initial Assessment- Career Coach, Program Manager and Job Developer will gather information about an individual's skills, aptitudes, abilities and supportive services needed. This will happen after the enrollment.
- Job searches and placement are done through partnering with local business, in-depth on-line searches and virtual job shadowing on line. This will occur after the enrollment.
- ETPL Performance-LC Workforce uses the ETPL to locate the proper training for each participant before entering into any trainings, and after passing the Workkeys Assessment. This will occur after the enrollment.
- Supportive Services- are given to participants on an individual needs bases. These services are aligned with WC policies on supportive services (ADW-030-06) services are based on specific needs and availability of funds and resources. This will occur after the enrollment.
 - a) Services may include transportation, childcare, housing, and needs related payments that are reasonable, allowable and necessary for the participant. This will occur after the enrollment.
 - b) All services will be given a dollar amount and that information will be added to the participants file (paper and electronic data.) But shall not exceed \$2,500 for the duration of the program, with the exception of education, books, materials and etc. This will occur after the enrollment.
 - c) LCW assist participant with filling out FASFA, grants and available scholarships. This will occur after the enrollment.
 - d) Lincoln County Workforce staff will maintain evidence of all services provided.



<p>Individualized Career Services: <i>Individual Career Services may only be offered to eligible enrolled WIOA Title 1 participants. Describe which Individualized Career services will be offered in your program design and how they will be delivered.</i></p> <p>Individualized career services include:</p> <ul style="list-style-type: none">• Comprehensive Assessments• Developing an IEP• Individual or Group Counseling• Career Planning• Short-term prevocational services• Internships and Work Experiences• Workforce preparation activities• Financial literacy services• Relocation Assistance• English language acquisition <p><i>Describe the process and timeline of how a customer will flow from Basic to Individualized Career Services.</i></p>	<p>We are projecting to enroll <u> 32 </u> unique individuals in PY17 that are determined to be in need of individualized career services.</p> <p>The Career Coach, Program Manager and Job Developer will provide the following assistance according to the Lincoln County Procedures Manual in:</p> <ul style="list-style-type: none">- Development of an individual employment plan and career counseling.- The Workkeys Assessment is completed for all trainings.- Woofound and NV My Future are assessments used to help participant to located a career path way.- Job searches, referrals, placement and alignment with opportunities with employers- Referrals to job fairs and workshops- Secondary education attainment: support for enrolling in adult education, self-service classes, tutoring- Post-secondary education planning and execution- Acquiring financial support for education- Linkage to Job Developer’s WEX, On-the-job training, and other employer created opportunities- Internships when available- Entrepreneurial training classes held once a year on a group base, and individual as the need arises.- Resume building- Application writing and follow-up, interview preparation and job readiness- Financial Literacy Class will be taught in a group once a year and on and individual basic as necessary.- Referrals to social services as needed- Supportive services as the need arises. Supportive Service Information - Supportive services or defined as services rendered to help a Lincoln County Workforce participant in furthering “his/her” educational and/or career goals. Services are based on specific needs and availability of funds and resources. Services may include transportation, childcare, housing, and needs related payments that are reasonable, allowable and necessary for the participant.- Follow-up services on individual bases.
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Training Services:

Describe which Training services will be offered in your program design and how a participant gains access to training services. Please include external resources that may be utilized to provide training services.

Training services include:

- Occupational skills training
- On-the-Job Training
- Entrepreneurial skills training
- Transitional Jobs
- Job Readiness Training
- Adult Education
- Customized Training

The Program Manager, Career Coach and Job Developer will assist the participants in finding the training option that fits the needs in the career plan and ability for the participate to attend the trainings since extensive travel and living accommodation away from Lincoln County are most often required.

Workkeys Assessment is completed and passed before participant is sent to training.

Trainings are selected from the ETPL list for Nevada and a reciprocity agreement with Utah's ETPL, and on-the-job training. Common referrals are with the partners at A-1 and Southwest Truck Driving, Southwest Technical School, Vegas PBS, Great Basin College, College of Southern Nevada, and Dixie Applied Technology.

On-the-Job training is offered when opening occur with our local partners.

Entrepreneurial Skills training class is provide by LCW. The class is taught one time yearly, with access to instructor to do individual training if the need arises.

Job Readiness training is provided on an individual bases to each participant.

Lincoln County School District's Adult Education is partnered with LCW. Participants in need of their diploma are signed up at the LCW office for Adult Education and tutored by both the LCW tutor and the Adult Education staff to ensure success rate of getting Diploma.

Customized trainings are offered by LCW and aligned to participants employment goals. These trainings will align with WC Training policy (ADW 030-05 C.)



Program Management	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>Program Director: Program Management at the macro scale (staffing, program development, evolution and excellence), budget development, promotions in the community and problem resolution Program Manager: The Program Manager will manage day to day operations and staff. Duties include tracking education advancement, employment and manage finances, provide career counseling, process all bill payment requests, and ensure all WIOA reporting, program budgeting and financial paperwork, tracking and reporting is accurate. Career Coach: The Career Coach will provide career counseling, develop career plans, connect participants to training, and development/implementation of case management, provide timely, accurate and complete case work with participants, track education advancement and employment-write program reports and updates, collaborate with community entities, businesses, State Employment Training and Rehabilitation Dept., and Workforce Connections. Job Developer: Develop relationships and collaborations with Lincoln County businesses and agencies through in person meetings with manager/owners several times a year. Market workforce services to businesses and agencies, finding qualified candidates, posting job openings, and pre-screening of candidates; employment services provided for candidates. Arrange and process paper work associated with WEXs and trainings, promote Lincoln County Workforce services to potential participants, collaborated work activities with Program Manager and Career Coach and learn from the Workforce Business Engagement Specialist Team. Contract Education Expert: Develop and execute an individual education plan for participants, tutor and collaborate with the education programs occurring in the Lincoln County School District.</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017.</p> <p>Lincoln County Workforce staff will work together to ensure all activities follow the path of Standard Operating Procedures and WC mandated policies. Checks and balances have been built into the program design to maintain integrity of program components such as excellence in personal customer service, calendared reminders of participant contacts, practices to ensure proper and timely data entry. A survey is sent to participants annually to gain feedback on the quality of program and the areas for improvement. All staff will be trained on the standard operating procedures to ensure they understand and follow it.</p>



Performance Management:

Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.

Lincoln County Workforce will use its close personal connections with the communities and participants to successfully achieve performance outcomes. Our goal is to help each participant to plan a career that will sustain their needs and to enhance their confidence, skills and experiences to succeed in achieving the career goals. The one-on-one service, customized to each participant, identifies the needs and aligns the necessary services. This personalized service has become a great source of referrals by past participants because the Lincoln County Workforce is becoming more broadly recognized as a place where you will get help. Partnerships are used to provide the expertise needed in social services, training and business connections. Service are sparse in Lincoln County and Lincoln County Workforce will be the place where assistance can be found. The addition of a Job Developer has greatly expand our ability to build relationships with local businesses and agencies and develop community events to provide greater job opportunities and find participants within the county. The Career Coach will be in the office more to welcome participants, provide career counseling and services and maintain data entry. A year plan of activities will be established to create regular contact with the businesses, agencies and communities in Lincoln County. The performance of number of participants, the quality of service provided (success in achieving the career plan) and the budget use will be monitored regularly but examined closely every quarter by the Program Manager and Program Director so that activity plans can be adjusted to improve performance as needed.

Projected PY16 Carry In/Transfer Participants: 8

Quarter	1	2	3	4
New Enrollments	8	8	8	8
Exiters (Est. combined total including both Carry In and New enrollments)	8	8	8	8

Contact Person & Information:

Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Launa Chouquer, Program Manager
 775-726-3800
 PO Box 728, Caliente NV 89008,
 lchouquer.lcworkforce@gmail.com

9. **DISCUSSION and POSSIBLE ACTION:** Accept staff's recommendation to award a contract to Lincoln County Grants Administration to provide WIOA services to youth. The award amount shall not exceed \$212,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



WIOA Youth Programs
 Scope of Work
 Program Year 2017

Program Name:	Lincoln County Grants Administration-Lincoln County Workforce Youth
Location:	P.O. Box 728, Caliente, Nevada 89008
Funding Stream(s):	WIOA Youth
Amount Awarded:	\$212,000.00
Target Population(s):	In-School and Out -of School Youth in Lincoln County
Youth Service Delivery	
<p>Outreach and Communications: <i>Describe how you will recruit and engage Title I participants. Include details on established partnerships that will result in referrals (include who and how many referrals are expected per partner). Please describe your planned enrollment schedule (when enrollments are expected to happen and by when – month, quarter, etc.)</i></p>	<p>Engagement and recruitment across Lincoln County is promoted through the distribution of posters, flyers and pamphlets in public areas. Web page lcextension.org A large number of new participants come through word-of-mouth referrals from previous happy participants. We will continue to encourage participants to spread the word to others of how we can help. Recruitment is done through partnerships. Local high schools and adult education will regularly refer new participants from in-person meetings and distribution of flyers, business cards and pamphlets. Established partnerships with local businesses will continue to gain referrals for new participants for employment and training. Established partnerships with Juvenile Probation (2), Lincoln County Drug Court (3), and Meadow Valley Justice Court (2), will produce referrals and court orders of new participants. We will continue to partner with the Bureau of Land Management (2), Nevada Division of State Parks (2), Lincoln County School District (6), City of Caliente (5), and Lincoln County (4), to gain referrals for enrollment. Social Service providers in Lincoln County such as Family to Family Connections, County Health Nurse and County Human Services all refer residents in need to the program, RSVP, Nevada Veterans Advocates, and Lincoln County Coalition. We will continue to expand this network of partners (VFW and United States Postal Service) to continue to recruit and engage participants. Lincoln County will enroll 8 participants in each quarter. 1st Quarter July 2017 we will enroll 4, Aug. 2017 we will enroll 4, Sept. 2017 we will enroll 3. 2nd quarter Oct. 2017 we will enroll 4, Nov. 2017 we will enroll 3. Dec. 2017 we will enroll 3. 3rd quarter Jan. 2018 we will enroll 3, Feb 2018 we will enroll 3, March 2018 we will enroll 2. 4th Quarter April 2018 we will enroll 2, May 2018 we will enroll 2.</p>



<p>Educational Services: <i>Identify which educational services will be offered within your program design and describe how they will be delivered.</i></p> <ul style="list-style-type: none">• Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies.• Alternative secondary school services, or dropout recovery services.• Activities that help youth prepare for and transition to post-secondary education and training.	<p><i>Lincoln County Workforce has hired a contracted tutor who will identify gaps in education. LC Workforce will partner with the Lincoln County School District which oversee Adult Education / Alternative Ed, and the Local High School. Together we offer tutoring to high school students, and the opportunity for out of school youth to either finish the high school credits, take proficiency tests, or study and take the Hi-set. LC Workforce will promote career advancement for eligible youth, create exposure to career opportunities through Woo-found, nynyfuture.com and provide urban life skill training. Out of school youth will be aligned for placement in employment, further training, or post-secondary education to obtain a degree, certificate, or diploma according to their career plan.</i></p> <p><i>Several businesses in the area will continue to provide multiple opportunities for On-the-Job trainings and Work Experiences. The program will continue to expand WEX activities by taking advantage of these business relationships and build new relationships.</i></p> <p><i>Out-of-school youth will be approached through adult and alternative education, juvenile parole, family social support agencies and local networks. To identify their education capabilities and weaknesses they will be pre and post-tested for Lit/Num levels. Youth in school will dominantly be seniors. Each youth participant will establish a career plan including the education required and implement the plan, have individual career alignment, participate in virtual career tours on-line, and receive needed education counseling. The needed education counseling includes the evidence based STEM Odyssey-ware curriculum. Youth in-school and out-of-school will be given financial training using the FDIC Smart-Money Program and soft skills training using the “Bring Your- A-Game” training program. Youth will learn about completing an application, resume development, and interviewing to increase their chances of obtaining employment.</i></p> <p><i>Assistance in finding financial aid programs will be provided to increase the feasibility of post-secondary education. Education advancement to achieve higher Lit/Num levels will be attained through tutoring, and adult and alternative education classes. Life skills for urban living will be taught.</i></p> <p><i>LC Workforce will partner with Bureau of Land Management, Nevada Division of State Parks, Lincoln County School District, City of Caliente and Lincoln County Power District, Canyon Gardens, Lincoln County Hospital and the County Health Nurse to do Career explorations with participants. LC Workforce does on-line and other jobs searches with participants.</i></p>



<p>Employment and Occupational Services: <i>Identify which occupational services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving occupational skills training.</i></p> <ul style="list-style-type: none">• Occupational Skills Training• Education Offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.• Entrepreneurial Skills Training• Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area. (Including Career Exploration)• Job Search and Job Placement Assistance	<p><i>We are projecting to provide occupational skills training to (2) individuals enrolled in our PY 17 program.</i> <i>LC Workforce offers a career exploration for participants along with doing the Woo-found assessment to target participant's job interests. LC Workforce uses the EPTL listing from Nevada and Utah to find the appropriate training that fit our participant's career goals.</i></p> <p><i>LCW will test all participants wanting to go into training's on Workkeys. Workkey's must be passed before participant is entered into training. LCW will assist those not passing by putting them through key train to help them pass. They will be retested in Workkeys after the Key Train is completed.</i></p> <p><i>Lincoln County Workforce has hired a contracted tutor to assist in the education of participants. LC Workforce will partner with the Lincoln County School District which oversee Adult Education / Alternative Ed, and the Local High School. Together we offer tutoring to high school students, and the opportunity for out of school youth to either finish the high school credits or take proficiency tests, or study and take the Hi-set.</i></p> <p><i>Both Adult Education/ Alternative and Local High School have and utilize Odyssey-ware for credit attainment. They will set up the LC Workforce tutor for full accesses to this program. LC Workforce provides access to computers with internet and tutoring programs to help students. They have full access to them during office hours.</i></p> <p><i>LC Workforce has set up with the University of Nevada Cooperative Extension Educator an Entrepreneurial class for potential participants interested in Entrepreneurial opportunities.</i></p> <p><i>LC Workforce sets up all WEX's to provide exposure to STEM based Careers. LC Workforce provides STEM Activities, Woo-found Assessment, NV my future, My Plan, Job Fairs Posted by Workforce Connection and Local help wanted ads are posted weekly.</i></p>



<p>Work-based Learning Services <i>Identify which work-based learning services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving these services.</i> <i>(30% expenditure requirement for PY 17):</i></p> <ul style="list-style-type: none"> • Paid or unpaid Work Experiences • On-the-Job Training • Internships and Job Shadowing • Pre-Apprenticeship Programs 	<p><i>We are projecting the following number of youth enrolled in our PY 17 program to participate in the following:</i> <i>19WEXs 2 OJTs 1 Internships 3 Job Shadowing 1 Pre-Apprenticeships</i></p> <p><i>LC Workforce will continue to partner with the Bureau of Land Management, Nevada Division of State Parks, Lincoln County School District, City of Caliente and Lincoln County, Lincoln County Library, Pioche Public Utilities, Alamo Sewer and Water, Panaca Market, Loving Care Animal Society, CARS, Grover C Dils Medical Center, McCrosky's Y Service, Sinclair, and Battle Born Media to provide referrals for WEX opportunities.</i> <i>LC Workforce will promote to local business the OJT opportunities that our program has to offer.</i> <i>LC Workforce will continue to work with the City of Caliente and Workforce Connections to establish a Pre-Apprenticeship/Internship program with them. The Pre-Apprenticeship/Internship will consist of a participant being chosen to be certified as a D-1 or D-2 water operator.</i></p> <p>Participant must be enrolled in LC Workforce youth program; and complete two (2) work readiness activities prior to WEX or internship, OJT.</p>



<p>Youth Development Services: <i>Identify which youth development services will be offered within your program design and describe how they will be delivered.</i></p> <ul style="list-style-type: none">• Leadership Development (Including Employability/Job Readiness)• Supportive Services• Adult Mentoring (12 Month Minimum)• Comprehensive Guidance and Counseling• Financial Literacy	<p>Youth Development Services:</p> <p>Leadership Development: Includes the following independent living skills: mental health-related services, financial literacy, healthy decision making, health lifestyle, parent training, positive social behaviors, self-esteem building, conflict management, avoiding delinquency and computer literacy. LC Workforce works closely with University Nevada Cooperative Extension, local 4-H for referrals of participants, Eating Smart and being active, financial development and entrepreneur help and information. The partnership with Lincoln County School District and Adult Education help ensure that participants get enrolled and complete the education that is needed for their high school or adult diploma.</p> <p>Supportive Services:</p> <ol style="list-style-type: none">1. Supportive services can be provided to customers who cannot obtain supportive services through other programs or partner agencies providing such services.2. Supportive services may be received throughout the period that the participant is enrolled in WIOA and up to a maximum of 12 months after exiting (excluding needs based payments). <p>Examples of such services include but are not limited to:</p> <ul style="list-style-type: none">• Child care and dependent care• Clothing• Housing• Community services-tutoring, alcohol/drug/gang intervention counseling, dropout prevention, referrals to pregnancy prevention, money management or other purposes• Referrals to medical services• Transportation• Gas cards /Amazon gift cards• Other-Services which are consistent with these policies. Examples include but are not limited to the following: school supplies, uniforms or work-related tools, including such items as eye glasses and protective eye gear which may be needed for participating in WIOA activities and/or employment, materials for individuals with disabilities, meals, and needs related payments. <p>LC Workforce offers soft skills training in financial literacy through FDIC Money Smart (a financial education program) offered in our office.</p> <p>Lincoln County Power District, Department of Natural Resources Conservation Service, Cannon Gardens, Lincoln County Health Nurse, Bureau of Land Management, The Nevada Division of State Parks, Lincoln Power District Engineer, City of Caliente Utilities, and Dixie Applied Technical College. Throughout the year we offer individuals one-on-one activities on Career Exploration, and we have a STEM activity where LC Workforce invites speakers from businesses to do a presentation on all the career opportunities in their fields.</p>



	<p>LC workforce offers job readiness activities such as interview preparation, resume writing, filing out job applications and submitting to business. We also offer "Bring your A game to Work"</p> <p>LC workforce offers job development such as support the achievement of career goals, leverage strengths, address gaps in knowledge or skills needed in the job and improve performance.</p> <p>LC Workforce and participants actively search the local business and help wanted ads. USA jobs and State of Nevada (NEATS) are available for searches online for career opportunities that the participant has an interest.</p>
<p>Follow-up Services: <i>Describe what follow-up services will be provided during the follow-up period and how these services will be managed within your program design.</i></p>	<p>Follow-up services are critical services provided following a youth's exit from the program for no less than 12 months to help ensure the youth is successful in employment and/or post-secondary education and training. LCW will follow Workforce connections policies and procedures (YTH 040-02, YTH 040-06) to ensure that follow up services are conducted and documented in the most efficient possible way.</p>



Program Management	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>Program Director: Program Management at the macro scale (staffing, program development, evolution and excellence), budget development, promotions in the community and problem resolution</p> <ul style="list-style-type: none">• Program Manager: The Program Manager will manage day to day operations and staff. Duties include tracking education advancement, employment and manage finances, provide career counseling, process all bill payment requests, and ensure all WIOA reporting, program budgeting, financial paperwork, tracking and reporting is accurate.• Career Coach will provide career counseling, develop career plans, connect participants to training, development/implementation of case management, provide timely, accurate and complete case work with participants, track education and employment, write program reports and updates, and collaborate with community entities, businesses, State Employment Training and Rehabilitation Dept., and Nevada Workforce Connections.• Job Developer: Develop relationships and collaborations with Lincoln County businesses and agencies through in-person meetings with manager/owners several times a year. Market workforce services to businesses and agencies, finding qualified candidates, posting job openings, prescreening of candidates; employment services provided for candidates. Arrange and process paper work.



<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017. Lincoln County Workforce staff will work together to ensure all activities follow the path of Standard Operating Procedures and WC mandated policies. Checks and balances have been built into the program design to maintain integrity of program components such as excellence in personal customer service, calendared reminders of participant contacts, practices to ensure proper and timely data entry. A survey is sent to participants annually to gain feedback on the quality of program and the areas for improvement. The Standard Operating Procedures are in progress and will be completed by the Program Manager by the end of December, 2017. At the time of completion, all staff will be trained on the standard operating procedures to ensure they understand and follow it.</p>
<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included</i></p>	<p>Lincoln County Workforce will use its close personal connections with the communities and participants to successfully achieve performance outcomes. Our goal is to help each participant to plan a career that will sustain their needs and to enhance their confidence, skills and experiences to succeed in achieving their career goals. The one-on-one service, customized to each participant, identifies the needs and aligns the necessary services. This personalized service has become a great source of referrals by past participants because the Lincoln County Workforce is becoming more broadly recognized as a place where you will get help. Partnerships are used to provide the expertise needed in social services, training and business connections. Service are sparse in Lincoln County</p>



in this section to communicate your plans by Quarter.

and Lincoln County Workforce will be the place where assistance can be found. The addition of a Job Developer has greatly expanded our ability to build relationships with local businesses and agencies and develop community events to provide greater job opportunities and find participants within the county. A year plan of activities will be established to create regular contact with the businesses, agencies and communities in Lincoln County. The performance of number of participants, the quality of service provided (success in achieving the career plan) and the budget use will be monitored regularly but examined closely every quarter by the Program Manager and Program Director so that activity plans can be adjusted to improve performance as needed.

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Projected PY16 Carry In/Transfer Participants: 8

Quarter	1	2	3	4
New Enrollments	11	10	8	3
Exiters (Est. combined total including both Carry In and New enrollments)	0	8	7	7

Contact Person & Information:

Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Launa Chouquer - Program Manager
P.O. Box 728
Caliente, Nevada 89008
1-775-726-3800
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10. DISCUSSION and POSSIBLE ACTION: Accept staff's recommendation to award a contract to Nye Communities Coalition to provide WIOA services to adults and dislocated workers in Nye and Esmeralda counties, Nevada. The award amount shall not exceed \$575,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



Adult & Dislocated Worker Programs

Scope of Work
 Program Year 2017

Program Name:	NyE Communities Coalition Career Connections
Location:	Nye & Esmeralda Counties
Funding Stream(s):	Rural – Adult & Dislocated Worker
Amount Awarded:	\$575,000
Target Population(s):	Nye County (43,946 people), Esmeralda County (783 people)
Program Description	
<p>Outreach and Communication: <i>Describe how you will recruit and engage Title I participants. Include details on established partnerships that will result in referrals (include who and how many referrals are expected per partner). Please describe your planned enrollment schedule (when enrollments are expected to happen and by when – month, quarter, etc.)</i></p>	<p>Participants will be recruited for the WIOA Title I program through referrals from partner agencies, attendees at workshops and job-seekers who access the resource room. We plan to provide intensive case management and career counseling services to 100 unduplicated individuals in PY17. We anticipate that referrals from partnering agencies will consist of 30% (30 people) of our total intakes. We expect to receive referrals from Nye County Health & Human Services (10), Nevada Division of Welfare (10), Vocational Rehabilitation and community partners such as Nevada Outreach Training Organization, Nye County School District and others (10). We expect that the remaining 70% will come from walk-ins to the Resource Room. Materials regarding our workshops and other services offered will be disseminated to our partners. While they are working with the people they serve throughout the course of their work, when they identify an individual who would benefit from the services of NyECC, they will provide the materials to the individual.</p> <p>Our goal includes enrolling 25 participants during Q1, 25 during Q2 and 25 in each of the last 2 quarters.</p>
<p>Basic Career Services: <i>Describe which Basic Career services will be offered in your program design and when they will be delivered (prior to enrollment or afterwards).</i></p> <p>Basic career services include:</p> <ul style="list-style-type: none"> • Eligibility Determination • Orientation • Initial Assessments • Job Search & Placement • Labor Exchange • LMI • OSDS Referrals • ETPL Performance • SNWDA Performance • Supportive Service Information • UI Assistance & Information • Financial Aid Assistance 	<p>A resource room (RR) is located and available in Pahrump and Tonopah. People have access to computers, fax machines, copiers and telephones. Staff assists with job search, resume writing, job referrals and linkage to assistance with unemployment. Job boards are posted in each RR, at the Pahrump Library and the Esmeralda Co. Courthouse. The following basic career services will be delivered:</p> <ul style="list-style-type: none"> Eligibility Determination -Before enrollment Orientation - Before or after enrollment Initial Assessment – Before enrollment Job Search & Placement – Before or after enrollment Labor Exchange – Before or after enrollment LMI – Before or after enrollment OSOS Referrals – Before or after enrollment ETPL Performance – After enrollment SNWDA Performance – After enrollment Supportive Service Information – Before enrollment UI Assistance & Information – Before or after enrollment Financial Aid Assistance – Before or after enrollment



<p>Individualized Career Services: <i>Individual Career Services may only be offered to eligible enrolled WIOA Title 1 participants. Describe which Individualized Career services will be offered in your program design and how they will be delivered.</i></p> <p>Individualized career services include:</p> <ul style="list-style-type: none">• Comprehensive Assessments• Developing an IEP• Individual or Group Counseling• Career Planning• Short-term prevocational services• Internships and Work Experiences• Workforce preparation activities• Financial literacy services• Relocation Assistance• English language acquisition <p><i>Describe the process and timeline of how a customer will flow from Basic to Individualized Career Services.</i></p>	<p>We are projecting to enroll <u>100</u> unique individuals in PY17 that are determined to be in need of individualized career services. Individualized career services will be delivered to the customers through the Career Coaches and Career Connections staff. Participants will become aware of individualized career services through participation in basic career services and interactions with career connections staff. Once a resource room staff member is made aware that the needs of the customer exceeds what they can offer, an appointment will be made for the customer with a Career Coach. The appointment is generally within 1 week. The customer will continue to receive basic career services while waiting for the appointment with the Career Coach.</p> <p>Comprehensive Assessment and the development of an IEP will be accomplished through a private meeting between the participant and the Career Coach.</p> <p>Career Planning will be delivered through meetings between the participant and the Career Coach along with the use of the Woofound Assessment, research of labor market information and review of the eligible training provider list.</p> <p>Career Coaches assess their clients for any short-term pre-vocational needs that they have and services will be provided to them as needed and within the parameters of the grant. Examples of short-term pre-vocational service we are prepared to offer include, but are not limited to: learning skills, communication skills, interviewing skills, punctuality, professional conduct, personal maintenance skills, 12th grade or lower mathematic or language skills, basic computer and software application skills, any training or class which completes a gap as determined by a comprehensive assessment and is included on the participant's individual employment plan.</p> <p>NyECC has relationships with many local businesses and plans to continue to identify more local businesses who have the ability to offer internships and work experiences. Clients who are interested in those specific fields will be connected with the businesses through the Career Coaches and Job Developer.</p> <p>Workforce preparation activities such as Customer Service and Basic Computers Workshops are held at NyECC monthly.</p> <p>Any clients who are identified as needing financial literacy services will be referred to a community partner, Nevada Outreach Training Organization to attend the classes offered through that agency.</p>
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	<p>If a clients is identified by his or her Career Coach as needing relocation assistance, the needs will be assessed by the Workforce Director to ensure they fit within the parameters of the grant and will be provided on a case-by-case basis.</p> <p>In the event we encounter a client in need of English language acquisition, we will refer them to the program at Great Basin College.</p>
<p>Training Services: <i>Describe which Training services will be offered in your program design and how a participant gains access to training services. Please include external resources that may be utilized to provide training services.</i></p> <p>Training services include:</p> <ul style="list-style-type: none">• Occupational skills training• On-the-Job Training• Entrepreneurial skills training• Transitional Jobs• Job Readiness Training• Adult Education• Customized Training	<p>NyECC will provide intensive Occupational Skills (OST) and On The Job training to 60 unduplicated individuals. When an individual expresses interest in OST, they will attend relevant workshops, prove local demand for the occupation and complete the WorkKeys assessment. The OST that they choose must be on the ETPL and approved prior to the start of the training.</p> <p>NyECC staff will continue working with the business communities to identify OJT opportunities. When an opportunity arises, the Workforce Director will speak with the manager, the employee and the Career Coach to execute the contract and facilitate the start date. The Coach and Workforce Director will continue to work closely with the employee and manager throughout the course of the OJT to ensure the training is satisfactory and the invoices are accurately submitted.</p> <p>If a client is interested in entrepreneurial skills training, we will link them to our community partner, Nye County Regional Economic Development Authority to provide resources and training.</p> <p>NyECC provides support in helping clients acquire transitional jobs while they are ineligible or unable to obtain employment in their career pathway, especially while they are working at removing the barriers that are preventing them from moving on their chosen career path.</p> <p>A 3-hour Job Readiness workshop is held weekly on the campus of NyECC by a partner, Nye County Health & Human Services. Additionally, staff teaches Resume Writing and Dress for Success workshops weekly.</p> <p>Adult Basic Education Services are offered on property and will be made available through the Nye County School District. Clients will receive GED preparation, GED testing and services in order for them to obtain their High School Diploma.</p> <p>NyECC will explore Customized training when it is needed in our community to meet specific employer’s requirements to fill multiple positions.</p>



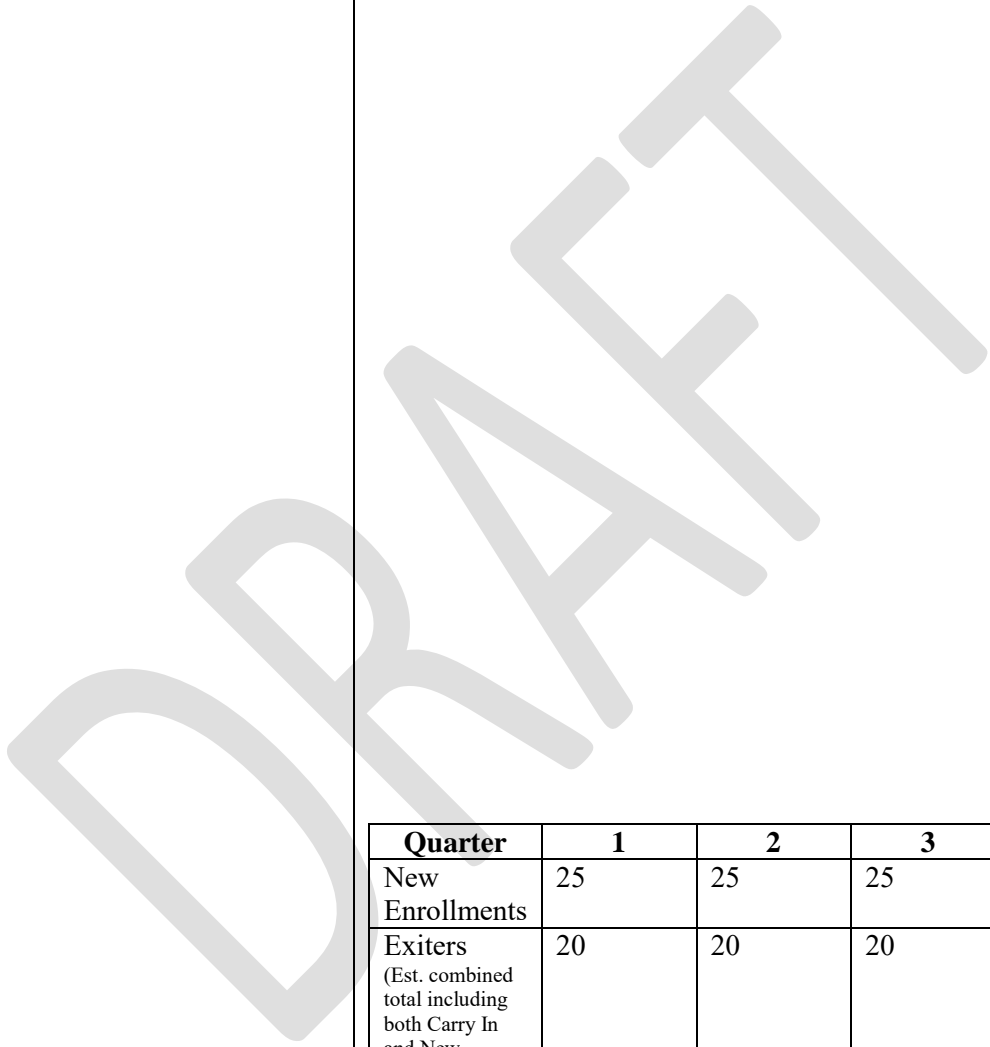
Program Management	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>Currently the 3 Career Coaches (CC) provide intake, initial assessment, IEP's, job search, resume assistance and other general case management including referrals to other necessary agencies. The goal for PY17 is for the Career Coaches to spend adequate time with the clients to try to lead them into career paths rather than simply to find a job. Caseloads are based on full-time equivalent career counseling responsibilities. CCs will continue to receive training and exposure on assessment tools such as Woofound, WorkKeys and Key Train in order for them to better serve the individuals. The CC/Rural Outreach position in Tonopah is responsible for all of the duties of the CCs, Resource Room Coordinator and Job Developer for the Northern Nye and Esmeralda. The Front Desk/Quality Assurance position will be responsible for performing quality assurance, calendaring appointments, collecting initial documents and setting up client files. The Resource Room Coordinator is responsible for overseeing the RR, assisting customers with the computers, copier, fax and telephone, assisting customers with resumes and job applications, completing job referrals and providing a linkage to assistance with unemployment. The Workforce Director currently serves as the Job Developer at NyECC. This person has developed relationships with many local businesses and continues to do outreach through local events. Clients will access job development services through their CC. Regular discussions are held between the JD and CCs to discuss and anticipate potential opportunities. For PY 17, we would like to have one employee dedicated to Job Development. This enhancement to the staff will allow for stronger relationships between the business community and Career Connections to be built and allow us to be even more responsive to the needs of the local employers and employment-ready job seekers.</p> <p>NyECC is constantly searching for professional development opportunities for the staff. As long as the budget permits, staff will attend conferences such as NAWDP. Other training opportunities such as webinars and local trainings relevant to the population we serve will also be sought out. NyECC regularly offers professional development in a broad range of topics including substance abuse, mental health, wellness and prevention that all staff are encouraged to participate in.</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017. NyECC will continue providing high quality services to individuals in Nye and Esmeralda counties. The quality and integrity of the program will continue to be monitored closely by the Workforce Director and staff assigned to QA. Two staff have</p>



<p><i>compliance, quality of service delivery, customer satisfaction)</i></p>	<p>been assigned QC/QA functions. Implementation of the Workforce Connections NJCOS Data Entry and File Review Monitoring Tool by the Workforce Director and QA staff was made in PY15 and will continue. A log of files that have been spot checked has been developed. These quality assurance measures will continue to be used and further developed in order to ensure regulatory compliance and integrity of program components.</p> <p>Customer satisfaction surveys are made available to every customer in the Resource Room. The surveys can be submitted electronically or using paper/pencil. Review of the results of the survey are made by the Workforce Director monthly.</p>
<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.</i></p>	<p>NyECC is committed to providing quality services which in turn will result in successful performance outcomes. In order to achieve high performance outcomes, we will continue to provide intensive case management and thorough assessments with the clients. We will continue to use the WorkKeys assessment for clients entering training in order to help us to better gauge the level and abilities of the clients prior to them entering training to achieve more positive outcomes. Key Train will be implemented to assist clients needing additional guidance prior to entering training.</p> <p>Adequate attention will be given to the individuals to provide support while they are working to prevent loss of employment. Career Coaches and the Job Developer are able to form relationships with employers in order to engage and educate them in regards to training opportunities to assist them in employee retention rather than lay-off or termination.</p> <p>Incremental benchmarks will be reviewed by the staff quarterly to ensure that the numbers we intend to serve are being reached. Additional outreach with our partners, via social media and at the weekly workshops will be conducted if we find that we are unable to meet the benchmarks that we have set.</p> <p>Because we are in a rural area with limited trainers on the ETPL, staff will continue to locate potential trainers in the area to create career tracks for local clients. Clients will be encouraged to enter into a career track that will provide a livable wage & a career track that allows them to grow and attain self-sufficiency.</p>



Projected PY16 Carry In/Transfer Participants: 35



Quarter	1	2	3	4
New Enrollments	25	25	25	25
Exiters (Est. combined total including both Carry In and New enrollments)	20	20	20	15

Contact Person & Information:
Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Tammi Odegard, Workforce Director
 NyE Communities Coalition Career Connections
 1020 E Wilson
 Pahrump, NV 89048
 tammi@nyecc.org

11. DISCUSSION and POSSIBLE ACTION: Accept staff's recommendation to award a contract to Nye Communities Coalition to provide WIOA services to youth in Nye and Esmeralda Counties, Nevada. The award amount shall not exceed \$400,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



WIOA Youth Programs
 Scope of Work
 Program Year 2017

Program Name:	NyE Communities Coalition, Youth WERKS
Location:	Nye and Esmeralda Counties
Funding Stream(s):	Rural
Amount Awarded:	\$400,000
Target Population(s):	50 youth: 15 ISY and 35 OSY Rural Youth
Youth Service Delivery	
<p>Outreach and Communications: <i>Describe how you will recruit and engage Title I participants. Include details on established partnerships that will result in referrals (include who and how many referrals are expected per partner). Please describe your planned enrollment schedule (when enrollments are expected to happen and by when – month, quarter, etc.)</i></p>	<p>50 youth: 15 in school youth and 35 out of school youth.</p> <p>NyE Communities Coalition plans to recruit youth by utilizing our current partnerships in the communities. NyE Communities Coalition (NyECC) will collaborate for referrals with the local high schools (8), the alternative education programs (3), Adult Education (5), Juvenile Probation (2), and other servicing agencies such as McKinney Vento (2), Independent Living (2), Behavioral Health and Health and Human Services (4), to attain 50 at-risk youth, ages 16-24. Faith based partners (5) refer regularly for youth and young adults that they engage. Adult Education and Alternative Education are on the same campus as NyECC. This allows for direct referral and communication with this Title service. A process has been developed with the Adult Workforce Program to refer any individuals without a high school diploma/GED that are lacking basic work skills. Youth WERKS staff are placed in the reception / resource room and all resource room staff have been cross trained so that they are aware of eligibility requirements; allowing for “walk-ins” (19). This allows potential youth participants to be identified. With these partnerships and established collaborations, we will hit our enrollment number.</p> <p>NyE Communities Coalition plans to enroll 10 youth by the end of the first quarter (September 2017). An additional 20 youth will be enrolled by the end of the second quarter (December 2017), reflecting 60% enrollment. The remaining 20 youth will be enrolled by the end of the 1st month in the last quarter (April 2017). This allows for sufficient time for all program youth to receive needed services.</p> <p>NyECC will especially focus on engaging teen parents / pregnant youth, youth in the foster system, and youth with juvenile offense backgrounds. These recruitments will occur in coordination with Juvenile probation, Nevada State Health Division and Nevada Outreach. Meetings will be scheduled in the first quarter to provide information to key partners and encourage recruitment</p>
<p>Educational Services: <i>Identify which educational services will be offered within your program design and describe how they will be delivered.</i></p>	<p>NyE Communities Coalition will provide tutoring and study skills training for all youth who are A: failing to pass state exams and / or required classes, B: have asked for tutoring services to better their grades, or C: have dropped out of school and are working on their diploma/GED. On site tutoring will be offered Monday - Friday via a classroom setting with a</p>



<ul style="list-style-type: none"> • Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies. • Alternative secondary school services, or dropout recovery services. • Activities that help youth prepare for and transition to post-secondary education and training. 	<p>contracted tutor. Additionally, in school youth will be offered on site study hall with peer tutoring and assistance M-F 8am to 5pm. NyECC staff will also provide information regarding tutoring services located at their schools. NyECC will utilize telecommunications including polycom services for more rural and remote students on an as needed basis.</p> <p>NyECC will provide linkage to alternative secondary school services to youth who enroll as dropouts, 5th year seniors, students who lack transportation, and for students who are involved with juvenile justice or disciplinary actions. Career Coaches (CC) will provide guidance on how to enroll, discuss expectations, and set goals to attain while in the program. CC's have a relationship with the alternative education Principal which allows for immediate feedback on students' progress, grades, and attendance. All enrolled students will be monitored for attendance and participation.</p> <p>All enrolled youth will also receive post-secondary education information by attending trainings such as college awareness, applying for financial aid and scholarships, and real life budgeting. If post-secondary education is a strong interest for the student, a CC will have 1 on 1 meetings to provide college exploration guidance. They will also discuss college opportunities and establish a plan for enrolling into a university. Interested college bound students may be provided opportunities to tour potential colleges and universities. Students will be linked with school provided information sessions as a resource also.</p>
<p>Employment and Occupational Services: <i>Identify which occupational services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving occupational skills training.</i></p> <ul style="list-style-type: none"> • Occupational Skills Training • Education Offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. • Entrepreneurial Skills Training • Services that provide labor market and employment information about in-demand industry sectors or occupations available in the 	<p>We are projecting to provide occupational skills training to <u>5</u> individuals enrolled in our PY 17 program.</p> <p>Occupational Skills Training will be offered for enrolled youth at NyE Communities Coalition. Due to the small selection of Occupational Skills Training offered in the rural areas and lack of reliable transportation, NyE Communities Coalition plans to provide this service to 5 youth enrolled into the PY 17 Program.</p> <p>Youth will be assessed using WooFound to determine their skills and interests and will be assessed by Work keys to determine their competency to complete training.</p> <p>Each youth must designate their Occupational Career Goal on their ISS and discuss steps to take with the Career Coach. When they are ready to attain the needed training for their occupation they will fill out the "request of service" form and submit it and a training proposal in to their CC. The CC will review and approve or disapprove based on progress made in the youth program, sufficient case noting and documents justifying the training and ensuring the training is on the ETPL. CC will complete the "Individual Training Authorization" and "Occupational Skills Training Acknowledgment" form. After forms are completed, the Career Coach will review them with the Executive Director for quality assurance. Director will sign forms and the CC will scan and e-mail forms to traininginvoices@nvworkforceconnections.org. If and when the training is</p>



<p>local area. (Including Career Exploration)</p> <ul style="list-style-type: none"> • Job Search and Job Placement Assistance 	<p>approved, the signed and approved forms will be emailed back to the CC allowing the CC to move forward with the process. When the youth's training is paid for, the youth will sign their file and a "receipt of service" form.</p> <p>NyECC offers multiple STEM courses that provide labor market and employment information about in demand industry sectors. Each course highlights a specific in demand sector and provides current employment opportunities. These courses also inform the youth of education or certification requirements. NyECC provides internships that create opportunities for youth to develop entrepreneurial skills. This includes hands on skill development in areas such as woodworking, custodial, culinary and agriculture. Youth will be provided instruction by a small business owner on starting and managing a business.</p> <p>Job Search Assistance is provided in the Resource Room and through 1 on 1 meetings between the client and the CC. Assistance with applications, resumes and on-line applications is provided.</p>
<p>Work-based Learning Services <i>Identify which work-based learning services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving these services.</i> <i>(30% expenditure requirement for PY 17):</i></p> <ul style="list-style-type: none"> • Paid or unpaid Work Experiences • On-the-Job Training • Internships and Job Shadowing • Pre-Apprenticeship Programs 	<p>We are projecting the following number of youth enrolled in our PY 17 program to participate in the following: <u>40</u> WEXs <u> </u> OJTs <u> 5 </u> Internships <u> </u> Job Shadowing <u> </u> Pre-Apprenticeships</p> <p>NyE Communities Coalition will provide work experiences to 40 enrolled youth and 5 internships. Career Coach's and youth will discuss appropriate Work Experience opportunities that have the ability to learn skills associated with their career choice. Youth will be assessed using WooFound to determine their skills and interests. Youth will be assessed by Work keys and participate in necessary follow-up with that program along with concurrent involvement with a WEX, job shadow, or internship. After a place of interest for their work experience is decided, the CC will contact that business and set up a time for an interview and to sign paperwork. The CC will prepare the work site agreement packet and gather all needed forms before the interview. CC will work with the youth on interviewing skills and inform them how to correctly fill out time sheets. The CC and youth will meet at the business where the work experience will occur. An interview will take place and expectations, rules, and work experience processes will be discussed.</p> <p>NyECC has numerous partners across the counties. These sites work collaboratively to provide sites for youth for WEX, internships and job shadowing:</p> <ul style="list-style-type: none"> * Assessors Office * Buildings and Grounds * Chamber of Commerce * Clerks Office * Desert View Hospital * District Attorney's Office * Health and Human Services * Justice Court * Nevada Outreach Organization * NyE Communities Coalition * Nye County School District



	<ul style="list-style-type: none">* Pahrump Community Library* Pahrump Valley High School* Pahrump Valley Youth Association* Valley Electric Association <p>Youth will be offered the opportunities and locations for unpaid job shadowing. This will allow the youth to develop and enhance their skills so that when they are placed on WEX or internships there will be increased likelihood of a successful placement and opportunity for employment.</p> <p>Youth participate in five community service events while in the program. This allows them to experience civic engagement, and connect with community leaders for future opportunities.</p>
<p>Youth Development Services: <i>Identify which youth development services will be offered within your program design and describe how they will be delivered.</i></p> <ul style="list-style-type: none">• Leadership Development (Including Employability/Job Readiness)• Supportive Services• Adult Mentoring (12 Month Minimum)• Comprehensive Guidance and Counseling• Financial Literacy	<p>NyE Communities Coalition provides leadership development, supportive services, adult mentoring, comprehensive guidance and counseling, and financial literacy.</p> <p>Leadership development training is provided once every month and is mandatory for all enrolled youth to attend. There are also other opportunities throughout the year, such as the Annual Educational Trip, where leadership development is a strong focus. Youth will participate in hands-on and discussion based activities to strengthen their leadership skills and understanding of leadership. Information and exposure such as post-secondary education, volunteering at community events, learning how to work as a team, gaining strong communication skills, self-esteem building and more, will help the youth develop confidence, responsibility, and positive social skills. These skills can also help them improve their employability.</p> <p>NyE Communities Coalition provides supportive services to all enrolled youth. Each youth must designate their supportive service needs on their ISS and objective assessments. When the youth is in need for the service, they will fill out the "request of service" form and turn it into their CC. The Career Coach will approve or disapprove based on progress made in the youth program and sufficient case noting and documents justifying the service. If the CC approves the service, the youth and CC will set up a time to complete the supportive service. When the youth receives their service, the youth will sign their file and a "receipt of service" form. All supportive services will be provided based upon policies and procedures.</p> <p>Adult Mentoring services will be provided through partner agencies such as McKinney Vento. CC will offer this service and refer clients on a needs basis.</p> <p>Comprehensive guidance and counseling is provided through the youth program. This service is provided based on the need of the youth and situation. Appropriate referrals to our partner agencies will be completed if a youth presents to the CC mental or addictive behaviors that exceed the CC capability.</p>



	<p>Financial literacy services are provided by NyE Communities Coalition. Youth will attend a budgeting class that consists of hands on and discussion based participation. Budgets will be formed to show what living on their own could look like. CC also work one and one with the individual to discuss establishing bank accounts, saving techniques and reaching goals.</p>
<p>Follow-up Services: <i>Describe what follow-up services will be provided during the follow-up period and how these services will be managed within your program design.</i></p>	<p>All enrolled youth will be provided follow-up services. The services that will be provided are identified on an individual basis. Follow-up services may consist of support services, leadership development, and Youth development services. CC's will contact each youth a minimum of once (1) every 30 days for a minimum of one (1) year from their exit date. PM and QA are responsible to provide oversight to ensure this process is being completed effectively and correctly. Should problems or issues arise, youth will be referred and linked to appropriate services to assist them with concerns.</p>
<p>Program Management</p>	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>NyeCC Youth WERKS has one (1) Program Director, one (1) Program manager, one (1) job developer, one (1) quality assurance and intake professional, and Three (3) Career Coaches. All enrolled participants in Pahrump will be evenly split between Marlaina Porter, and Raymond Walters. All Tonopah youth will be managed by Jess Rosner. BreeAunna Durfee will focus on Job Development within NyE and Esmeralda County. Caseload will include carry over and follow-up clients.</p> <p>Marlaina Porter - Career Coach 55 to 1 ratio Raymond Walters - Career Coach 55 to 1 ratio Jess Rosner - Career Coach 5 to 1 ratio BreeAunna Durfee – Job Developer Kaylee Harker - Program Manager Tammi Odegard – Program Director Monique Barnes – Quality Assurance and Intake Professional</p> <p>All staff will have the opportunity to engage in professional development within the PY 17-18 program year. Opportunities such as attending National Association of Workforce Development Professional (NAWDP), Workforce Development Practitioners Apprenticeship Program (WDPAP), in house trainings through workforce connections, and webinar opportunities. NyE Communities Coalition also offers professional development trainings on site. These opportunities will be open for staff to attend</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017.</p> <p>NyECC is committed to continue providing high quality services to individuals in Nye and Esmeralda counties. The quality and integrity of the</p>



<p><i>components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>program will continue to be monitored closely by the Workforce Director and staff assigned to Quality Assurance. Implementation of the use of the Workforce Connections NJCOS Data Entry and File Review Monitoring Tool by the Workforce Director and staff assigned to Quality Assurance. Implementation of the tool was made in PY15 and is being adapted to WIOA. These quality assurance measures will continue to be used and further developed in order to ensure regulatory compliance and integrity of program components.</p> <p>QA Staff will be assigned a log that consists of name, date of check, and noting of any issues found. List of names will be generated and maintained by Program Manager. QA staff will be assigned files each week and will systematically work through all enrollments.</p> <p>Staff will attend any relevant skill-building or informational training that is offered that is aligned with NyECC's budgetary and programmatic constraints. NyECC will ensure that all print and other media includes co-branding that identifies Workforce Connections and WIOA as the funder for the programs and activities of Youth WERKS.</p>
<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.</i></p>	<p>NyECC is committed to providing quality services which in turn will result in successful performance outcomes. In order to achieve high performance outcomes, we will conduct more intensive case management and assessments with the clients. We anticipate that the use of the WorkKeys assessment for clients will help us to better gauge the level and abilities of the clients prior to them entering training to achieve more positive outcomes. Job Developers will form relationships with many varied employers that will allow for training opportunities and work experiences.</p> <p>Incremental benchmarks will be reviewed by the staff quarterly to ensure that the numbers we intend to serve are being reached. Additional outreach with our partners, via social media and at the weekly workshops will be conducted if we find that we are unable to meet the benchmarks that we have set. Because we are in a rural area with limited trainers on the ETPL, staff will continue to locate potential trainers in the area to create career tracks for local clients. Clients will be encouraged to enter into a career field that will provide a livable wage and that allows them to grow and attain self-sufficiency.</p> <p>NyECC will manage and accomplish the following youth measures:</p> <ul style="list-style-type: none">* Placement in Employment / Training / Education in 2nd quarter - by tracking youth employment through web-based tool; youth in training that extends past exit (not ETPL) as measured by enrollment documents; and youth in post-secondary education as measured by proof of enrollment.* Placement in Employment / Training / Education in 4th quarter – by tracking youth employment through web-based tools; Training enrollment or credential documents; and youth in post-secondary education as measured by proof of enrollment.* Credential attainment – measured by credential attainment record.



Projected PY16 Carry In/Transfer Participants: 30

DRAFT

Quarter	1	2	3	4
New Enrollments	15	15	10	10
Exiters (Est. combined total including both Carry In and New enrollments)	20	10	10	15

Contact Person & Information:
Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Kaylee Harker
Youth Program Manager
1020 E. Wilson Rd,
Pahrump, NV 89048
775-727-9970 Ext: 225

12. DISCUSSION and POSSIBLE ACTION: Accept staff's recommendation to award a contract to Foundation for an Independent Tomorrow to provide WIOA services to re-entry adults. The award amount shall not exceed \$800,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



Adult & Dislocated Worker Programs

Scope of Work
Program Year 2017

Program Name:	Foundation for an Independent Tomorrow (FIT)
Location:	1931 Stella Lake Street Las Vegas, NV 89106
Funding Stream(s):	WIOA: Adult
Amount Awarded:	\$800,000
Target Population(s):	Adults with a criminal background
Program Description	
<p>Outreach and Communication: <i>Describe how you will recruit and engage Title I participants. Include details on established partnerships that will result in referrals (include who and how many referrals are expected per partner). Please describe your planned enrollment schedule (when enrollments are expected to happen and by when – month, quarter, etc.)</i></p>	<p>FIT will engage with approximately 850 individuals and enroll 110 clients during PY17 (Q1:15; Q2:38; Q3:38; Q4:20). FIT will recruit participants through presently existing interactions with over 90 established referral sources, which are tracked through client self-reporting and agency collaboration, including: state and federal justice system (parole/probation, specialty courts, LVMPD, NDOC, LVCCC Geo Care, etc.), Clark County Social Services, US Vets, VA, sober living facilities, halfway houses, Easter Seals, Library District, faith based organizations, training providers, Shade Tree, Tree of Life Mental Health, WestCare, Department of Welfare and Supportive Services, Salvation Army, LV Rescue Mission, 211, Catholic Charities, SCORE, Community Counseling Center, Southern Nevada Children's First, Bureau of Vocational Rehabilitation, elected officials and the Workforce Connections Board, DA Family Services, and CCSD. FIT has developed a referral system that allows the referring agency to send appropriate clients to FIT's Re-Entry Initiative's Orientation. This Orientation has been held at same date and time (Monday, 8:30 am, sharp) for the last 4 years. After orientation is completed and FIT obtains a signed client "consent to release" form, all referring agencies are provided updates via email on a weekly basis. FIT is able to serve not only veterans but also disabled workers. Several of FIT's staff are themselves veterans which allows for more closely aligned coaching and mentoring. In addition, FIT has established relationships with Easter Seals, Goodwill, and BVR</p>
<p>Basic Career Services: <i>Describe which Basic Career services will be offered in your program design and when they will be delivered (prior to enrollment or afterwards).</i></p> <p>Basic career services include:</p> <ul style="list-style-type: none"> • Eligibility Determination • Orientation • Initial Assessments • Job Search & Placement 	<p>During the Orientation process clients are given information regarding eligibility requirements, services available, and programmatic requirements. If clients do not meet basic eligibility, at the time, they are assisted by staff in becoming program eligible (i.e. males will be assisted in becoming compliant with selective service).</p> <p>After an individual attends Orientation they are offered multiple basic career services, including: FIT's Stages of Employment Job Readiness, weekly resume workshops, a weekly Job Club, Mentoring and Digital Literacy instruction.</p>



<ul style="list-style-type: none"> • Labor Exchange • LMI • OSDS Referrals • ETPL Performance • SNWDA Performance • Supportive Service Information • UI Assistance & Information • Financial Aid Assistance 	<p>Depending on each client’s needs and goals information regarding Financial Aid and/or UI Assistance will be provided.</p> <p>In addition, individuals are encouraged to use FIT's facility for job searching purposes. A JobConnect staff member is on-site weekly to provide labor exchange services, as needed; computers, fax machines, and a printer are all made available to participants. The community can also utilize FIT's Resource Room, which has information regarding other services available through partnering agencies.</p>
<p>Individualized Career Services: <i>Individual Career Services may only be offered to eligible enrolled WIOA Title I participants. Describe which Individualized Career services will be offered in your program design and how they will be delivered.</i></p> <p>Individualized career services include:</p> <ul style="list-style-type: none"> • Comprehensive Assessments • Developing an IEP • Individual or Group Counseling • Career Planning • Short-term prevocational services • Internships and Work Experiences • Workforce preparation activities • Financial literacy services • Relocation Assistance • English language acquisition <p><i>Describe the process and timeline of how a customer will flow from Basic to Individualized Career Services.</i></p>	<p>We are projecting to enroll 150 unique individuals in PY17 that are determined to be in need of individualized career services.</p> <p>During FIT's Stages of Employment Job Readiness individuals are assigned to a Career Coach and an initial assessment is scheduled. During the assessment phase Career Coaches and clients work together to determine not only the presenting barriers and client strengths but also to assist the client in establishing a realistic employment/vocational plan which takes into consideration the client's past work history, conviction(s), and future employment goal. At this time, participants are placed into either a vocational track or a job search track. This determination is based on the client's choice and basic needs (e.g. food and shelter) . During the vocational research phase, clients complete the Traitify assessment, WorkKeys, labor market information, and vocational research. Once a participant has determined their employment/vocational goal they and their Career Coach will create an IEP establishing SMART goals and objectives.</p> <p>FIT has developed relationships with several employers to provide clients with vital resume building work experience opportunities.</p> <p>Recently, FIT has developed a partnership with Tree of Life Mental Health to provide on-site mental health services to clients. This space is provided by FIT to Tree of Life Mental Health at no cost.</p> <p>An in-house financial literacy course is offered to all clients and focuses primarily on the issues faced by individuals returning from incarceration such as: avoiding predatory loans, basic budgeting, rebuilding credit, and savings.</p> <p>When appropriate, FIT provides short-term prevocational services, such as OSHA courses, in order to assist clients in obtaining employment.</p>
<p>Training Services: <i>Describe which Training services will be offered in your program</i></p>	<p>Once a client has determined their vocational/employment goal they work with their Career Coach to determine the best and most appropriate training option, which are dependent upon their past</p>



<p><i>design and how a participant gains access to training services. Please include external resources that may be utilized to provide training services.</i></p> <p>Training services include:</p> <ul style="list-style-type: none"> • Occupational skills training • On-the-Job Training • Entrepreneurial skills training • Transitional Jobs • Job Readiness Training • Adult Education • Customized Training 	<p>work and educational experience, employment goal, and length of time of previous incarceration. Clients can participate in an occupational skills training (OST), leading to industry recognized credentials, an on-the-job training (OJT), and/or take advantage of a work experience service (WEX: Transitional Job). All training offerings add valuable skill sets and credentials to clients' resumes thereby increasing their employability. In addition, FIT has also developed a strong relationship with a local faith based organization that has numerous volunteer opportunities to allow clients to give back to the community while at the same time establishing work experience.</p> <p>FIT also provides no cost space to Clark County School District Adult Education program to provide High School Equivalency prep courses to clients. Additionally, FIT has developed a partnership with Health Plan of Nevada to provide funding for eligible clients to take the HSET.</p> <p>FIT has developed relationships with several employers to provide clients with vital resume building work experience opportunities (transitional jobs).</p>
<p>Program Management</p>	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>Program staff members include Career Coaches who possess in-depth knowledge in providing workforce development skills. Career Coaches are very familiar with the current local labor market and suitable training opportunities leading to employment for those adults with a criminal background. With this specialized population, additional knowledge is needed to create a holistic approach. Career Coaches work directly with clients to assess basic needs, educational level, mental health, substance use, and all other bio-pycho-social systems. Each Career Coach 's roles will include rotational tasks such as: facilitating orientation, instructing job readiness, working with clients towards vocational/employment goals, participating in community outreach events, and communicating with the Job Developer.</p> <p>FIT holds quarterly staff development including such topics as: self-care, best practices/evidence-based interventions, labor marker information, mindfulness, etc. FIT staff also participates in regular web based training focusing on the re-entry population, workforce/economic development, employer engagement, etc. For example: In PY 2016 one quarterly staff development day focused on training staff on the implementation evidence based interventions.</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory</i></p>	<p>Career Coaches utilize a "tickler" system that ensures that client contact and WIOA services and notes are entered in the time frame set forth by FIT and Workforce Connections policy. This tickler is monitored weekly by the Program Specialist and/or Program Director. Quality control is maintained through a monthly audit. This audit is performed by the Program Specialist and/or Program</p>



<p><i>compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Director. Each Career Coach has 5 files selected for a complete audit at random. The audit utilizes the most current and up-to-date Monitoring Tools (Workforce Connections and DETR) to ensure regulatory compliance.</p> <p>FIT requires all Career Coaches to present the client file to either the Program Director or the Program Specialist prior to enrollment to ensure that all required eligibility documents are in the file. At such time the PD or PS will enter a “quality assurance” case note verifying all required file elements.</p> <p>All marketing material is appropriately co-branded with the One-Stop Delivery system.</p>
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Performance Management:
Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.

In order to manage and obtain successful performance outcomes, programmatic goals are set with each individual Career Coach, including: enrollment goals, occupational skills training leading to recognized credentials goals, entered employment goals, retention goals, and average income goals. This timetable is broken down by month and quarter and takes into account established contract spending rates. These individual goals are monitored monthly and adjustments are made as needed (e.g. increase outreach and recruitment or increase/decrease spending). With an eye to measuring incremental benchmarks, the Program Director holds individual monthly supervision with each Career Coach to address compliance with previously mentioned goals. Further more, "staffing" is held weekly allowing Career Coaches to work together as a team to meet performance outcomes in a timely manner. This also provides an opportunity for staff development and partner resource sharing. Already established partnership with JobConnect, BVR, Adult-Ed, DWSS, and Clark County Social Services allow FIT to introduce other non-WIOA services into our program design thereby increasing performance outcomes.

Projected PY16 Carry In/Transfer Participants: 25

Quarter	1	2	3	4
New Enrollments	15	38	38	20
Exiters (Est. combined total including both Carry In and New enrollments)	18	23	25	35

Contact Person & Information:
Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Jennifer Casey MSW, LSW
 Director
 1931 Stella Lake St. Las Vegas, NV 89016
 702-367-4348

- 13. DISCUSSION and POSSIBLE ACTION:** Accept staff's recommendation to award a contract to HOPE for Prisoners, Inc. to provide WIOA services to re-entry adults at Clark County Detention Center. The award amount shall not exceed \$600,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



Adult & Dislocated Worker Programs

Scope of Work
Program Year 2017

Program Name:	HOPE for Prisoners, Inc.
Location:	3430 E Flamingo Rd, Ste 350, Las Vegas, NV 89121
Funding Stream(s):	ADW
Amount Awarded:	\$600,000
Target Population(s):	Adult Reentry Pre- and Post- Release

Program Description

Outreach and Communication:

Describe how you will recruit and engage Title I participants. Include details on established partnerships that will result in referrals (include who and how many referrals are expected per partner). Please describe your planned enrollment schedule (when enrollments are expected to happen and by when – month, quarter, etc.)

All participants will be recruited from the incarcerated population at the Clark County Detention Center (CCDC). HOPE for Prisoners will service 95 males over the duration of the 12 month grant.

Inmates will be provided with information about the program and the opportunity to volunteer for admission. Initially, the project will target moderate to high-risk, sentenced males, 18 or older who are within 3 to 6 months of release. Acceptance criteria include: meeting all WIOA enrollment requirements including Selective Service requirements; completing a risk assessment (Ohio Risk Assessment System); completing an intake needs assessment including substance abuse history; and, completing the WooFound on-line career assessment.

Participants will stay engaged while incarcerated with ongoing training classes to include vocational training options in addition to life skills and substance abuse classes. All activities will be overseen by a Reentry Manager who will be working directly from the CCDC facility. Once released, connection with Career Coaches, additional training, employment, and mentoring will ensure continued engagement in the program.

**Enrollment milestone 1) 20 clients enrolled by Sep 30, 2017
Enrollment milestone 2) 50 clients enrolled by Dec 31, 2017
Enrollment milestone 3) 75 clients enrolled by Mar 30, 2018
Enrollment milestone 3) 90 clients enrolled by Jun 30, 2018**



<p>Basic Career Services: <i>Describe which Basic Career services will be offered in your program design and when they will be delivered (prior to enrollment or afterwards).</i></p> <p>Basic career services include:</p> <ul style="list-style-type: none">• Eligibility Determination• Orientation• Initial Assessments• Job Search & Placement• Labor Exchange• LMI• OSDS Referrals• ETPL Performance• SNWDA Performance• Supportive Service Information• UI Assistance & Information• Financial Aid Assistance	<p>Basic Career Services to include Eligibility Determination and Orientation will be offered prior to enrollment in program. Eligible participation in Basic Career Services will be at the discretion of Clark County Detention Center qualifications for program participation. Once individuals have been determined to be eligible and have completed orientation, they will be enrolled and able to continue in the HOPE for Prisoners Program</p> <p>All enrolled clients will participate in basic life skills and job readiness courses to include: personality assessments, conflict resolution, interview skills, time management, workplace etiquette, and more. Services will be provided through qualified and experienced training and all participation will be monitored by Career Coaches and management staff.</p>
<p>Individualized Career Services: <i>Individual Career Services may only be offered to eligible enrolled WIOA Title 1 participants. Describe which Individualized Career services will be offered in your program design and how they will be delivered.</i></p> <p>Individualized career services include:</p> <ul style="list-style-type: none">• Comprehensive Assessments• Developing an IEP• Individual or Group Counseling• Career Planning• Short-term prevocational services• Internships and Work Experiences• Workforce preparation activities• Financial literacy services• Relocation Assistance• English language acquisition	<p>We are projecting to enroll 95 unique individuals in PY17 that are determined to be in need of individualized career services.</p> <p>Participants will be provided with skills and employability assessments. GED and basic computer skills will be offered to participants who need these services.</p> <p>All enrolled clients will participate in basic life skills and job readiness courses to include: personality assessments, conflict resolution, interview skills, time management, workplace etiquette, and more. Services will be provided through qualified and experienced training and all participation will be monitored by Career Coaches and management staff.</p>



<p><i>Describe the process and timeline of how a customer will flow from Basic to Individualized Career Services.</i></p>	<p>Once a person is determined to be eligible for Individualized Career Services, they will complete the Application and an Initial Assessment within 10-14 days of determination of eligibility. After the Initial Assessment is complete, a Risk Assessment (ORAS) and an IEP will be developed within 5 business days. Occupational Skills training will commence within 30 days of enrollment.</p>
<p>Training Services: <i>Describe which Training services will be offered in your program design and how a participant gains access to training services. Please include external resources that may be utilized to provide training services.</i></p> <p>Training services include:</p> <ul style="list-style-type: none">• Occupational skills training• On-the-Job Training• Entrepreneurial skills training• Transitional Jobs• Job Readiness Training• Adult Education• Customized Training	<p>HOPE for Prisoners will use federal Department of Labor (DOL) WIOA Title I funds to provide eligible pre and post-release, re-entry adults in the Southern Nevada Workforce Development Area, with comprehensive, evidence-based career and training services to connect employment opportunities, education, and job training for this vulnerable population post release. Vocational training will be provided by partners such as College of Southern Nevada, Standards of Excellence, Moving Forward Centers and Hospitality International Training. All training providers will be sought out utilizing the approved ETPL list through the Workforce Connections site.</p> <p>Nevada JobConnect will dual enroll each participant to complete a 40-hour life skills, job readiness, and leadership training course.</p> <p>Community partners such as BoysTown conduct parenting classes, and financial literacy classes are provided in collaboration with the Nevada State Treasurer's Office. Ongoing leadership and employee development courses are provided through employment partners in the community.</p> <p>The Clark County DA Office, Family Support provides support to participants to ensure compliance with child support requirement and to remove barriers to employment</p>



Program Management	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>Our Career Coaches will work with participants to develop their IEPs that will include individually developed goals and objectives, and will be routinely revised as circumstances change. IEPs will guide training and career choices to maximize each participant’s strengths and to identify other training or support service needs. For clients with needs for supportive services (transportation, childcare, work cards, etc.), we will leverage the contributions of community support service providers.</p> <p>IEPs will be initially developed while the participants are incarcerated. Vocational training opportunities that meet the goals of the IEPs will also begin during incarceration to assist in meeting the goal of employment shortly after release. Project staff and mentors will continually support participants as they transition through each Phase of the project to help them to remain engaged and committed to achieving the goals and objectives in their IEP.</p> <p>Program Manager will provide oversight and accountability for all program staff and will ensure that all milestones and reporting requirements are met in a timely manner. Training development and completion will also be developed and maintained by the Program Manager</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017.</p> <p>Internal Policies and Procedures will be reviewed and updated at regular intervals to ensure that all program requirements are being met. Quality control measures will be in place to minimize oversight and missed milestones for staff and participants alike.</p> <p>All enrolled participants will be managed by staff members trained to keep them engaged and moving in the direction of obtaining their goals which are parallel to successful program outcomes.</p> <p>Internal data tracking software is utilized to ensure up to date information and tracking of all aspects of client’s participation. In addition to maintaining up to date information for each participant, we have an ongoing partnership with the University of Nevada, Las Vegas that studies our data and performance measures as a benchmark for comprehensive reentry services providers.</p> <p>Through our collaboration with UNLV, we will have a “built in” quality review and assurance process that will include participant file reviews, data validation, customer service surveys, and monitoring of required performance goals.</p>



	<p>Exit Surveys will be offered to each participant for an overall snapshot of customer satisfaction and areas to review for improvement and development.</p>															
<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.</i></p>	<p>All enrolled participants will be managed by staff members trained to keep them engaged and moving in the direction of obtaining their goals which are parallel to successful program outcomes.</p> <p>Internal data tracking software is utilized to ensure up to date information and tracking of all aspects of client's participation. In addition to maintaining up to date information for each participant, we have an ongoing partnership with the University of Nevada, Las Vegas that studies our data and performance measures as a benchmark for comprehensive reentry services providers.</p> <p>Through our collaboration with UNLV, we will have a "built in" quality review and assurance process that will include participant file reviews, data validation, customer service surveys, and monitoring of required performance goals.</p> <p>To ensure that we are able to identify, develop and maintain relationships with employers and other partners, which will result in positive outcomes for employment and retention for re-entry adults, HFP has developed excellent relationships with state and private employment services and area businesses to offer our clients access to a variety of job opportunities. We utilize tax benefits and incentives to encourage area businesses to hire our clients.</p> <p>Projected PY16 Carry In/Transfer Participants: 45</p> <table border="1" data-bbox="626 1522 1416 1787"> <thead> <tr> <th>Quarter</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> </tr> </thead> <tbody> <tr> <td>New Enrollments</td> <td>20</td> <td>30</td> <td>25</td> <td>20</td> </tr> <tr> <td><i>Exiters (Est. combined total including both Carry In and New enrollments)</i></td> <td>20</td> <td>25</td> <td>20</td> <td>40</td> </tr> </tbody> </table>	Quarter	1	2	3	4	New Enrollments	20	30	25	20	<i>Exiters (Est. combined total including both Carry In and New enrollments)</i>	20	25	20	40
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<i>Exiters (Est. combined total including both Carry In and New enrollments)</i>	20	25	20	40												
<p>Contact Person & Information: <i>Include the name, title, address, phone number and email of the</i></p>	<p>Angela Brookins, Operations Manager 3430 E Flamingo Rd, Ste 350 Las Vegas, NV 89121 angelab@hopeforprisoners.org</p>															



person who will be the main point of contact for this program.

(702) 586-1371

DRAFT

14. DISCUSSION and POSSIBLE ACTION: Accept staff's recommendation to award a contract to HELP of Southern Nevada to provide WIOA services to drop-out youth. The award amount shall not exceed \$800,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



WIOA Youth Programs
 Scope of Work
 Program Year 2017

Program Name:	HELP of Southern Nevada
Location:	1640 E. Flamingo Rd. Suite 100 Las Vegas, Nevada 89119
Funding Stream(s):	WIOA OSY
Amount Awarded:	\$800,000.00
Target Population(s):	At-Risk Youth ages 16 to 24

Youth Service Delivery

Outreach and

Communications:

Describe how you will recruit and engage Title I participants. Include details on established partnerships that will result in referrals (include who and how many referrals are expected per partner). Please describe your planned enrollment schedule (when enrollments are expected to happen and by when – month, quarter, etc.)

Recruitment and Engagement: HELP will continue outreach efforts at locations youth congregate (sports centers, game stores, tattoo parlors, skate parks, etc.). In addition, outreach, recruitment and referrals will continue with community partners such as Clark County School District, Clark County Family Services and Welfare, State of Nevada Child Support Enforcement, Las Vegas Metropolitan Police Department, and various other community resource offices. HELP anticipates that at least twenty referrals will come from CCSD’s Adult Education Department where a referral process is already in place with counselors who offer the program and then contact our Career Coaches directly to schedule appointments. In addition we will receive another thirty referrals from community faith based organizations. However, a majority of our referrals come from previously enrolled participants as peer referrals.

We will increase the use of outreach efforts using social media like Facebook, Instagram, Snapchat and other technology that youth use on a daily basis to increase publicity of our WIOA program and reach more potential participants.

We have streamlined our eligibility and intake process to engage those who are alienated, disconnected and disaffected. Using primarily a one-on-one approach and focusing on work, life circumstances and gaining financial stability are key motivators to keeping youth engaged. Career Coaches will have twice monthly contact with active youth as to ensure program and outcome compliance.

HELP will have 100 youth participants enrolled by December 31st 2017, at the end of quarter two.



Educational Services:

Identify which educational services will be offered within your program design and describe how they will be delivered.

- Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies.
- Alternative secondary school services, or dropout recovery services.
- Activities that help youth prepare for and transition to post-secondary education and training.

HELP's One-Stop Center will provide an array of employment services and connect youth to work-related training and education.

Tutoring, Study Skills Training, and Evidence Based Dropout Prevention: The Comprehensive Adult Student Assessment System (CASAS) instrument will be used to assess youth's Basic skills and English language proficiency. Youth who are identified as Basic Skills Deficient will be provided with on-going tutoring and will be re-tested as needed to increase their overall basic skills scores. Youth who require a more advance tutoring model or are in need of a more structured environment may be referred to other providers as needed.

Alternative Secondary School Services, or Dropout Recovery Services: HELP works closely with CCSD's Desert Rose, St. Louis adult education programs, and Academy for Individualized study High School (AIS) for HiSET testing and tutoring. In addition to CCSD, we also use the UNLV TRiO program for HiSET pre-assessments and tutoring as well. Students needing assistance for degrees/certificates, proficiencies, & literacy/numeracy gains work with our on-site tutor & case managers to get the individual attention needed. Participants are encouraged to explore advanced learning & training opportunities. We offer group workshops on a bi-monthly basis on Job Seeking & Keeping skills, Budgeting, & other work & life skills. On a quarterly basis we offer HELP UP opportunities with engagement activities, specialized tutoring, & guest speakers to encourage & provide additional training.

Activities that Help Youth Prepare for and Transition to Post-Secondary Education and Training:

HELP provides WBL (Work Based Learning) opportunities linked to academic and occupational learning. WBL and career exploration is done at a location of business with structured participation & measurable outcomes. HELP's Job Developer recruits employers and oversees the WBL activities.

Leadership Development Opportunities: Some of the valuable skills the youth will receive are public speaking, decision making, consensus building, creative problem solving, delegation, organizing, planning and morale building. Youth will serve as Peer Advisors and will assist in program design & modification.

ACT WorkKeys Testing::

HELP has been selected as an ACT WorkKeys Testing Site by WC and included in the Participating Locations List of the Statewide Contract. As a participating location, the sub-recipient agrees with the terms, conditions, and rules presented in the Participation Agreement with ACT, Inc. and the Department of Education, Training and Rehabilitation (DETR) through authorized signatories on the Participation Agreement. The sub-recipient agrees to comply with all policies and procedures of WC and DETR regarding the administration of the WorkKeys assessments and other products and services made available.



<p>Employment and Occupational Services: <i>Identify which occupational services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving occupational skills training.</i></p> <ul style="list-style-type: none"> • Occupational Skills Training • Education Offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. • Entrepreneurial Skills Training • Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area. (Including Career Exploration) • Job Search and Job Placement Assistance 	<p><i>We are projecting to provide occupational skills training to 8 individuals enrolled in our PY 17 program.</i></p> <p>Occupation Skill Training - Leading to Recognized Postsecondary Credentials, In-Demand industries & Occupations): HELP staff assist youth in selecting an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by Science, Technology, Engineering and Math (STEM) fields at entry, intermediate, or advanced levels. Youth will have the opportunity to select training, as approved on the ETPL list that is outcome-oriented and focused on a long-term goal as specified in the youth's ISS, and result in attainment of a certificate.</p> <p>Education Concurrent with Workforce Activities & Training-Specific Occupation: HELP will provide career centered/science based assessments to give youth work based training and the chance to earn income while also receiving training and developing essential skills that are best learned on the job. HELP's WORC Department provides pre-employment services that empower participants to enter or re-enter the labor market. Workshops, support groups and net-working, one-to-one personal/vocational counseling, job-seeking/keeping methods, leadership & decision-making skills development, & assistance with developing an action plan are among the resources used to help participants build confidence, identify skills, & seek training/employment.</p> <p>Entrepreneurial Skills Training: HELP will align with entrepreneurs and small business owners to help interested youth receive comprehensive business organization and development strategies through webinars and other supportive services.</p> <p>Services-Provide Labor Market/Employment Information-In Demand Occupations: HELP will continue to work closely with Nevada JobConnect for Labor Market Information on a local, state and national level to provide Labor Market Information (LMI) to help youth understand the workplace and the dynamics which influence job search and career choices. Youth will receive a list of key sites to include the Nevada Workforce Informer interactive site which provides the labor and economic information needed to make informed career path decisions. Having chosen a goal, youth can use the workshops, resource library materials, or counseling assistance available at the HELP One-Stop Career Center to develop such a plan.</p> <p>Job Search and Job Placement Assistance: HELP will provide youth with job search assistance through the youth Job Developer (JD). The JD will work closely with each employment ready youth to identify their occupational goals and help guide them toward positions and employers that best meet those goals.</p>
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<p>Work-based Learning Services <i>Identify which work-based learning services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving these services.</i> <i>(30% expenditure requirement for PY 17):</i></p> <ul style="list-style-type: none"> • Paid or unpaid Work Experiences • On-the-Job Training • Internships and Job Shadowing • Pre-Apprenticeship Programs 	<p><i>We are projecting the following number of youth enrolled in our PY 17 program to participate in the following:</i></p> <p><u>47</u> WEXs <u>3</u> OJTs <u>8</u> Internships <u>20</u> Job Shadowing <u>5</u> Pre-Apprenticeships</p> <p>Paid/Unpaid Work Experiences-Incorporate Academic & Occupational Education: The Employment Specialist assesses each participant to give an opportunity to learn & gain knowledge at a pace & style that is comfortable to the individual. Each participant is given a pre-test & scored on their knowledge of Making Career Decisions, Labor Market Information, Preparing Resumes, Filling out Applications, Interviewing Skills, Being Consistently Punctual, Maintaining Regular Attendance, Demonstrating Positive Attitudes/Behavior, Presenting Appropriate Appearance, Exhibiting Good Interpersonal Relations & Completing Tasks Effectively. The employment skill areas will then be gone over & taught in detail individually using integrated technology, or in a group workshop. Paid work experiences will be offered by partner employers to provide the youth with needed on the job skill based training.</p> <p>On-the-Job Training: HELP has two-hundred (200) employer partners, who provide current job postings, professional instruction, work experience opportunities and/or connection to on the job training. These partnerships have resulted in building a pool of skilled workers to be competitive in the Workforce.</p> <p>Internships and Job Shadowing: Internships and career exploration is done at a location of business with structured participation & measurable outcomes. HELP's Job Developer recruits employers and oversees these Work Based Learning opportunities. HELP will also offer Job shadowing through career exploration activities that offer the opportunity to spend time with a professional currently working in the youth's career field of interest. Youth will see what it's actually like working in a specific job. In addition, short term internships will be offered at education or training sites to offer youth the opportunity to learn more about career options.</p> <p>Pre-Apprenticeship Programs: HELP will connect youth with pre-apprenticeship services such as career exploration, literacy, math and work readiness skills designed to prepare youth to enter and succeed in Registered Apprenticeship programs.</p>
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<p>Youth Development Services: <i>Identify which youth development services will be offered within your program design and describe how they will be delivered.</i></p> <ul style="list-style-type: none">• Leadership Development (Including Employability/Job Readiness)• Supportive Services• Adult Mentoring (12 Month Minimum)• Comprehensive Guidance and Counseling• Financial Literacy	<p>Leadership Development Opportunities: Some of the valuable skills the youth will receive are public speaking, decision making, consensus building, creative problem solving, delegation, organizing, planning and morale building. Youth will serve as Peer Advisors and will assist in program design & modification.</p> <p>Supportive Services: May include work cards, emergency/residential housing, appropriate clothing for interviews and/or work, transportation assistance, etc.</p> <p>Adult Mentoring: HELP will utilize local business professionals to teach segments of workshops that would support Basic Skills 101 employment opportunities and will align youth with an adult mentor along career paths.</p> <p>Comprehensive Guidance/Counseling/Drug & Alcohol Abuse Counseling/Referral: Youth will be offered drug and alcohol abuse awareness and counseling, mental health services and support. The Counselor is present to guide the client through obstacles that are hard to negotiate at the present time. The Counselor is able to lead group therapy sessions and small workshops to include any topic that impede youth's success. In addition, youth are provided the opportunity and tools needed to ensure personal safety and stability.</p> <p>Financial Literacy: Youth will receive the necessary set of skills & knowledge that allows them to make informed & effective decisions with all of their financial resources.</p>
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Follow-up Services:

Describe what follow-up services will be provided during the follow-up period and how these services will be managed within your program design.

Youth will be provided with follow-up services for 12 months following their exit from the youth program. Youth will be offered the following services while in follow-up status:

Leadership development, including opportunities that encourage responsibility, employability and other positive social behaviors, such as:

- Exposure to postsecondary educational opportunities
- Community and service learning project
- Peer-centered activities, including peer mentoring and tutoring
- Organizational and team work training, including team leadership training

Supportive services, including:

- Linkages to community services
- Assistance with transportation
- Assistance with child care and dependent care
- Assistance with housing
- Referrals to medical services
- Assistance with uniforms or other appropriate work attire and work related tools.

Academic support and advancement including tracking the progress of youth in education.

Assistance in securing better paying jobs, career pathway development, and further education or training, work-related peer support groups, adult mentoring; and/or services necessary to ensure the success of youth participants in employment and/or post-secondary education.



Program Management	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<ul style="list-style-type: none">-Chief Employment Officer - Overall Program/Grant/Contract/P&P.-Program Manager - Overall supervision and management of Adult program staff, facility, the day to day services and activities in the Center. Provide tactical support to the Chief Workforce Operations Officer in the management and administrative needs of the program and Career Center projects.-Career Coach (CC) - assist participants' Identification of skills, barriers, vocational goals, aptitude and interests. Develop vocational goals reflective of their skills, capabilities, interest and Labor Market Trends. Facilitates participant progress towards achieving goals by creating and updating plans moving them from program enrollment, support services, education/training to employment.-Education Specialist - Conducts work readiness and job search workshops helps clients with interviewing skills, resume building; developing the skills needed to secure employment. Develops and presents training materials and lesson plans. Administers skills and aptitude assessment tools to help interprets clients' interest, skills, aptitude and proficiency provides basic career counseling and job coaching.-Employment Specialist - Connects clients to occupational skills training that will provide the skills needed to gain employment and a livable wage based on Local Market and Industry Trends.
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017.</p> <p>Program Manager supervises the program staff, facility, the day to day services and activities in the Center. Provide tactical support, updates/reports and attend mandatory weekly managers meetings with the Chief Workforce Officer to evaluate the performance and impact of the organization and staff in meeting objectives and deliverable, programming, systems, management and administrative needs. Staff and clients receive orientations that present an overview of WIOA and the various support services provided to all clients Youth and unregistered by HOSN. The service flow has a daily review process in place that tracks program enrollment, training, employment placement and follow up; being internally monitored as an addition level of documentation and data validated by Program Manager and the Data Quality Control review team. HOSN provided mandatory monthly Staff and Professional development workshops coupled with opportunities to attend outside trainings to enhance their skills as well as attending specialized trainings provided by Workforce Connections. Program presentations, materials and signage include Workforce Connections and HELP of Southern Nevada branding.</p>



Performance Management:
Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.

HELP will manage and obtain successful performance outcomes by how many youth found jobs; did they stay employed; and what did they earn, as outlined in the required WIOA outcome measures. The Measures will facilitate the service delivery process, reduce barriers that hinder self sufficiency and maximize overall service delivery by having needed programs such as (1) Financial Literacy; (2) Entrepreneurial skills training; (3) Services that provide labor market and employment information in the local area; (4) Activities that help youth transition to postsecondary education and training; (5) Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupations, within the One-Stop Center, South. HELP will provide necessary activities through various system partners to increase the employment, retention and earnings of participants, and increase attainment of recognized credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and build the local workforce. Evaluations, customer satisfaction surveys, data systems overseen by our data control team will provide incremental benchmarks. Our internal controls will monitor the data base to ensure data validation.

Projected PY16 Carry In/Transfer Participants: 40

Quarter	1	2	3	4
New Enrollments	50	50	0	0
Exiters (Est. combined total including both Carry In and New enrollments)	20	20	50	50

Contact Person & Information:
Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Denise Gee – Chief Workforce Officer
 1640 E. Flamingo Rd. Suite 100 Las Vegas, Nevada 89119
 702.369.4357 Ext. 1851
 dgee@helpsonv.org

15. **DISCUSSION and POSSIBLE ACTION:** Accept staff's recommendation to award a contract to HELP of Southern Nevada to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$1,500,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 June 30, 2018



Adult & Dislocated Worker Programs

Scope of Work
 Program Year 2017

Program Name:	HELP of Southern Nevada
Location:	1640 E. Flamingo Rd. #100
Funding Stream(s):	ADW
Amount Awarded:	\$1,500,000.00
Target Population(s):	Adult and Dislocated Workers
Program Description	
Outreach and Communication:	We will actively work with the OneStop Operator for the SNWDA, to collaboratively develop outreach and recruitment plans and align expectations, resources and responsibilities.
Basic Career Services: <i>Insert service offering commitment in space provided. Describe which Basic Career services will be offered in your program design and when they will be delivered (prior to enrollment or afterwards).</i> Basic career services include: <ul style="list-style-type: none"> • Eligibility Determination • Orientation • Initial Assessments • Job Search & Placement • Labor Exchange • LMI • OSDS Referrals • ETPL Performance • SNWDA Performance • Supportive Service Information • UI Assistance & Information • Financial Aid Assistance 	<ul style="list-style-type: none"> • We are projecting to make Basic Career Services available to <u>175</u> unique individuals in PY17, through a collaborative with WC and the Library District and HELP of Southern Nevada. Helping people with basic career services, training and support will be essential in helping them be successful in the workforce. Our clients will receive a comprehensive service delivery of training and career services that align and combines resources responsive to the adult's needs. We will offer: Orientation; Initial Assessments; Job Search & Placement; Labor Exchange Information; LMI; OSDS Referrals; ETPL Performance/Training; SNWDA Performance; Support Services Information/Direct Services; UI Assistance & Information; and, Financial Aid Assistance. Space dedicated for services include the large Community/Classroom, Resource Room and Computer Lab. Program orientations and workshops take place in the Community/Classroom. The Resource room is for smaller group training, testing and assessments. The Computer Lab is available during business hours for use by participants with the support of staff. HOSN will continue to use the designated OSOS or other WC assigned data tracking coupled with internal systems to track services and referrals.
Individualized Career Services: <i>Individual Career Services may only be offered to eligible enrolled WIOA Title I participants. Describe which Individualized Career services will be offered in your program design and how they will be delivered.</i> <i>Individualized career services</i>	<p>We are projecting to enroll <u>175</u> unique individuals in PY17 that are determined to be in need of individualized career services.</p> <ul style="list-style-type: none"> • Through Individualized Career Services and partnerships, clients receive a comprehensive service delivery of training and career services that align and combine resources responsive to client's needs, to include: Comprehensive Assessments; Developing an IEP; Individual or Group Counseling; Career Planning; Short-term prevocational services; Internships and Work Experiences; Workforce preparation activities; financial literacy services; Relocation Assistance; and, English language acquisition. Staff will offer clients a personalized program of services and support to help them move through the "IEP client career centered



include:

- Comprehensive Assessments
- Developing an IEP
- Individual or Group Counseling
- Career Planning
- Short-term prevocational services
- Internships and Work Experiences
- Workforce preparation activities
- Financial literacy services
- Relocation Assistance
- English language acquisition

Describe the process and timeline of how a customer will flow from Basic to Individualized Career Services.

continuum” of basic to individualized Career services. We will offer assessments used such as Woofound, CASAS, Workkeys and NCIS to identify various vocational interest, aptitudes, vocational and basic skill levels to ensure career/talent development services match the client's need. HELP is an ACT WorkKeys Testing Site by WC and follows the Participation Agreement with ACT, Inc. and the Department of Education, Training and Rehabilitation (DETR) through authorized signatories on the Participation Agreement to comply with all policies and procedures of WC and DETR regarding the administration of the WorkKeys assessments and other products and services. Upon completion of enrollment and skills assessments clients are scheduled a 1x1 session to be introduced and begin working with their Career Coach to complete needed documentation, develop their IEP and move forward with individualized service plan to attain certification or degree and employment. IEP/Client-Centered driven services are monitored, tracked and reported at point of enrollment to program completion

HELP will continue a holistic approach, Client-Centered approach to services that engages and sustains ongoing interaction and interconnectedness between client and the HELP staff. Clients will receive ADW programming and specialized inter-agency services and outside referrals through strong partnerships with local training/educational institutions, employers, businesses, Chambers that have expertise in the field of current industry market trends, economic development, skills needed in the various fields, insight and resources. *Priority is given to veterans and eligible spouse. HELP has various on site programs that provide specialized direct and referral services to adults and youth, Ex-Offenders, Re-Entry, Persons with Disabilities, homeless, unemployed, under-employed, disenfranchised and displaced.

HELP has on-site certified SNAP staff to provide assistance with the Food Stamp application, and will provide free office space, internet, copying, fax/scanning equipment use and receptionist services to local service providers such as the Bureau of Vocational Rehabilitation, Clark County Social Services. In addition to the office space, office equipment use and receptionist services providers of social and those business/training organizations STEM industry sectors that have strong local market trends will be a part of the Work Readiness Workshops training team to present their sector specific industry career information and employment requirements. HOSN will provide cross sector information and presenters with our Sector Specific emphasis being the various medical skills training fields and employment opportunities with UNLV/GAP and nursing program and Refugee Program with Catholic Charities. HELP has expanded it's local service and training provider partnership and career training relations to help ensure more individuals from diverse social-



	<p>economic back grounds, persons with disabilities, veterans and their spouse and re-entry individuals general STEM related market industry trends career exploration, training and employment </p>
<p>Training Services: <i>Describe which Training services will be offered in your program design and how a participant gains access to training services. Please include external resources that may be utilized to provide training services.</i></p> <p>Training services include:</p> <ul style="list-style-type: none"> • Occupational skills training • On-the-Job Training • Entrepreneurial skills training • Transitional Jobs • Job Readiness Training • Adult Education • Customized Training 	<p> We are projecting to provide training to <u>175</u> individuals enrolled in our PY17 Program. Training Offerings: (Woofound, WorkKeys, CASAS, NCIS) HOSN as an ACT WorkKeys Testing Site by WC, will administer WorkKeys and other assessments, other products and services as required by WC and DETR to identify skills, barriers, vocational goals, aptitude and interests. Career/Work Readiness Workshops and Employment services to support clients though their Career Pathways and employment. Utilizing the approved ETPL clients are assisted in selection and attaining In-demand industry occupational career certification based training and credentials. Access to training services will be offered to include: occupational skills training; on-the-job training with area employers; entrepreneurial skills training with area business professionals; job readiness training/workshop skills based training; adult education; and, customized training as needed.</p> <p> </p>
<p>Program Management</p>	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p> We are projecting a <u>50</u> to 1 participant to direct staff ratio.</p> <p>*Chief Employment Officer-Overall Program/Grant/Contract/P&P Management and administrative needs. .</p> <p>*Program Manager- Overall supervision, management of staff, file/data integrity, outcomes and activities. *Career Coach-assist participants' Identification of skills, barriers, vocational goals, aptitude and interests. Develop vocational goals reflective of their skills, capabilities, interest and Labor Market Trends. Facilitates participant progress towards achieving goals by creating and updating plans moving them from program enrollment, support services, occupational skills/education/training to employment.*Education Specialist-Conducts work readiness workshops helps clients with developing the skills needed to secure and retain employment. Develops and presents training materials and lesson plans. Administers assessments to help interpret clients' interest, skills, aptitude and proficiencies.</p> <p>*Program Monitor-Provides orientation/enrollment assistance, assist with the computer lab, career assessments/testing.*Job Developer-Provide functions that produce employment work experience/on the job training employment opportunities and placement for participants. Coordinate HELP's Best presentations.</p> <p>*Quality Control Lead-Monitors information/data quality and data validation.</p> <p> </p>

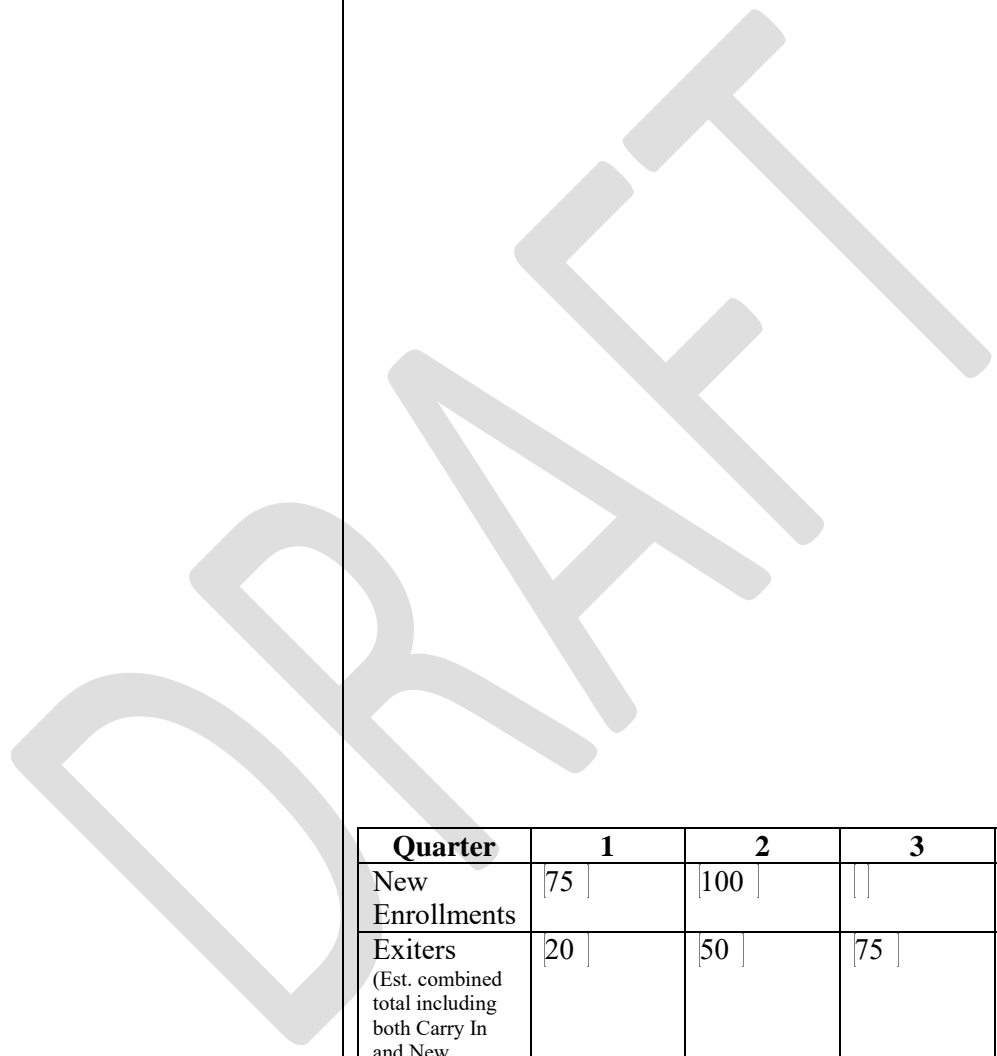


<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017. Program Manager supervises the program staff, facility, the day to day services and activities in the Center. Provide tactical support, updates/reports and attend mandatory weekly managers meetings with the Chief Workforce Officer to evaluate the performance and impact of the organization and staff in meeting objectives and deliverables, programming, systems, management and administrative needs. Staff and clients receive orientations that present an overview of WIOA and the various support services provided to all clients ADW and unregistered by HELP. The service flow has a daily review process in place that tracks program enrollment, training, employment placement and follow up; being internally monitored as an additional level of documentation and data validated by Program Manager and the Quality Control data review team. Mandatory agency monthly Staff and Professional development workshops, opportunities to attend outside trainings to enhance skills as well as attending specialized trainings provided by Workforce Connections. *Program presentations, materials and signage include Workforce Connections and HELP of Southern Nevada branding.</p>
<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.</i></p>	<p>HOSN will work closely with One-Stop Partners and provide required program services to meet the skills requirements of the employers, increase ADW skills attainment with employer focus, increase ADW self-sufficiency and decrease dependency on welfare programs. HOSN will follow WIOA outcome measures and will internally measure the overall effectiveness of the program by how soon participants gained employment, how well we matched participants with compatible long term employment, wage & hour information as required, training with credentials that meet employers focus and the overall value for the employers. The Measures will facilitate the service delivery process, reduce barriers that hinder self sufficiency and maximize overall service delivery by having needed programs such as (1) Financial Literacy; (2) Entrepreneurial skills training; (3) Services that provide labor market and employment information in the local area; (4) Activities that help adults transition to postsecondary education and training; (5) Education offered concurrently with and in the same context as workforce preparation activities and training for specific occupations, within the One-Stop Center, South. HOSN will provide necessary activities through various system partners to increase the employment, retention and earnings of participants, and increase attainment of recognized credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and build the local workforce. Evaluations, customer satisfaction surveys,</p>



data systems overseen by our data control team will provide incremental benchmarks. Our internal controls will monitor the data base to ensure data validation. |

Projected PY16 Carry In/Transfer Participants: [20]



Quarter	1	2	3	4
New Enrollments	[75]	[100]	[]	[]
Exiters (Est. combined total including both Carry In and New enrollments)	[20]	[50]	[75]	[50]

Contact Person & Information:
Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Denise Gee, Chief Workforce Officer
 1660 E. Flamingo Road, Las Vegas, Nevada 89119
 (702) 369-4357 x1851
 dgee@helpsonv.org |

16. DISCUSSION and POSSIBLE ACTION: Accept staff's recommendation to award a contract to Goodwill of Southern Nevada to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$840,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2016 through June 30, 2018, and the budget period shall be July 1, 2017 through June 30, 2018



Adult & Dislocated Worker Programs

Scope of Work
 Program Year 2017

Program Name:	Adult & Dislocated Worker Program
Location:	Tropicana GSN Store at 3345 E. Tropicana, Las Vegas, NV 89121
Funding Stream(s):	WIOA
Amount Awarded:	\$840,000
Target Population(s):	Adult Job Seekers and Dislocated Workers with minimum age of 18 who meet eligibility requirements for the program
Program Description	
Outreach and Communication:	We will actively work with the OneStop Operator for the SNWDA, to collaboratively develop outreach and recruitment plans and align expectations, resources and responsibilities.
Basic Career Services: <i>Insert service offering commitment in space provided. Describe which Basic Career services will be offered in your program design and when they will be delivered (prior to enrollment or afterwards).</i> Basic career services include: <ul style="list-style-type: none"> • Eligibility Determination • Orientation • Initial Assessments • Job Search & Placement • Labor Exchange • LMI • OSDS Referrals • ETPL Performance • SNWDA Performance • Supportive Service Information • UI Assistance & Information • Financial Aid Assistance 	<p>Specifically, Goodwill of Southern Nevada will offer all basic career services listed which was also offered in the 2016 grant year. Basic services such as eligibility determination, Orientation, initial assessments and UI Assistance and Information will be provided prior to enrollment.</p> <p>ETPL Performance, SNWDA Performance and Financial Aid Assistance will all be offered post enrollment.</p> <p>Finally, labor exchange, OSDS Referrals, job search and placement, LMI, as well as Supportive Service Information and Career Search Workshops may be offered prior to enrollment as well as after enrollment.</p> <p>Basic Career Services will be offered to all individuals that are interested, including access to a Career Coach in the resource center, access to the career center to job search on the computers, print documents, access to job leads, and resume review as needed. Participants will also have access to GSN's online job search website, Goodwill.jobs, where they will be able to access open positions with outside business partners interested in hiring GSN participants. In addition, participants will have access to participate in GSN work readiness workshops and other community partner's services either through direct access in the resource center or through referrals services. Monthly follow up calls will capture placements, retention, and remind those that did not enroll about our services.</p>
Individualized Career Services: <i>Individual Career Services may only be offered to eligible enrolled WIOA Title 1 participants. Describe which</i>	<p>We are projecting to enroll <u>120</u> unique individuals in PY17 that are determined to be in need of individualized career services.</p>



<p><i>Individualized Career services will be offered in your program design and how they will be delivered.</i></p> <p>Individualized career services include:</p> <ul style="list-style-type: none"> • Comprehensive Assessments • Developing an IEP • Individual or Group Counseling • Career Planning • Short-term prevocational services • Internships and Work Experiences • Workforce preparation activities • Financial literacy services • Relocation Assistance • English language acquisition <p><i>Describe the process and timeline of how a customer will flow from Basic to Individualized Career Services.</i></p>	<p>GSN is committed to providing individualized career services to its participants. The service plan is built around a framework of 1) Intake, enroll, assess, develop and execution of the individual employment plan; 2) Career counseling, work readiness and job training; 3) Job placement and career advancement; and 4) Follow up and retention services. Through this service plan, Goodwill will help guide the participants through the appropriate case management plan to ensure they achieve their goals.</p> <p>Once individuals have been gone through the intake process, the Manager and Career Coach will determine if the individual would benefit from additional case management.</p> <p>Services to those enrolled in Individualized career services would include: the development of an individualized employment plan. This plan may include attending job readiness workshops, creating a resume, undergoing a mock interview and weekly job searches. Training may be needed as well as supportive services to help these individuals succeed. Job Developers will work on subsidized (OJT) and unsubsidized work opportunities to give these job seekers a start. Working directly with employers to advocate for our participants is part of the job description for our job developers.</p>
<p>Training Services: <i>Describe which Training services will be offered in your program design and how a participant gains access to training services. Please include external resources that may be utilized to provide training services.</i></p> <p>Training services include:</p> <ul style="list-style-type: none"> • Occupational skills training • On-the-Job Training • Entrepreneurial skills training • Transitional Jobs • Job Readiness Training • Adult Education • Customized Training 	<p>Career Coaches will first assess the participant to determine the realistic goals to create and start an Individual Employment Plan. This may include training services to be provided and goals for the participant before, during and after training. GSN will offer OJT, apprenticeships and OCC training to participants based on those goals and Career Coaches will be assisted by the Job Developer with placing participants in an OJT opportunity. Training opportunities goals will lead to the attainment of an industry recognized certification or placement into the participants desired industry. GSN will focus on navigating participants into the four high-growth sectors identified in the Governor's Economic Development Plan: 1) Tourism, Gaming and Entertainment, Hospitality; 2) Health and Medical Services; 4) Business IT Ecosystems; and 4) Logistics and Operations. Career coaches will utilize the Traitify as well as the WorkKeys assessment to ensure the training is an appropriate fit for the participant. Goodwill will also partner with agencies like Job Connect to assist with collaborating funds. Other community partners like the Las Vegas Library will be resources for adult education and ESL courses as needed.</p>
<p>Program Management</p>	
<p>Staffing Functions:</p>	



<p><i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>Program staff will include Career Coaches who will provide case management, including intake, skills and aptitude assessments, development of the individual employment plan, job training assessment (OJT and OCC), job placement, supportive services, community referrals and maintaining contact with the participants. The main role of the job developers will be to build and develop relationships with employers to include informing them of trained and work-ready participants. They will also be responsible for the coordination of organizing hiring events and pre-screening candidates. The Job Developers will also be responsible for maintaining open communication with the Business Engagement Specialist Team in order to assist with filling open positions BEST positions, assisting with hiring events and maintaining information on upcoming hiring trends. GSN also will have a full time Workshop Facilitator who will deliver the work readiness curriculum, including 13 different workshops on topics such as resume writing, work etiquette, interviewing and mock interview scheduling with employers.</p> <p>Individuals will receive regular performance feedback and guidance from management, will attend weekly meetings to discuss best practices and as appropriate, attend Workforce Connections meetings, conferences and seminars offered by professional organizations in addition to Goodwill International.</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017.</p> <p>The program will be managed by the WIOA Program Manager and the Chief Culture and Mission Officer at GSN. The Program Manager is supported by a Lead Career Coach. The WIOA Program Manager will be responsible for maintaining program compliance through quarterly file reviews as well as the review and approval of all OJT and ITA contracts prior to submittal for WC's approval. They will also be responsible for monitoring expenses and overseeing timely data entry. The WIOA Program Manager will also be responsible for assuring quality of service for the participants via daily interaction with program participants. The Program Manager will be responsible for setting and monitoring program goals, conducting staff training, ensuring compliance within policies and procedures, analyzing key metrics, monitoring spending, budget modification and will act as the liaison with WC. The program staff will be required to attend a monthly meeting that will contain learning components for a minimum of 30 hours of training per program year. Trainings will include topics such as case management, WIOA program elements, policies and procedures and webinars or conferences.</p>
<p>Performance Management:</p>	



Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.

To successfully manage performance outcomes the program design will enable each member of the team to be responsible for a set number of goals based on their roles. For the Career Coaches they will be responsible for set enrollment and placement goals, as well as goals for STEM engagement, and work readiness participation. Goals will be set weekly, monthly and quarterly for the Career Coaches to meet their individual and team goals. The Job Developer will be responsible for employment engagement goals, placement goals, as well as OJT spending goals monthly and quarterly. Each team member will work with the program manager to create SMART obtainable goals for the program year. The program manager will be responsible for not only tracking enrollments, placements and other program elements, but also responsible for assuring program compliance through file reviews for each new enrollment, occupational skills training, OJT and at least a quarterly file review for each file. Goodwill has partnered with several agencies over the years and has created new partnerships to help facilitate the program outcomes. Partners include the Bureau of Vocational Rehabilitation, the Desert Regional Center, US Vets, The District Attorney- Child Support Division, Division of Welfare and Supportive Services will all play a role in providing additional services to the WIOA program participants as well as offering additional services not provided by WIOA.

Projected PY16 Carry In/Transfer Participants: 40

Quarter	1	2	3	4
New Enrollments	35	35	35	15
Exiters (Est. combined total including both Carry In and New enrollments)	40	40	30	20

Contact Person & Information:
Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Tenesha McCulloch, Senior Manager, Affiliate One Stop-East
tenesham@sngoodwill.org. 702-214-2014

17. **DISCUSSION and POSSIBLE ACTION:** Accept staff's recommendation to award a contract to Goodwill of Southern Nevada to provide WIOA services to youth. The award amount shall not exceed \$960,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2016 through June 30, 2018, and the budget period shall be July 1, 2017 through June 30, 2018



WIOA Youth Programs
 Scope of Work
 Program Year 2017

Program Name:	WIOA Youth Program – One Stop Affiliate East
Location:	3345 E Tropicana, Las Vegas, NV 89121 Tropicana Goodwill Store
Funding Stream(s):	WIOA
Amount Awarded:	\$960,000
Target Population(s):	In School and Out of School Youth age 16-25
Youth Service Delivery	
Outreach and Communications:	<i>We will actively work with the One-Stop Operator for the SNWDA, to collaboratively develop outreach and recruitment plans and align expectations, resources and responsibilities.</i>
Educational Services: <i>Identify which educational services will be offered within your program design and describe how they will be delivered.</i> <ul style="list-style-type: none"> • Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies. • Alternative secondary school services, or dropout recovery services. • Activities that help youth prepare for and transition to post-secondary education and training. 	<p>GSN has partnered with the Clark County School District to assist with those In-school youth needed further assistance with tutoring either within the school district or needs further assistance with one-on-one tutoring from a professional tutor outside of the school district. Youth will have the opportunity to also have a program mentor made up of business leaders who have a strong interest in assisting the youth become successful. Out of school youth will have the opportunity for tutoring as well as GED/HiSET Prep and testing through community partnerships for those in need of high school equivalence including CCSD and the Library District. Youth will also have access to GCFLearnfree.org and Grovo, which both including tutoring and preparation for equivalence and additional resources.</p> <p>GSN will also host a variety of opportunities for the youth to engage in preparing for post-secondary education or training to include; 1) Career Pathways Workshop; 2) Secondary Education Workshops including financial aid and completing applications ;3) Occupational Skills Training preparation; 4) Leadership Development; 5) Program Mentors to assist with reaching goals set.</p>
Employment and Occupational Services: <i>Identify which occupational services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving occupational skills training.</i> <ul style="list-style-type: none"> • Occupational Skills Training • Education Offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. 	<p><i>We are projecting to provide occupational skills training to <u>60</u> individuals enrolled in our PY 17 program.</i></p> <p>Education is offered after a thorough individual services strategy is developed, Traitify and WorkKeys assessment have been completed. The youth will also work with their Career Coach on career exploration or career pathways once the youth’s skills have been assessed. The EPTL list will be utilized to select occupational skills provider that are appropriate for the individual’s needs. All occupational skills trainings will be reviewed by Program Manager for final approval. Goodwill also offers Career Workshops for youth on job readiness, searching and interviewing. Youth will also work with their Career Coach and Job Development to assist in job searching.</p> <p>Participants are guided to STEM based occupations through a variety of STEM training and exploration workshops conducted by Career Coaches. Workshops include off site field trips to local businesses such as SW Gas to expose youth to career possibilities.</p>



<ul style="list-style-type: none"> • Entrepreneurial Skills Training • Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area. (Including Career Exploration) • Job Search and Job Placement Assistance 	
<p>Work-based Learning Services <i>Identify which work-based learning services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving these services.</i> <i>(30% expenditure requirement for PY 17):</i></p> <ul style="list-style-type: none"> • Paid or unpaid Work Experiences • On-the-Job Training • Internships and Job Shadowing • Pre-Apprenticeship Programs 	<p><i>We are projecting the following number of youth enrolled in our PY 17 Program to participate in the following:</i></p> <p><u>70</u> <u>WEXs</u> <u>5</u> <u>OJTs</u> <u>0</u> <u>Internships</u> <u>20</u> <u>Job Shadowing</u> <u>0</u> <u>Pre-Apprenticeships</u></p> <p>GSN's program design has a strong focus on career exploration and workplace learning experiences. In order to identify and attain career goals, youth need to be exposed to a range of experiences, including opportunities to engage in a range of work-based exploration activities, such as site visits and job shadowing; Work based learning experiences (paid or unpaid), including community service, volunteering, etc.; opportunities to learn and practice their work skills (soft skills); and opportunities to learn first-hand about specific occupational skills related to a career pathway. This will include work experiences and job shadowing. Over the program years GSN has created partnerships with multiple agencies and business that are open to providing work-based learning services to the youth including Batteries in a Flash, JMA Chocolates, Bulldog Liquidators, and the The Bronze Cafe. Youth will also complete a Ready for Work series that will include communication, teamwork, problem solving and work ethics. Youth will also be complete job shadowing via some of our community and employment partners including SW Gas and Volunteers in Medicine.</p>
<p>Youth Development Services: <i>Identify which youth development services will be offered within your program design and describe how they will be delivered.</i></p> <ul style="list-style-type: none"> • Leadership Development (Including Employability/Job Readiness) • Supportive Services • Adult Mentoring (12 Month Minimum) • Comprehensive Guidance and Counseling • Financial Literacy 	<p>GSN understand that Leadership Development is an important concept for young adults. All youth will be offered the opportunity to complete the Path to eXtreme Success - PX2 leadership development curriculum that discusses self-image, goal setting, and building relationships. Youth will also be offered supportive services including transportation, housing assistance and work readiness attire to help them be successful throughout the program. Comprehensive guidance and counseling is available through their Career Coach and community partners including Community Counseling Center of Southern Nevada and The Center. Issues including drug and alcohol abuse, gender differences and homelessness will be addressed by the Career Coach by offering services by GSN or a referral to a community partner. GSN understands the value of providing financial literacy education to our participants. We will be utilizing the MyPath Money curriculum. Through this program we help youth understand their attitudes about money (needs vs. wants), managing their money (income and expense statements, debit cards), and spending (credit cards, credit reports). Youth will also have the ability to utilize the MyPath app to</p>



	<p>continue to utilize the skills learned in the workshop. Additionally, adult mentoring the youth will have the opportunity to engage with an additional support system and role model through the program and hopefully continue even after they have left the program. Through mentoring the youth will gain not only mentoring, but career exploration and skill development.</p>
<p>Follow-up Services: <i>Describe what follow-up services will be provided during the follow-up period and how these services will be managed within your program design.</i></p>	<p>Youth will be in follow up for at least one year, and during that time will be offered additional services to assist the youth in maintaining their employment or education. Services to including career counseling to discuss work place behaviors, to supportive services to assist when the youth may struggle financially to provide themselves with transportation. For youth who enroll in post-secondary education it will ensure their financial aid is completed, they have on campus housing if necessary, or books for classes. The follow up period will be designed to assure that the youth will be successful even after the year follow up period ends, so that they have the Career Coach available to them if they are unable to resolve work or school issues.</p>
<p>Program Management</p>	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>Program staff will include Career Coaches who will provide case management, including intake, skills and aptitude assessments, development of the individual employment plan, job training assessment (OJT and OCC), job placement, supportive services, community referrals and maintaining contact with the participants. The main role of the job developers will be to build and develop relationships with employers to include informing them of trained and work-ready participants. They will also be responsible for the coordination of organizing hiring events and pre-screening candidates. The Job Developers will also be responsible for maintaining open communication with the Business Engagement Specialist Team in order to assist with filling open positions BEST positions, assisting with hiring events and maintaining information on upcoming hiring trends. GSN also will have a full-time Workshop Facilitator who will deliver the work readiness curriculum, including 13 different workshops on topics such as resume writing, work etiquette, interviewing and mock interview scheduling with employers.</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017.</p> <p>The program will be managed by the WIOA Program Manager and the Director of Mission Services at GSN. The WIOA Program Manager will be responsible for maintaining program compliance through quarterly file reviews as well as the review and approval of all WEX, OJT, and ITA contracts prior to submittal for WC's approval. They will also be responsible for monitoring expenses and overseeing timely data entry. The WIOA Program Manager will also be responsible for assuring quality of service for the participants via daily interaction with program participants.</p>



	<p>The Program Manager will be responsible for setting and monitoring program goals, conducting staff training, ensuring compliance within policies and procedures, analyzing key metrics, monitoring spending, budget modification and will act as the liaison with WC. The Director of Mission Services will monitor the progress of the Program. The program staff will be required to attend a monthly meeting that will contain learning components for a minimum of 30 hours of training per program year. Trainings will include topics such as case management, WIOA program elements, policies and procedures and webinars or conferences.</p>															
<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.</i></p>	<p>To successfully manage performance outcomes the program design will enable each member of the team to be responsible for a set number of goals based on their roles. For the Career Coaches they will be responsible for set enrollment and placement goals, as well as goals for STEM engagement, work based activities, and work readiness participation. Goals will be set weekly, monthly and quarterly for the Career Coaches to meet their individual and team goals. The Job Developer will be responsible for employment engagement goals, placement goals, as well as work based experience, and OJT spending goals monthly and quarterly. Each team member will work with the program manager to create SMART obtainable goals for the program year. The program manager will be responsible for not only tracking enrollments, placements and other program elements, but also responsible for assuring program compliance through file reviews for each new enrollment, occupational skills training, OJT, WEX and at least a quarterly file review for each file. Goodwill has partnered with several agencies over the years and has created new partnerships to help facilitate the program outcomes. Partners include the Bureau of Vocational Rehabilitation, the Desert Regional Center, US Vets, The District Attorney- Child Support Division, Division of Welfare and Supportive Services will all play a role in providing additional services to the WIOA program participants as well as offering additional services not provided by WIOA.</p> <p>Projected PY16 Carry In/Transfer Participants: <u>80</u></p> <table border="1" data-bbox="578 1759 1367 1934"> <thead> <tr> <th>Quarter</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> </tr> </thead> <tbody> <tr> <td>New Enrollments</td> <td>35</td> <td>35</td> <td>40</td> <td>10</td> </tr> <tr> <td>Exiters</td> <td>40</td> <td>40</td> <td>20</td> <td>30</td> </tr> </tbody> </table>	Quarter	1	2	3	4	New Enrollments	35	35	40	10	Exiters	40	40	20	30
Quarter	1	2	3	4												
New Enrollments	35	35	40	10												
Exiters	40	40	20	30												



	(Est. combined total including both Carry In and New enrollments)					
Contact Person & Information: <i>Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.</i>	Tenesha McCulloch, Senior Manager Affiliate One Stop East tenesham@sngoodwill.org , 702-214-2014 3345 E. Tropicana, Las Vegas, NV 89121					

DRAFT

- 18. DISCUSSION and POSSIBLE ACTION:** Accept staff's recommendation to award a contract to Nevada Partners, Inc. to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$1,500,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



Adult & Dislocated Worker Programs

Scope of Work
 Program Year 2017

Program Name:	North One Stop Affiliate – Nevada Partners, INC.
Location:	710 West Lake Mead, North Las Vegas, Nevada 89030
Funding Stream(s):	ADW
Amount Awarded:	\$1,500,000.00
Target Population(s):	ADW, Homeless, TANF, Offender, Disabled
Program Description	
Outreach and Communication:	We will actively work with the OneStop Operator for the SNWDA, to collaboratively develop outreach and recruitment plans and align expectations, resources and responsibilities.
Basic Career Services: <i>Insert service offering commitment in space provided. Describe which Basic Career services will be offered in your program design and when they will be delivered (prior to enrollment or afterwards).</i> Basic career services include: <ul style="list-style-type: none"> • Eligibility Determination • Orientation • Initial Assessments • Job Search & Placement • Labor Exchange • LMI • OSDS Referrals • ETPL Performance • SNWDA Performance • Supportive Service Information • UI Assistance & Information • Financial Aid Assistance 	<p>NPI resource room is the first basic service for the community to utilize and the service that connects them to other programming offered on campus. These services include: eligibility determination, orientation, initial assessment, job search and placement, labor exchange, labor market information, OSOS referrals, ETPL performance, SNWDA performance, supportive service information, UI assistance and information, financial aid assistance, adult education and GED preparation, vocational English classes, pre-apprenticeship training, tax preparation, mental health services, financial literacy, youth and pre-entry programming,</p>
Individualized Career Services: <i>Individual Career Services may only be offered to eligible enrolled WIOA Title I participants. Describe which Individualized Career services will be offered in your program design and how they will be delivered.</i>	<p>We are projecting to enroll 100 unique individuals in PY17 that are determined to be in need of individualized career services.</p> <p>Prospective participants will be given an orientation with an overview of the Workforce Innovation and Opportunity Act (WIOA), the Act’s intent, the types and nature of WIOA services, the goals of the program, the benefits of participation, program flow, and the clients right and responsibilities.</p> <p>The orientation is followed by enrollment: a comprehensive intake process comprised of a suitability assessment (work keys assessment), a battery of career and skill assessments, an intensive</p>



Individualized career services include:

- Comprehensive Assessments
- Developing an IEP
- Individual or Group Counseling
- Career Planning
- Short-term prevocational services
- Internships and Work Experiences
- Workforce preparation activities
- Financial literacy services
- Relocation Assistance
- English language acquisition

Describe the process and timeline of how a customer will flow from Basic to Individualized Career Services.

interview, eligibility determination and the development of an individual employment plan. The individual employment plan will be developed with the career coach and participant going through the results of the assessments together to map out the client's path to the goal that he/she has requested. During this evaluation consideration will also be given to any soft skills that the client may need. This will also include a review of the client needs in the areas of education, housing, health, finances and evaluate their understanding the English language acquisition.

Client that have been given a job out of state will be considered for relocation assistance once the career coach can verify an offer of employment.

Clients will be afforded job placement and/or training services, client may also receive supportive services during job training or job placement activities. After placement in a job, the client will receive 12 months of follow-up services to ensure that they sustain their job. During this time the client will receive job coaching and ongoing support to maintain their employment.

NPI will continue developing sector-specific career lattices by providing employment and training services in the geographic region of North Las Vegas acting as a On Stop Affiliate Office. These services will include an intensive focus on providing services in the following sectors:

1. Tourism, Gaming and Entertainment:
2. Health and Medical Services:
3. Clean energy:
4. Logistics and Operations:
5. Business IT Ecosystems;



<p>Training Services: <i>Describe which Training services will be offered in your program design and how a participant gains access to training services. Please include external resources that may be utilized to provide training services.</i></p> <p>Training services include:</p> <ul style="list-style-type: none">• Occupational skills training• On-the-Job Training• Entrepreneurial skills training• Transitional Jobs• Job Readiness Training• Adult Education• Customized Training	<p>NPI trains clients in the industry sectors identified by the Governor’s Plan. NPI will continue developing sector – specific career lattices. These services will include an intensive focus on providing services in the following sectors:</p> <ol style="list-style-type: none">1. Tourism, Gaming and Entertainment;2. Health and Medical services;3. Clean Energy;4. Logistics and Operations;5. Business IT Ecosystems; <p>The participant gains access to training services by attending a orientation or by a referral system of community partners (ie, Job Connect, Vocational Rehab, TANF, Veterans programs, Adult Education and the Library ESL classes). Training request begin with giving the customer a vocational packet to research requested training opportunities and to explore career advancement in the requested field and the demand as it relates to the local workforce area. NPI follows the demand areas as specified in the Governor’s plan. Once the vocational packet is completed the career coach and the client will together explore the request of the client to see what skill gaps they have that might need additional retraining services for the client to meet his/hers goal. After reviewing the information and the client has chosen the best suited training the career coach reaches out to community partners to leverage funding for the client so the cost of the training is covered. If the client has completed assessments with one of the community partners we share that information so that the client does not have to duplicate the same process with NPI. Proper paperwork is then completed and submitted to WC for approval.</p> <p>Our job developer engages the client in Job Readiness classes after orientation and assessment to ensure that once they have completed training services they are ready and equipped to interview and present themselves to employers. The job developer also works for the client while in training to identify employers</p>



	<p>that may have openings in the training activities that our customers are part of throughout the year.</p> <p>For the clients that are requesting job services the job developer works with them one on one to identify On the Job training opportunities and works with them to get them prepared for the interviews.</p> <p>As with the Occupations skill training our customers that wish to use their current skill to transition into another job are given a battery of assessment and tools to explore career advancement in the requested field and the demand as it relates to the local workforce area. When that has been completed the career coach and job developer work together with the customer to assist he/she to reach the goal of employment that they would like to transition into.</p> <p>NPI has Adult Education on site for our customers and client to utilize. Adult Education is on site Monday through Thursday and referrals are made as needed to them to assist customers to complete their primary education. Referrals from them are also welcomed by our employment and training services departments.</p> <p>When a customer is interested in entrepreneurial training services NPI has established a partnership with Urban League to make a referral to them for their classes. Customers are also encouraged to use SCORE and Small Business Administration to enhance their skills with classes or information that those entities also have for the entrepreneurial customer.</p>
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Program Management	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>Career Coaches - are Career responsible for integrated case planning, career counseling, assessment, enrollment, support services, outreach, intake, orientation, services available through the One Stop, initial assessment, skills gaps, information on job skills - 5</p> <p>Job developer - job readiness workshops, labor market information, referrals for jobs, job fairs, information on non-traditional employment, business services on behalf of employers, coordinating OJT's , resume writing, assistance with on line job applications, attend Business Engagement meeting and assist when there is a function across agency to place customer into job - 1</p> <p>Director - plans, guides, leads and oversees the day to day efforts of the team, is accountable for development, program management, reporting and compliance, responsible for staff development, random monitoring of department files, budgeting and ensuring contractual number of enrollments are met – 1</p> <p>Together with the human resource manager training is evaluated for each staff member and training is offered that pertain to the delivery of service in the agency. NPI leadership has been attending regularly webinars offered by DOL to enhance staff skill levels. NPI leadership will ensure staff continues to attend these webinars and also ensure staff will be sent to trainings offered by WC staff.</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>NPI's monitoring is conducted through a tiered process. Career Coaches are buddied up to conduct monitoring after eligibility to ensure that all the appropriate documents are attached for enrollment. The buddy system is then used again to ensure that the NJCOS mirrors the file. In addition the career coach monitors their files weekly when conducting contact with the client. The Director monitors the file when the file is processed for approval of services. The Director is also conducting random monitoring throughout the month. NPI will also be using the last week of each month during staff meeting to conduct a staffing of files that were most recently approved for services and conducting a quality assurance of each file to ensure that all paperwork is complete and that the data has been input into the data base.</p> <p>NPI follows mandated policies given by WC staff to ensure regulatory compliance. NPI passes out a survey after each phase to monitor the quality of service deliver and customer satisfaction and uses it to make adjustments where needed to meet the needs of the community.</p>



<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.</i></p>	<p>NPI has an extensive process for managing performance. Career Coaches are provided a performance rubric at the beginning of each program year. The rubric indicates the number of enrollments and employment outcomes required by quarter to meet performance requirements. Beyond weekly staff reviews and biweekly performance management meetings with the executive team, performance is monitored daily.</p>



Projected PY16 Carry In/Transfer Participants: 104

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Quarter	1	2	3	4
New Enrollments	20	20	20	20
Exiters (Est. combined total including both Carry In and New enrollments)	51	51	51	51

Contact Person & Information:
Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Janice M. Rael, Director Workforce Development
 710 West Lake Mead
 North Las Vegas, Nevada 89030
 (702)924-2100
 jrael@nevadapartners.org

- 19. DISCUSSION and POSSIBLE ACTION:** Accept staff's recommendation to award a contract to Nevada Partners, Inc. to provide WIOA services to youth. The award amount shall not exceed \$1,000,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



WIOA Youth Programs
 Scope of Work
 Program Year 2017

Program Name:	Nevada Partners Positive Youth Impact
Location:	710 W. Lake Mead Blvd. N. Las Vegas, NV 89030
Funding Stream(s):	Youth
Amount Awarded:	1,000,000
Target Population(s):	Out / In school youth 16-24yrs. old
Youth Service Delivery	
Outreach and Communications:	<i>We will actively work with the One-Stop Operator for the SNWDA, to collaboratively develop outreach and recruitment plans and align expectations, resources and responsibilities.</i>
Educational Services: <i>Identify which educational services will be offered within your program design and describe how they will be delivered.</i> <ul style="list-style-type: none"> • Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies. • Alternative secondary school services, or dropout recovery services. • Activities that help youth prepare for and transition to post-secondary education and training. 	<p>Nevada Partners, Inc. utilizes best practices and strategies to out/in-school youth who are defined as at-risk and academically fragile and works in partnership with local partnerships to provide youth with resources and mentoring related to:</p> <ul style="list-style-type: none"> • Intensive Case Management • Academic Advisement • College and Career Counseling/Readiness • Service Learning Projects • Health and Wellbeing • Life Skills training • Substance Prevention and Education • Financial Literacy and Entrepreneurship Education <p><u>Community Partners:</u></p> <ul style="list-style-type: none"> • Andson/Local banks (Financial Literacy and Entrepreneurship) • Go to college foundation/local colleges (Post Sec.Edu. Prep) • STEM workshops (conducted by Career coaches, Intel Innovation Generation Lab) • Adult Ed./ Delta Academy/ Desert Rose/local H.S(Schooling opportunities, tutoring locations) • City of Las Vegas (Leadership development/ college tours/community service) • Work readiness(Employment readiness workshops/workkeys/ Traitify assessments) <p>As part of our evidence based training, all youth participate in a 10 week life skills training course approved through Substance Abuse and Mental Health Services Administration. Additionally, all youth and adult career coaches at Nevada Partners are certified under the Mental Health First Aid through PACT and CARE Coalitions to aid in effective case management and program needs.</p> <ul style="list-style-type: none"> • All workshops and activities happen at least once a quarter depending on the workshop or activity length. All participants will need to participate in the above areas prior to any OCC's, WEX's,



	<p>OJT's or Job Shadowing will be approved from the Program Manager.</p> <ul style="list-style-type: none"> Partnerships that will assist in referrals and programmatic support, by offering on-site services through Adult Education, VESOL training for ELL learners entering the workforce, onsite culinary training facility with a focus on hospitality training.
<p>Employment and Occupational Services: <i>Identify which occupational services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving occupational skills training.</i></p> <ul style="list-style-type: none"> Occupational Skills Training Education Offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. Entrepreneurial Skills Training Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area. (Including Career Exploration) Job Search and Job Placement Assistance 	<p><i>We are projecting to provide occupational skills training to <u>15</u> individuals enrolled in our PY 17 program.</i></p> <p>The Occupational planning conducted by our Career Coaches help participants find career information on educational and training goal. Assist w/ funding opportunities. Utilizing our Job Developer/ and Career Coaches our participants will have the opportunity to explore different Occupational trainings that will transition into their career pathways.</p> <ul style="list-style-type: none"> Architecture and Engineering Arts and Design Building and Grounds Cleaning Business and Financial Community and Social Service Computer and Information Technology Construction and Extraction Farming, Fishing and Forestry Food Preparation and Serving Healthcare Installation, Maintenance, and Repair Legal Life, Physical and Social Science Management Media and Communication Office and Administrative Support Personal care Production Protective Service Sales Transportation and Material Moving <p>Participants will conduct OCC research through Workforce Connections EPTL. Once the participants find a training they will meet with a Career Coach and conduct an Traitify assessment. Once the participant has interest they will need to attend the training orientation, provide their Career Coach the referral form to see when classes will be offered, the start and end date, and the cost. Once that information has been provided Career Coaches will update the participants ISS and provided stackable credentials for the clients career pathway goals. Career Coach will then do the internal process through Nevada Partners to get the OCC approved by the program manager and then the Program Manager will send off the documents needed for approval to workforce Connections. Once approved by workforce, participant will be notified to begin training and ongoing career</p>



	<p>management will be conducted by their Career Coach.</p> <p>OCC's will happen throughout the program year.</p> <p>Dream In Motion (Entrepreneurship) Clients will receive LLC's w/ completion of the program.</p> <ul style="list-style-type: none"> • Time Management • Unity of teamwork • Budgeting/ Financial Literacy • Goal Setting • Verbal Communication • Step by step planning • Project oriented programming • Implementation of proposed <p>Job developer provides weekly job leads and assistance through OSOS, community relations and lead from the BEST team.</p> <p>Nevada Partners offers a Career Resource Center which is open to the public; this center provides free computer, fax, and reproduction services. Staff member's help clients search for jobs, use the computers, submit unemployment claims, use a template to create resumes, and apply for jobs online.</p> <p>STEM programming will be integrated within the following activities:</p> <ol style="list-style-type: none"> 1. Career Exposure 2. Employability 3. Health and Wellness 4. STEM specific programs and workshops geared toward STEM related career fields. Intel's 14-16wk training on sUAV systems.
<p>Work-based Learning Services <i>Identify which work-based learning services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving these services. (30% expenditure requirement for PY 17):</i></p> <ul style="list-style-type: none"> • Paid or unpaid Work Experiences • On-the-Job Training • Internships and Job Shadowing • Pre-Apprenticeship Programs 	<p><i>We are projecting the following number of youth enrolled in our PY 17 Program to participate in the following:</i></p> <p><u>65</u>WEXs <u>60</u>JTs <u>10</u> Internships <u>25</u>Job Shadowing <u>5</u>Pre-Apprenticeships</p> <p>Current partnerships that assist with housing our WEX's, OJT's internships job shadowing and career exposure are;</p> <ul style="list-style-type: none"> • Las Vegas Mob Museum • City of North Las Vegas • Fun Zone • NLV Craig Ranch Regional Park • NLV SafeKey/ Summer Camp Program • City of Las Vegas SafeKey • Vegas Roots • Las Vegas Mini Grand Prix • MGM Resorts International,



	<ul style="list-style-type: none"> • Adidas North Premium Outlet Mall • Batteries In A Flash • TJX Companies, Inc., • Ayala’s McCarran International Airport • Sumnu Marketing • New Horizons • Las Vegas Library District • Children’s Discovery Museum • Smith Center for the Performing Arts • Boys Scouts of America, • Boys & Girls Club of Southern Nevada • Urban League • Dr. William Pearson Community Center • PACT & CARE Coalition • Power 88.1 • Marshalls • Sony • Cezar Marketing • Southern Global • UNLV • The CENTER • Chess Cafe <p>-65 work- based learning experiences the first three quarters at \$9.25hr at 32 wks. for 10 weeks. -6 OJT's about two-three per quarter.</p> <p>Participants will begin with Job Shadowing first to provide them work experience options where students learn about a job by shadowing through the work day with a current employee in that field utilizing the Virtual Job Shadow online program. Participants will then be provided a Work-based learning opportunity which provides under prepared youth the chance to earn income while also receiving training and developing essential work skills.</p> <p>6 Participants will also have the opportunity to engage in a OJT, which allows training in the public or private sector that is given to a paid employee while he or she is engaged in productive work and that provides knowledge and skills essential to the full and adequate performance on the job, and eventually get hired full time from the employer.</p> <p>5 Participants will have the opportunity to be exposed to NPI's Pre-Apprenticeship program by exposing them to the 17 different building trades such as, but not limited to painting, electrical work, carpentry work, plumbing, heating, air-conditioning, roofing, and sheet metal work.</p> <p>Intel Corporation (Our internal training) will also support WEX opportunities 25-30 in total.</p>
<p>Youth Development Services: <i>Identify which youth development services will be offered within</i></p>	<p>Youth programming and services will focus on the following program elements throughout the program year.</p>



your program design and describe how they will be delivered.

- Leadership Development (Including Employability/Job Readiness)
- Supportive Services
- Adult Mentoring (12 Month Minimum)
- Comprehensive Guidance and Counseling
- Financial Literacy

1. Intensive ongoing case management (Career Coaches)
2. Education advising and tutoring support (Contracted tutors/Adult Ed.)
3. Work readiness skills and dress for success (Job Developer)
4. Leadership development (Various in house programming)
5. Mentor and guidance counseling (UNLV's Clinical Mental Health program, 100 Black Men of Las Vegas, King of Jewels, Women Circle)
6. Life skills development and training (In house by Career Coaches)
7. Health and wellness (In house programming by Career Coaches)
8. Service learning and civic engagement activities(Batteries Include)
9. Entrepreneurial skills training (Intel) (Dream in Motion)
10. Financial literacy education(Andson fin. lit. programming/ Career Coaches)
11. Support of services (Employment/ education services)
12. Occupational skill training (EPTL list)
13. On-the-job training opportunities (Job developer)
14. Internships and job shadowing/WEX (Job developer) (Intel)

Programming Support:

The youth Program Manager will hire contracted employees to provide the following services for the youth.

- Tutors – will provide tutoring, 1.5 hours each day
- Mentors will provide exposure activities focused on entrance to college, college survival, FAFSA, applications, college research, and college field trips.
- Mentors will provide career exposure activities focused on career research, guest speakers, field trips to local industries, and job shadowing opportunities.
- Career coaches will spend 1 to 1.5 hours weekly conducting mentoring workshops.
- UNLV Interns will work with Career Coaches to provide one-to-one counseling, whole group discussion or life skills workshops.

Partners/ Roles:

- Andson, Dream In Motion (Financial Lit./Entrepreneurial workshops)
- UNLV Clinical mental health interns (Guidance counseling)
- PACT/CARE Coalitions (Lifeskills / substance abuse training workshops)
- Project 150, Dress for Success (Clothing, food, hygiene kits)
- Batteries Included (Leadership development/College Exposer/ Service learning & civic engagement activities)

Participants will participate in weekly programming on the following program elements listed above.



<p>Follow-up Services: <i>Describe what follow-up services will be provided during the follow-up period and how these services will be managed within your program design.</i></p>	<ul style="list-style-type: none"> • Intensive ongoing case management (Career Coaches) • Education advising and tutoring support (Contracted tutors, Adult Edu.) • Leadership development (Internal programming/Youth Staff) • Mentoring and guidance counseling (UNLV's Clinical Mental Health program) • Service learning and civic engagement activities(Youth Staff) • Support of services (Career Coaches) • Life skills development and training (Career coaches/ contacted mentors)
Program Management	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>(1) Program Mgr. Support/train and supervise staff, develop strategic plans, maintain budget, implementing production, productivity, quality, and customer service. (1) Lead providing in-service and ongoing trainings. Participates in Quality Assurance activities, including file reviews/determining eligibility. (4) Career coaches provide case management, support services, assessing student skills and abilities; assisting students in determining training options and obtaining support services. (1) Job Developers Tailor career services to each participant's needs. Creating/securing internships, placing individuals into OJTs, WEX's conducting employer outreach, and serve as a liaison between employers and participants.</p>



<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017.</p> <p>Lead/Career Coaches are provided a performance rubric at the beginning of each program year. The rubric indicates the number of enrollments and employment outcomes required by each quarter to meet performance requirements. Beyond weekly staff reviews and biweekly performance management meetings with the executive team, performance is monitored daily.</p> <p>Each Career Coach turns in all support of service documentation along w/ WC's request and receipt of service on a log. The lead Career Coach cross references that information into OSOS, initials and turns in all forms to PM. The Pm turns in that log with docs. To grant accountant. Each Career Coach has a support of service log sectioned off by qtr. for PM records.</p>
<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.</i></p>	<p>NPI's monitoring is conducted through a tiered process. Career Coaches conduct weekly self - audits, the Program Manager monitors the file when the file is processed for approval of services. NPI will also be using the last week of each month during staff meeting to conduct a staffing of files that were most recently approved for services and conduct a quality assurance of each file to ensure that all paperwork is complete and that the data has been input into the data base.</p> <p>Weekly Friday's department updates go out to PM from lead Career Coach on outcomes/intake/STEM/orientation/ department needs, and concerns.</p> <p>The Last Thursday of the month case note reminders go out to all Career Coaches.</p>



Projected PY16 Carry In/Transfer Participants: 141

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Quarter	1	2	3	4
New Enrollments	27	27	26	15
Exiters (Est. combined total including both Carry In and New enrollments)	32	32	32	45

Contact Person & Information:
Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Brittani Gray , Youth Program Manager
710 W. Lake Mead Blvd N. Las Vegas, NV 89030
702-924-2134
Bgray@nevadapartners.org

20. DISCUSSION and POSSIBLE ACTION: Accept staff's recommendation to award a contract to ResCare Workforce Services to provide WIOA services to adults and dislocated workers. The award amount shall not exceed \$3,000,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



Adult & Dislocated Worker Programs

Scope of Work
 Program Year 2017

Program Name:	ResCare Workforce Services
Location:	One-Stop Career Center
Funding Stream(s):	WIOA
Amount Awarded:	\$3,000,000
Target Population(s):	Adults and Dislocated Workers
Program Description	
Outreach and Communication:	We will actively work with the OneStop Operator for the SNWDA, to collaboratively develop outreach and recruitment plans and align expectations, resources and responsibilities.
Basic Career Services: <i>Insert service offering commitment in space provided. Describe which Basic Career services will be offered in your program design and when they will be delivered (prior to enrollment or afterwards).</i> Basic career services include: <ul style="list-style-type: none"> • Eligibility Determination • Orientation • Initial Assessments • Job Search & Placement • Labor Exchange • LMI • OSDS Referrals • ETPL Performance • SNWDA Performance • Supportive Service Information • UI Assistance & Information • Financial Aid Assistance 	Talent Engagement provides Basic Career Services prior to enrollment including intake, registration, OSDS referrals, labor exchange, unemployment insurance claim assistance and direct dial UI phone access, and job search assistance through resource room and registration desk staff. During WIOA Navigation Sessions held at least weekly, job seekers receive information regarding program requirements and expectations, supportive services, ETPL & SNWDA performance, eligibility, priority of service information & LMI is provided. Eligibility and suitability are determined based on response to the general and CASAS basic skill, aptitude, & ability assessments. Once enrolled, if basic skills are deficient, Key Train, ResCare Academy, English language and/or math tutoring are made available. Recruitment services, referrals to job fairs & BEST prescreening events are made based on employability and/or need. ResumePro™, Job Search, Job Prep, Computer and Financial literacy workshops are provide in a group or one-on-one basis and provide additional job search and placement assistance. OSOS registration is required so services & outcomes can be case noted by TES. All visitors are tracked through sign-in sheets or OSOS for basic services, next steps and referrals.
Individualized Career Services: <i>Individual Career Services may only be offered to eligible enrolled WIOA Title 1 participants. Describe which Individualized Career services will be offered in your program design and how they will be delivered.</i>	We are projecting to enroll <u>700</u> unique individuals in PY17 that are determined to be in need of individualized career services. After Navigation is completed and General Assessment and CASAS results are reviewed Files are distributed to Career Coach based on need and priority of service. Based on skill, aptitude & ability assessment results, participants in need of assistance to obtain and retain employment will be enrolled typically within 10 business days based on job seeker availability. The CC will provide services including comprehensive and specialized assessments of skill level and in-depth interviewing and evaluation to identify employment barriers and goals. An IEP will be developed to



<p><i>Individualized career services include:</i></p> <ul style="list-style-type: none">• Comprehensive Assessments• Developing an IEP• Individual or Group Counseling• Career Planning• Short-term prevocational services• Internships and Work Experiences• Workforce preparation activities• Financial literacy services• Relocation Assistance• English language acquisition <p><i>Describe the process and timeline of how a customer will flow from Basic to Individualized Career Services.</i></p>	<p>identify employment goals, objectives and the best combination of services to meet them as well as a list of eligible training providers. Career coaches will provide Group and individual counseling, career planning. The Facilitator will provide short-term prevocational services such as Job Preparation/Soft Skills and Interviewing /Communication, Basic Computer and Financial Literacy workshops. ResCare Academy provides workforce preparation activities through industry overviews and courses that help participants gain industry-specific experience and certificates of completion. Adult education, family literacy and English language acquisition are integrated through Adult Education providers. Job Developers will assist with Work-Based learning or direct placements linked to career pathways and in-demand occupations through local employer worksites if appropriate to help an individual enter into a career path and/or achieve their employment goals. Career Coaches will provide Supportive services including work-related clothing, tools, transportation and relocation assistance will be provided based on need.</p>
<p>Training Services: <i>Describe which Training services will be offered in your program design and how a participant gains access to training services. Please include external resources that may be utilized to provide training services.</i></p> <p><i>Training services include:</i></p> <ul style="list-style-type: none">• Occupational skills training• On-the-Job Training• Entrepreneurial skills training• Transitional Jobs• Job Readiness Training• Adult Education• Customized Training	<p>After eligibility is determined, assessments and interviews are done to determine suitability for training in order to equip individuals to enter the workforce and retain employment. WorkKeys measures a range of hard and soft skills relevant to any occupation, at any level, and in any industry and will be completed by those receiving Occupational Skills Training. Results are used to assess fit in a specific occupation and predict if a participant will be successful in a specific training environment or curriculum. Results will provide Career coaches and participants with information that can be used as a foundation for the IEP and to support training and employment activities. Successful completion of WorkKeys assessments can lead to earning an National Career Readiness Certificate credential that verifies foundational workplace skills. Job Developers and participants will include their scores in resumes and discuss with employers. The Eligible Training Providers List will be referenced during the process to determine and ensure appropriate training resources are available to maximize customer choice, and linkage to in-demand occupations in coordination with other sources of assistance. If the training has been decided by the participant and the training is on the ETPL, training is approved. Job readiness training outlined under Individualized Career Services will be provided in conjunction with Training services. ResCare Academy courses will be available for life-long learning as participants become employed to provide occupation and/or industry related content for career advancement that may lead to increased earnings. On- the-Job Training, Customized training and Transitional Jobs will be provided based on need. To develop</p>



	<p>Entrepreneurial Skills, RWS will provide information and make connections with organizations including local chambers, the Small Business Association, EO Las Vegas, and CSN. Adult education will be coordinated through partnerships with CALL, CSN or Catholic Charities.</p>
<p>Program Management</p>	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>Talent Engagement Specialist (2) Basic Career Services, intake, registration and suitability, referrals, LMI, ETPL, service information, UI. Assists with community engagement and outreach activities. Resource Room (1) Basic Career Services, labor exchange services, computer lab support, Labor Market Information (LMI), Job Search assistance, UI. Navigator (1) Basic Career Services, program and service orientation, eligibility and priority of service determination, initial skill, aptitude, and ability assessments using CASAS, Woofound and general assessment, LMI, ETPL. Facilitator (1) Basic Career Services, ResumePro™ and Job Search workshops and Job Clubs, Supply & Demand, O*Net, LMI; Individualized Career Services, Short-term prevocational training, Group Counseling, Workplace Preparation. Career Coach (12) provides Basic, Individualized Career and Training Services, LMI, ETPL, financial aid information, career development, resources/counseling, administration and interpretation of assessments, partners with ELL and Adult Ed providers, develops IEPs, and maintains contact. Job Developer (2) provides Basic, Individualized Career & Training Services, LMI, Supply & Demand, and workforce preparation. Creates job opportunities, sources of employment, engages industry to coordinate work-related activities for program participants through career pathways, employment, On the Job Training and Transitional Jobs if applicable. Assists with community engagement and outreach activities including job fairs and chambers.</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>Standard Operating Procedures and WC mandated policies will be provided to WC by December 31, 2017. 100% of files are reviewed for eligibility and 100% new enrollments are reviewed prior to service funding to ensure data is accurate. 25% of paper & OSOS files are reviewed on a monthly basis by QAS &/or TDM reviews for eligibility, documentation, data validation & consistency. Files and OSOS are reviewed when Supportive Service or Training requests are submitted for approval. ITA files and system records are reviewed a 2nd time before submission for WC funding approval. On a weekly basis, Career Coaches submit standardized reports to track case load. QAS reviews reports monthly to capture performance outcomes. Services are verified in OSOS within 1 week to ensure timely data entry. Planned end dates are confirmed when a CC is in a record and reminders are set for next contact. New staff completes a 4-week training plan that includes a “mentor” for hands-on training. Bi-weekly staff meetings provide updates, training and guidance.</p>



	<p>ResCare’s Best In Class© (BIC) ensures conformance to federal, state, local, WC and RWS policies. Staff development courses, webinars and conference provide industry-related content and program training. Customer Satisfaction surveys are collected daily and responses are analyzed monthly. TEM/TDM follow up with customers who provide negative feedback to resolve issues.</p>
<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.</i></p>	<p>RWS program is designed to meet common & contract measures. Job Seekers are registered in OSOS to track services from Basic to Individualized to Training to Follow-up. Basic services are tracked via spreadsheets. Entry into unsubsidized employment Q2 and Q4 is achieved through a JD who provides employment opportunities and outcomes through businesses, BEST, Chambers of Commerce, community organizations, educational institutions, and training providers and OSCC seated partners by providing wrap around services and job opportunities. A CC will be designated to provide Letter of Intent enrollments to identify long-term employment goals and build career pathways that extend beyond gap and entry-level jobs. Building a relationship at the beginning of the process, setting expectations and providing long-term employment opportunities, supportive services, counseling, ResCare Academy, financial literacy and support after training will lead to Median earnings in Q2 that meet performance measures achieved through outreach and provision of services to those designated for priority of service including dislocated workers, and those that meet lower living standard income levels. On the Job Training pipelines, will also be pursued to ensure higher outcomes. These same strategies and services continue through the 4th quarter after exit to ensure employment goals are met. Because Credential Rate is based on completion RWS and participants identify and address short and long-term barriers. Frequent contact with participants ensures training is completed and credentials are earned. One-on-one assistance, ResCare Academy courses, Adult Ed and community services are provided. Monthly individual and team performance goals are tracked from enrollment to placement to measure incremental benchmarks. QAS reviews monthly reports with CC to develop an exit strategy for each participant. RWS reviews weekly reports from CC and JD verifying data entry and outcomes documented in OSOS and files.</p> <p>Projected PY16 Carry In/Transfer Participants: <u> 175 </u></p>



	Quarter			
	1	2	3	4
	New Enrollments	175	175	175
Exiters (Est. combined total including both Carry In and New enrollments)	75	100	200	325
Contact Person & Information: <i>Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.</i>	Lynn Hoffman, Project Director ResCare Workforce Services lynnhoffman@rescare.com Office: 702-822-4202 Mobile: 214-802-5889			

21. **DISCUSSION and POSSIBLE ACTION:** Accept staff's recommendation to award a contract to Southern Nevada Regional Housing Authority to provide WIOA services to youth. The award amount shall not exceed \$1,000,000. Upon approval by the WC Board and ratification by the Local Elected Officials, the contract period shall be July 1, 2017 through June 30, 2018



WIOA Youth Programs
 Scope of Work
 Program Year 2017

Program Name:	SNRHA/Youth One-Stop Affiliate-East Site
Location:	5390 E. Flamingo Rd., Las Vegas, Nevada 89122
Funding Stream(s):	WIOA
Amount Awarded:	\$1,000,000
Target Population(s):	80% Out-of-School Youth (OSY), 20% In-School Youth (ISY)
Youth Service Delivery	
Outreach and Communications:	<i>We will actively work with the One-Stop Operator for the SNWDA, to collaboratively develop outreach and recruitment plans and align expectations, resources and responsibilities.</i>
Educational Services: <i>Identify which educational services will be offered within your program design and describe how they will be delivered.</i> <ul style="list-style-type: none"> • Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies. • Alternative secondary school services, or dropout recovery services. • Activities that help youth prepare for and transition to post-secondary education and training. 	<p>To assist disconnected youth and to improve their educational futures, the SNRHA/YOSA-East program partners with the following programs: UNLV TRiO program, the Las Vegas-Clark County Library District (LVCCLD), College of Southern Nevada (CSN), the Vegas Public Broadcasting Station (PBS), Clark County School District Adult Education, and Clark County Desert Rose High School / Adult Education programs.</p> <p>We conduct a weekly Meet & Greet (Program Orientation) where referred youth from community partners, Public Housing, Section 8, Affordable Housing, and youth throughout the community gather to learn more about the WIOA The SNRHA/YOSA-East program. Youth complete an Interest Form and complete a CASAS assessment. This tool measures multiple modalities; reading, math, writing, and identifies the youth's areas of deficiency. Eligible youth are enrolled into the program. The Career Coaches use the Objective Assessment (ISS) to assist in formulating an educational plan to either prepare for a high school diploma, GED/HSE certificate, or to prepare for post-secondary education. The Career Coaches and the youth design an integrated learning plan as part of the initial path, establishing the steps required to obtain the knowledge necessary to achieve their educational and/or employment goal. Youth are offered one-on-one tutoring, academic counseling, educational and career mentoring. If a youth needs additional assistance to study for a diploma or certificate, they are offered tutoring services, study-partners, Brainfuse-HelpNow, LearningExpress 3.0, CSN GED prep classes and/or phone tutoring.</p> <p>Youth are scheduled to meet with an on-site UNLV TRiO representative to either complete a HiSET Pre-test to determine if the youth is ready to commence the actual exam, or college advising, applying for FAFSA and/or registering for post-secondary education. The Career Coaches and the youth will determine if an online or a traditional classroom setting is needed to be successful. Youth choosing online services will be referred to the LVCCLD's Limitless Learning: High School Equivalency which contains practice GED tests and the online classes at Vegas PBS. Youth interested in the traditional classroom setting will be referred to CCSD Adult Education classes, Desert Rose, or CSN. The classroom setting will allow youth to gain needed credits, earn a high school diploma, or transition into post-secondary education. Youth interested in moving forward in a career field but still needing to obtain their High School diploma or GED/HSE certificate are directed to CSN's Careers Program.</p>



	<p>This program serves as a catalyst to college and vocational training. CSN links both the GED classes and the youth's career-focus to develop both objectives simultaneously.</p> <p>Career Coaches utilize the STEM assessment and the Traitify assessment to identify the youth's area of interest. Youth are able to match their personality, education level and explore various careers before determining their career path. The Career Coaches supports the youth by encouraging exploration of various careers through Virtual Job Shadowing to determine the direction of their career path.</p> <p>The SNRHA/YOSA-East program utilizes comprehensive, best-practices for student re-engagement and drop-out recovery strategies to support disconnected youth. An important aspect of the program is the mentoring relationships formed between the staff members and youth. Staff members support the youth as they transition into adulthood and the workforce. The youth are taught essential life skills to assist them in building sound foundations through one-on-one discussion as well as weekly workshops. Most importantly the youth develop bonds with staff which are instrumental in their progress.</p> <p>Youth are taught to advocate for themselves and allow their voices to be heard. They are placed in leadership positions and have the opportunity to display the skills they have learned. Youth are encouraged to facilitate classes, create classes, have input on topics of discussion, give tours of the SNRHA/YOSA-East site program, plan and schedule group tours of colleges and STEM activities, as well as attend partner meetings. SNRHA/YOSA-East's youth have established a culture which encourages incoming youth to challenge themselves and form relationships which will assist them in becoming future leaders of tomorrow.</p>
<p>Employment and Occupational Services: <i>Identify which occupational services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving occupational skills training.</i></p> <ul style="list-style-type: none"> • Occupational Skills Training • Education Offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. • Entrepreneurial Skills Training • Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area. (Including Career 	<p><i>We are projecting to provide occupational skills training to <u>20</u> individuals enrolled in our PY 17 program.</i></p> <p>Upon enrollment into the SNRHA/YOSA-East program the youth completes comprehensive and specialized assessments such as; CASAS, Traitify and STEM. These assessment tools assist the youth to refine their employment interest. The STEM Career Interest form is utilized by youth researching a minimum of five industries of their choice and examines the job requirements, labor market, employment statistics, salary, education requirements, abilities, skills, etc. The youth is enrolled into the Virtual Job Shadowing System which provides the youth visual understanding of the job duties directly from people who hold those positions. The youth is able to have a better understanding of the intricacies of the position. Youth are provided an opportunity to participate in career exploration tours to get the real-world experiences. The SNRHA/YOSA-East program will be adding an additional element which will give a youth a way to envision themselves in the career of their choice. Youth will have a chance to meet and interview individuals in the career of their choice, job shadow to experience the environment, and take a picture in an actual uniform. Staff will take their picture and post the interview on our Facebook page.</p> <p>The Career Coaches and the youth together develop a training plan called the Objective Assessment - Individual Service Strategy (ISS) as part of the initial career pathway. The goal is to create a career plan that identifies employment goals and the steps needed to acquire the career direction of their choice. Short-term and pre-vocational services are provided, including</p>



<p>Exploration) • Job Search and Job Placement Assistance</p>	<p>development of learning skills, communication skills, interviewing skills, punctuality, personal hygiene maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or occupational skills training. The ISS is revisited as the youth achieves the listed goals; new goals are listed on an addendum until the employment/education goal is attained.</p> <p>The SNRHA/YOSA-East program offers workshops such as Work Readiness, Financial Jeopardy, The Game Called “Life”, Visualize Your Future, IT and Me, Critical Thinking, Soft & Hard Skills, Interaction & Exchange, Workplace Basics, Employer Expectations, Problem Solving, Teamwork, Time Management, Organizational Skills, Penmanship, Resume Building, The Do’s and Don’ts of Interviewing, Mock Interviewing, Effective Job Searching, The BEST Pre-screening, Conflict Resolution, Introduction of Library Resources, Understanding Transferable Skills, 3 Minute Elevator Speech, The ABC’s of Completing an Application, Networking Skills, STEM, Personal Care and Hygiene. Business Leaders attend Leadership to explain their trials and tribulations in their career path.</p> <p>Youth interested in participating in a Work Experience internship (WEX) must complete the following workshops prior to beginning a WEX opportunity; Resume Building; The Do’s and Don’ts of Interviewing; Mock Interviewing; Work Readiness; Workplace Basics; Employer Expectations; and two Leaderships. The established WEX worksite must be linked to the youth’s listed employment objective.</p> <p>The Job Developer works directly with community business owners to assist in creating new positions, assists in building a diverse talent pool of employees, establish properly trained employees, and access to other supports. The Job Developer works directly with the Career Coach and the youth to assist the youth with the necessary skill sets needed to gain an opportunity to participate in the Job Shadow, Work Experience (WEX) and/or On-the-Job Training (OJT) program. Business owners also allow for unpaid job shadowing exposing youth to the work environment as well as the processes needed to complete given tasks. Youth learn and utilize the skills required to become successful business owner.</p> <p>The Career Coaches works directly with the youth to evaluate the accomplished ISS goals. The Career Coaches will assist the youth to locate available training in the field of choice on the Workforce Connections Eligible Training Providers List (ETPL). Trainings listed are in all industry sectors as allowed by WIOA. To gain approval of receiving an Occupational Skills Training the youth must have received either their high school diploma or received the GED/HSE certificate. In addition, the youth must complete a WorkKeys assessment to determine if the youth has the necessary skills to understand and successfully pass the training and examinations. Lastly, the client must have completed at least three (3) workshops and two (2) leaderships to be eligible to participate for an OCC/ITA.</p> <p>The SNRHA/YOSA-East program provides the youth with information such as labor market information, industry sector, and local occupations so that the youth may make an informed choice as to a final training decision.</p> <p>Upon completing established requirements, the Career Coaches may</p>
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	<p>submit the required ITA and Training Acknowledgment form for approval by the Resident Program Manager (RPC), and ultimately Workforce Connections.</p> <p>Entrepreneurial Skills Training is offered through various established partnerships. The SNRHA YOSA-East program utilizes business owners from the community to conduct workshops on starting and owning your own business.</p>
<p>Work-based Learning Services <i>Identify which work-based learning services will be offered within your program design and describe how they will be delivered. Describe the approval process for youth receiving these services.</i> <i>(30% expenditure requirement for PY 17):</i></p> <ul style="list-style-type: none"> • Paid or unpaid Work Experiences • On-the-Job Training • Internships and Job Shadowing • Pre-Apprenticeship Programs 	<p><i>We are projecting the following number of youth enrolled in our PY 17 Program to participate in the following:</i> <u>23 WEXs</u> <u>5 OJTs</u> <u>15 Internships</u> <u>15 Job Shadowing</u> <u>5 Pre-Apprenticeships</u></p> <p>To meet the 30% work-based learning requirement, SNRHA offers paid and unpaid Work Experience to our youth. SNRHA/YOSA-East delivers this service by assessing the youth's past work experience, education, and barriers to employment. Once identified on the ISS, youth are required to attend workshops and leadership (classes every Friday). This gives staff an opportunity to engage and develop relationships with the participants while identifying and discussing barriers presented through observation. The SNRHA/YOSA-East program offers youth a range of wages depending on the position they will be holding and the WEX employer's standard entry level wage and in many cases 36 to 40 hrs. per week. Youth receive a 12-week training period to obtain real-world work experience. Participants enrolled in alternative post-secondary education may be placed on WEX not to exceed 30 hours per week until completion of their GED/HSE or diploma. If a participant is unsure of their career path they may be placed on an unpaid work experience for three (3) to five (5) days.</p> <p>The SNRHA/YOSA-East program offers On-the-Job training (OJT) Employer Partners the ability to hire an enrolled youth and train the youth for a given period. The time period is identified by the ONet Job Zone, which has been designated as to the period of time required for a program participant to become proficient in the occupation for which the training is being provided. The Job Developer and the Employer Partner will develop a comprehensive training plan prior to the OJT program start. The Job Developer will review the documentation with both the Employer Partner and the youth being hired. The youth will be trained to perform, specific measurable objectives, and number of hours training required to obtain required skills. The Job Developer will monitor the progress of the youth. The Job Developer will intercede if the Employer Partner has any concerns or issues with the youth's performance. The Employer Partner will complete a final evaluation to measure the obtainment of skills during the OJT program as outlined in the training plan. It is expected that the Employer Partner will sustain youth in the position once the OJT has been completed. The youth is not expected to participate in Leadership during the OJT; at this point the focus is job performance and meeting Employer Partner expectations.</p> <p>Through a collaborative effort with Clark County Summer Business Institute, the SNRHA/YOSA-East program; offers In School Youth (ISY) summer employment for 8 weeks. During this time, the youth are engaged in leadership classes. Community Leaders, business owners, and partners participate in mentoring the youth and giving them an opportunity to</p>



	<p>participate in civic engagement, financial literacy classes, problem solving, work preparedness, and much more. This opportunity assist the youth in building their self-confidence, work experience, build their networking base, create new friends, gain mentorship, gain excellent references and/or letters of recommendation.</p> <p>Youth who have not determined their career objective can participate in a non-paid Job Shadowing opportunity. This is a 3 to 5-day work experience which allows the youth to determine if they have an interest in the field and in many cases, encourage the youth to pursue higher education. (to have more choices and salary increase).</p> <p>The SNRHA/YOSA-East program will offer youth the opportunity to participate in pre-apprenticeship programs. The youth will be offered workshops to such as; Understanding the range of occupations within the sector, working conditions, and other characteristics, so they can make informed choices about which opportunity to pursue; determining what skills are in demand; Understanding how the apprenticeship system works for various trades. This includes the application process and how to obtain work that builds the diversity of skills required to advance to journeypersons status; Juggling the intensive work and study schedule of an apprenticeship; Provide math tutoring in basic geometry, algebra, accurate reading, and the use of a tape measure; Learning to develop financial plan that are appropriate for managing the periods of unemployment; and Obtaining a driver’s license and a reliable form of transportation that allows a worker to travel to distant job sites and sometimes multiple job sites during the same day; Youth will receive testing dates for the chosen apprenticeship industry. The Career Coach will work in collaboration with the specified apprenticeship program to work towards preparing youth with any additional services needed to succeed in enrolling in the apprenticeship program. In addition, the Job Developer will work on partnering with the apprenticeship program of youth’s choice and offered a job shadow opportunity to learn more about the field of interest.</p>
<p>Youth Development Services: <i>Identify which youth development services will be offered within your program design and describe how they will be delivered.</i></p> <ul style="list-style-type: none"> • Leadership Development (Including Employability/Job Readiness) • Supportive Services • Adult Mentoring (12 Month Minimum) • Comprehensive Guidance and Counseling • Financial Literacy 	<p>Leadership development is crucial for the growth of each youth, because it helps them to emerge as leaders in their personal life, place of employment and in their community.</p> <p>Leadership is held each Friday from 9:00 am - 12:00 pm. Leadership typically covers the following topics; social responsibility, making positive choices, setting goals, peer pressure, discrimination and overcoming biases, self-esteem, teamwork, conflict resolution, and may other topics.</p> <p>The SNRHA/YOSA-East program partners with community leaders, business owners, military personnel, judicial leaders, heads of companies, entrepreneurs, as well as many other leaders within the community who have an impact in our city and state and asks them to present on the above topics and/or inner personal struggles, barriers, and outcomes which assisted them to achieve their success. The youth are able to do the following as a result of leadership: develop strategies that will give them a competitive edge, learn to become more flexible enabling them to prepare and adapt to changes in the workplace and in their personal lives, (re)examine their priorities, allowing them to pursue new opportunities and drop efforts that are not worth their time or money, effectively manage</p>



	<p>finances and improve their financial situation, make themselves more marketable, motivate the youth to re-engage and visualize their goals, encourage mentorships with individuals who made an impact with their discussed topic(s).</p> <p>Youth request supportive services assistance from their Career Coaches in order to remove barriers that are reasonable, necessary, and allowable under WIOA. Examples of such services are as follows transportation, work cards, background checks and fingerprinting, college application fees, alternative education fees, uniforms, childcare, and tutoring services.</p> <p>Mentorship is an important and necessary element in providing guidance and support to our youth. Mentoring can be educational, employment related, or in general to assist with social issues. The SNRHA/YOSA-East program offers both long-term (12 months or longer) and short-term (less than 12 months). The following agencies have provided individualized mentorship to several of the youth throughout the program year; US Army Recruitment Office, New Millennium Academy, SUMNU Marketing, Standards of Excellence, Milan Institute, Nevada Equal Rights Commission and the Department of Employment, Training and Rehabilitation.</p> <p>The Career Coaches, Job Developer, and Resident Program Coordinator provide continual comprehensive employment guidance as well as individualized counseling. Mental health guidance, drug and alcohol counseling, as well as domestic violence, parenting skills and techniques are offered. Olive Crest is a community partner and is offering services based on participant needs and services. The SNRHA/YOSA-East program refers to partnering agencies as well as assists in-house when applicable.</p> <p>Financial literacy is offered to participants to encourage responsible financial decisions. Topics may include: opening a checking or savings account, checking your credit score, renting vs home ownership, tax preparations, and budgeting. SNRHA/YOSA-East has partnered with Legal Aid, Wells Fargo, Nevada State Bank and the LVCCLD to offer youth financial education training. Staff has received training in the following training material; Financial Literacy/Entrepreneurship Train-the-Trainer and MyPathUS. In addition, the Housing Authority staff has provided home ownership training as well as workshops training youth on maintaining a bank account.</p>
<p>Follow-up Services: <i>Describe what follow-up services will be provided during the follow-up period and how these services will be managed within your program design.</i></p>	<p>Career Coaches are to place youth into follow-up after they have met the desired outcomes indicated on the youth Objective Assessment & Individual Service Strategy (ISS). Outcomes should include; Obtained employment, enrollment in post-secondary and/or attainment of occupational skills certification, and attainment of credential in the 2nd and 4th Quarter after exit.</p> <p>Non-Compliant youth will be placed into follow-up 90 days after no contact. Career Coaches are to ensure that every effort is made to contact the youth. The following efforts will be made; phone call, email, two letter; first a re-engagement letter with a two (2) week deadline, if no response then a non-compliance letter. Exited youth will not be eligible to receive supportive services.</p> <p>All exits are generated by the OSOS System after ninety (90) days of no service. At no time is a Career Coach to enter a hard exit. This action will</p>



	be completed by the RPC.
Program Management	
<p>Staffing Functions: <i>Describe role and expectations of each program staff member. Describe your professional development plans for program staff.</i></p>	<p>The Resident Program Coordinator is responsible for overall staff management, program oversight including performance, tracking, and fiscal management with contractors and SNRHA fiscal staff.</p> <p>Supportive Service Coordinator/Job Developer engages with potential employers to secure work-based learning opportunities and unsubsidized job placements for program youth while also explaining benefits and employment support services provided. The Job Developer is responsible for referring at least three (3) client referrals to attend the BEST Pre-Screening each month, and ensure that five (5) client referrals attend each sponsored hiring event, as well as attend bi-monthly Job Developer Network Meetings and quarterly Business Engagement Panel Meetings.</p> <p>Career Coaches serve as a point of entry for interested youth, complete eligibility determination, provide case management to range from preparing supportive services documentation, locating resources, identifying training and employment opportunities, and recognizing any needs for additional services, and providing follow-up services for one year after youth has exited from the SNRHA/YOSA-East program.</p> <p>The Office Assistant II is responsible for providing administrative support to the RPC and SSC as well as any WIOA assignments given by the Director of Supportive Services.</p>
<p>Quality Control: <i>Describe how your program will be managed and what steps will be taken to control the quality and integrity of program components (regulatory compliance, quality of service delivery, customer satisfaction)</i></p>	<p>An updated copy of the SNRHA/YOSA-East program Standard Operating Procedures and SNRHA Employee Handbook will be provided to WC by the beginning of the new WIOA 2017 program year.</p> <p>The SNRHA/YOSA-East program operations are managed by the Resident Program Coordinator. Quality control of files and data entry is monitored monthly ensuring quality and integrity of all program components.</p> <p>Quality of service is monitored on a daily basis through daily interactions between staff and youth. To ensure quality of service delivery, surveys are made available throughout the Youth One Stop Affiliate Site and can be submitted anonymously to the Director of Supportive Services.</p> <p>The One-Stop is co-branded by displaying signs throughout the SNRHA/YOSA-East program. Co-branding is also on all promotional activities, flyers, brochures, calendars, as well as Facebook.</p> <p>All WIOA staff will receive no less than thirty (30) hours a year of training. All training will be logged and tracked. Wherever possible staff is sent to NAJA, NAWDP and other national conventions that focus on WIOA. Locally, staff attends Mainstream Programs Basic Training (MPBT). WIOA staff is also encouraged to attend The Nevada Partnership for Homeless Youth, Webinars and Webcasts relevant to WIOA updates and changes as well as Traitify, Workkeys, STEM, Virtual Job Shadowing, Gale Courses, Life Long Learning, Life Skills 101, a variety of training opportunities for professionals who work with children, Foster Youth, Re-entry, Veterans, Disabled, accessing community resources, and other self-help topics as approved by Resident Program Coordinator.</p>
<p>Performance Management: <i>Describe your specific plan to manage and obtain successful performance outcomes, including</i></p>	<p>The SNRHA/YOSA-East program has developed methods and best practices to manage performance as youth progress through the program. Performance tracking begins with a comprehensive assessment of participant needs and skills.</p>



program services and design features, specific partnerships that will facilitate outcomes and internal mechanisms to measure incremental benchmarks. Please also complete the table included in this section to communicate your plans by Quarter.

In addition, relationships are built to involve the youth in their chosen educational/employment goals, giving them primary responsibility for their success.

Staff utilizes spreadsheets and the OSOS System to note progression. Career Coaches provide supportive services or intervention resources as needed.

Required performance goals are documented on Youth Incentives Tracking Forms, Objective Assessment & Individual Service Strategy (ISS) forms, and in the OSOS System. To ensure this process is followed, Career Coaches and the Job Developer generate monthly reports to Resident Program Coordinator (RPC).

The SNRHA/YOSA-East program has partnerships with over 32 community organizations to provide wrap-around services and to facilitate positive outcomes.

The SNRHA/YOSA-East program also manages performance by setting monthly and quarterly goals that are reviewed to ensure that our internal systems (processes, forms, teams, etc.) are working to meet performance measures and make improvements.

Projected PY17 Carry In/Transfer Participants: 80

Quarter	1	2	3	4
New Enrollments	34	32	34	30
Exiters (Est. combined total including both Carry In and New enrollments)	45	45	25	50

Contact Person & Information:
Include the name, title, address, phone number and email of the person who will be the main point of contact for this program.

Maria Elisa Luevanos
 Resident Program Coordinator
 5390 E. Flamingo Rd., LV NV 89122
 702-477-3190
 mluevanos@snvrha.org

22. INFORMATION: PY2016 Fiscal and Training Reports

- a. Awards & Expenditure – Monthly Report
- b. ADW Snapshot - Programs
- c. Youth Snapshot - Programs
- d. Training Graph – Programs
- e. WIOA Expenditure Tracking

**Workforce Connections
Awards and Expenditures
Program Year 2015/2016 Adult/Dislocated Worker Programs
March 31, 2017**

Amounts for Providers reflect invoiced allowable expenditures through March 2017. Starred lines only reflect expenditures through February 2017.

Providers highlighted in red are on high risk status.
Providers highlighted in pink have an active pink paper.

WIOA PY16 One-Stop Career Center								
Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance	
ResCare Workforce Solutions - Operator Costs	7/1/16-6/30/17	\$ 295,698	\$ 136,621	\$ 66,970	\$ 203,592	68.85%	\$ 92,106	
ResCare Workforce Solutions - Economic Development & General Career & Training	7/1/16-6/30/17	\$ 1,622,702	\$ 803,869	\$ 365,506	\$ 1,169,375	72.06%	\$ 453,327	
Total		\$ 1,918,400	\$ 940,491	\$ 432,476	\$ 1,372,967	71.57%	\$ 545,433	

WIOA PY16 One-Stop Affiliate Sites								
Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance	
Goodwill of Southern Nevada - East	7/1/16-6/30/17	\$ 396,000	\$ 181,061	\$ 64,002	\$ 245,062	61.88%	\$ 150,938	
HELP of Southern Nevada - South	7/1/16-6/30/17	\$ 720,000	\$ 425,081	\$ 74,044	\$ 499,125	69.32%	\$ 220,875	
Nevada Partners, Inc - North	7/1/16-6/30/17	\$ 703,036	\$ 396,333	\$ 95,292	\$ 491,625	69.93%	\$ 211,411	
Total		\$ 1,819,036	\$ 1,002,475	\$ 233,338	\$ 1,235,812	67.94%	\$ 583,224	

WIOA PY15/16 Special Populations								
Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance	
Foundation for an Independent Tomorrow - Re-Entry	7/1/16-6/30/17	\$ 380,000	\$ 261,975		\$ 261,975	68.94%	\$ 118,025	
HOPE for Prisoners - Pre & Post Entry	7/1/16-6/30/17	\$ 380,000	\$ 161,336		\$ 161,336	42.46%	\$ 218,664	
Nevada Partners, Inc - Pre-Apprenticeship	10/1/15-12/31/16	\$ 400,000	\$ 327,383	\$ 71,973	\$ 399,356	99.84%	\$ 644	
Nevada Partners, Inc - Pre-Apprenticeship	1/1/17-12/31/17	\$ 400,000	\$ 64,541	\$ -	\$ 64,541	16.14%	\$ 335,459	
Total		\$ 1,560,000	\$ 815,234	\$ 71,973	\$ 887,207	56.87%	\$ 672,793	

WIOA PY16 Rural								
Provider	Contract Dates	Contract Award	Adult Expenditures	DW Expenditures	Total Invoiced	% Spent	Remaining Balance	
Lincoln County - Rural	7/1/16-6/30/17	\$ 90,000	\$ 47,441	\$ 5,266	\$ 52,706	58.56%	\$ 37,294	
Nye Communities Coalition - Rural*	7/1/16-6/30/17	\$ 344,125	\$ 162,024	\$ 53,594	\$ 215,619	62.66%	\$ 128,506	
ResCare Workforce Solutions - Laughlin/Boulder City	10/1/16-9/30/17	\$ 108,000	\$ 2,861	\$ 122	\$ 2,983	2.76%	\$ 105,017	
The Salvation Army - Mesquite	10/1/16-9/30/17	\$ 108,000	\$ 23,978	\$ 7,896	\$ 31,873	29.51%	\$ 76,127	
Total		\$ 650,125	\$ 236,304	\$ 66,878	\$ 303,181	46.63%	\$ 346,944	

Total PY15-PY16 Adult/DW		\$ 5,947,561	\$ 2,994,503	\$ 804,665	\$ 3,799,168	63.88%	\$ 2,148,393	
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79%

21%

**Workforce Connections
Awards and Expenditures
Program Year 2015/2016 Adult/Dislocated Worker Programs
April 23, 2017**

Providers highlighted in red are on high risk status.

Providers highlighted in pink have an active pink paper.

WIOA PY16 One-Stop Career Center

Provider	Contract Dates	Training Budget	Adult Obligations	DW Obligations	Total Obligations	% Spent	Remaining Balance
ResCare Operator Costs	7/1/16-6/30/17				\$ -	#DIV/0!	\$ -
ResCare Economic Development	7/1/16-6/30/17	\$ 293,000	\$ 111,610	\$ 9,159	\$ 120,769	41.22%	\$ 172,231
ResCare General Career and Training	7/1/16-6/30/17	\$ 788,600	\$ 463,745	\$ 110,735	\$ 574,480	72.85%	\$ 214,120
Total		\$ 1,081,600	\$ 575,355	\$ 119,894	\$ 695,249	64.28%	\$ 386,351

WIOA PY16 One-Stop Affiliate Sites

Provider	Contract Dates	Training Budget	Adult Obligations	DW Obligations	Total Obligations	% Spent	Remaining Balance
Goodwill of Southern Nevada - East	7/1/16-6/30/17	\$ 304,000	\$ 213,885	\$ 68,858	\$ 282,743	93.01%	\$ 21,257
HELP of Southern Nevada - South	7/1/16-6/30/17	\$ 480,000	\$ 247,832	\$ 72,600	\$ 320,432	66.76%	\$ 159,568
Nevada Partners, Inc - North	7/1/16-6/30/17	\$ 496,964	\$ 378,973	\$ 84,443	\$ 463,416	93.25%	\$ 33,548
Total		\$ 1,280,964	\$ 840,691	\$ 225,900	\$ 1,066,591	83.26%	\$ 214,373

WIOA PY15/16 Special Populations

Provider	Contract Dates	Training Budget	Adult Obligations	DW Obligations	Total Obligations	% Spent	Remaining Balance
Foundation for an Independent Tomorrow - Re-Entry	7/1/16-6/30/17	\$ 220,000	\$ 203,063		\$ 203,063	92.30%	\$ 16,937
HOPE for Prisoners - Pre & Post Entry	7/1/16-6/30/17	\$ 220,000	\$ 116,943		\$ 116,943	53.16%	\$ 103,057
Nevada Partners, Inc - Pre-Apprenticeship	10/1/15-9/30/15	\$ -	\$ -	\$ -	\$ -	#DIV/0!	\$ -
Nevada Partners, Inc - Pre-Apprenticeship	1/1/17-12/31/17	\$ -	\$ -	\$ -	\$ -	#DIV/0!	\$ -
Total		\$ 440,000	\$ 320,006	\$ -	\$ 320,006	72.73%	\$ 119,994

WIOA PY16 Rural

Provider	Contract Dates	Training Budget	Adult Obligations	DW Obligations	Total Obligations	% Spent	Remaining Balance
Lincoln County - Rural	7/1/16-6/30/17	\$ 60,000	\$ 12,160	\$ 3,074	\$ 15,235	25.39%	\$ 44,765
Nye Communities Coalition - Rural	7/1/16-6/30/17	\$ 230,875	\$ 110,134	\$ 60,686	\$ 170,820	73.99%	\$ 60,055
ResCare Workforce Solutions - Laughlin/Boulder City	10/1/16-9/30/17	\$ 72,000	\$ -	\$ -	\$ -	0.00%	\$ 72,000
The Salvation Army - Mesquite	10/1/16-9/30/17	\$ 72,000	\$ 16,734	\$ -	\$ 16,734	23.24%	\$ 55,266
Total		\$ 434,875	\$ 139,028	\$ 63,760	\$ 202,788	46.63%	\$ 232,087

Total PY15-PY16 Adult/DW		\$ 3,237,439	\$ 1,875,079	\$ 409,555	\$ 2,284,634	70.57%	\$ 952,805
			82%	18%			

**Workforce Connections
Awards and Expenditures
Program Year 2015/2016 Youth Programs
March 31, 2017**

Amounts for Providers reflect invoiced allowable expenditures through March 2017. Starred lines only reflect expenditures through February 2017.

Providers highlighted in red are on high risk status.

Providers highlighted in pink have an active pink paper.

WIOA PY16 One-Stop Career Center

Provider	Contract Dates	Contract Award	Youth In-School Expenditures	Youth Out-Of-School Expenditures	Total Invoiced	% Spent	Remaining Balance
ResCare Workforce Solutions - OSCC	1/1/17-6/30/18	\$ 952,000	\$ 4,499	\$ 23,700	\$ 28,199	2.96%	\$ 923,801
Total		\$ 952,000	\$ 4,499	\$ 23,700	\$ 28,199	2.96%	\$ 923,801

WIOA PY16 Youth One Stop Affiliate Sites

Provider	Contract Dates	Contract Award	Youth In-School Expenditures	Youth Out-Of-School Expenditures	Total Invoiced	% Spent	Remaining Balance
Goodwill of Southern Nevada - East	7/1/16-6/30/17	\$ 652,000	\$ 29,319	\$ 224,526	\$ 253,845	38.93%	\$ 398,155
Nevada Partners, Inc - North	7/1/16-6/30/17	\$ 824,500	\$ 23,303	\$ 584,391	\$ 607,694	73.70%	\$ 216,806
So. NV Regional Housing Authority - East	7/1/16-6/30/17	\$ 680,600	\$ 6,992	\$ 453,313	\$ 460,305	67.63%	\$ 220,295
Total		\$ 2,157,100	\$ 59,614	\$ 1,262,230	\$ 1,321,844	61.28%	\$ 835,256
			5%	95%			

WIOA PY15/16 Youth Rural

Provider	Contract Dates	Contract Award	Youth In-School Expenditures	Youth Out-Of-School Expenditures	Total Invoiced	% Spent	Remaining Balance
Lincoln County	7/1/16-6/30/17	\$ 189,250	\$ 56,666	\$ 102,902	\$ 159,567	84.32%	\$ 29,683
Nye Communities Coalition*	7/1/16-6/30/17	\$ 395,000	\$ 71,504	\$ 105,871	\$ 177,375	44.90%	\$ 217,625
ResCare Workforce Solutions - Laughlin/Boulder City	10/1/16-9/30/17	\$ 168,266	\$ 9,595	\$ 33,388	\$ 42,983	25.54%	\$ 125,283
The Salvation Army - Mesquite	10/1/16-9/30/17	\$ 152,400	\$ 9,316	\$ 11,453	\$ 20,769	13.63%	\$ 131,631
Total		\$ 904,916	\$ 147,080	\$ 253,614	\$ 400,694	44.28%	\$ 504,222
			37%	63%			

WIOA PY15/16 Special Populations

Provider	Contract Dates	Contract Award	Youth In-School Expenditures	Youth Out-Of-School Expenditures	Total Invoiced	% Spent	Remaining Balance
HELP of So. Nevada - Dropout Recovery	7/1/16-6/30/17	\$ 469,250	\$ 24,656	\$ 357,179	\$ 381,835	81.37%	\$ 87,415
Nevada Partners, Inc - Pre-Entry Youth	1/1/17-12/31/17	\$ 576,500		\$ 91,942	\$ 91,942	15.95%	\$ 484,558
Olive Crest - Foster Youth	1/1/17-6/30/18	\$ 461,333	\$ 7,504	\$ 55,943	\$ 63,447	13.75%	\$ 397,886
Youth Advocate Programs - WBL Pilot	1/1/17-6/30/18	\$ 470,400	\$ 321	\$ 24,827	\$ 25,149	5.35%	\$ 445,251
Total		\$ 1,977,483	\$ 32,481	\$ 529,891	\$ 562,373	28.44%	\$ 1,415,110
			6%	94%			

Total PY15-PY16 Youth		\$ 5,991,499	\$ 243,675	\$ 2,069,435	\$ 2,313,109	38.61%	\$ 3,678,390
			11%	89%			

Workforce Connections
Awards and Expenditures
Program Year 2015/2016 Youth Programs
April 23, 2017

Providers highlighted in red are on high risk status.

Providers highlighted in pink have an active pink paper.

WIOA PY16 One-Stop Career Center

Provider	Contract Dates	Contract Award	Youth In-School Expenditures	Youth Out-Of-School Expenditures	Total Invoiced	% Spent	Remaining Balance
ResCare Workforce Solutions - OSCC	1/1/17-6/30/18	\$ 48,000	\$ -	\$ 2,778	\$ 2,778	5.79%	\$ 45,222
Total		\$ 48,000	\$ -	\$ 2,778	\$ 2,778	5.79%	\$ 45,222
			0%	100%			

WIOA PY16 Youth One Stop Affiliate Sites

Provider	Contract Dates	Training Budget	Youth In-School Obligations	Youth Out-Of-School Obligations	Total Obligations	% Spent	Remaining Balance
Goodwill of Southern Nevada - East	7/1/16-6/30/17	\$ 308,000	\$ -	\$ 135,545	\$ 135,545	44.01%	\$ 172,455
Nevada Partners, Inc - North	7/1/16-6/30/17	\$ 25,500	\$ -	\$ 19,244	\$ 19,244	75.47%	\$ 6,256
So. NV Regional Housing Authority - East	7/1/16-6/30/17	\$ 119,400	\$ -	\$ 96,288	\$ 96,288	80.64%	\$ 23,112
Total		\$ 452,900	\$ -	\$ 251,076	\$ 251,076	55.44%	\$ 201,824
			0%	100%			

WIOA PY15/16 Youth Rural

Provider	Contract Dates	Training Budget	Youth In-School Obligations	Youth Out-Of-School Obligations	Total Obligations	% Spent	Remaining Balance
Lincoln County	7/1/16-6/30/17	\$ 22,750	\$ 67	\$ 377	\$ 444	1.95%	\$ 22,306
Nye Communities Coalition	7/1/16-6/30/17	\$ 5,000	\$ -	\$ 3,500	\$ 3,500	70.00%	\$ 1,500
ResCare Workforce Solutions - Laughlin/Boulder City	10/1/16-9/30/17	\$ 11,734	\$ -	\$ -	\$ -	0.00%	\$ 11,734
The Salvation Army - Mesquite	10/1/16-9/30/17	\$ 27,600	\$ -	\$ -	\$ -	0.00%	\$ 27,600
Total		\$ 67,084	\$ 67	\$ 3,877	\$ 3,944	5.88%	\$ 63,140
			2%	98%			

WIOA PY15/16 Special Populations

Provider	Contract Dates	Training Budget	Youth In-School Obligations	Youth Out-Of-School Obligations	Total Obligations	% Spent	Remaining Balance
HELP of So. Nevada - Dropout Recovery	7/1/16-6/30/17	\$ 30,750	\$ -	\$ 13,406	\$ 13,406	43.60%	\$ 17,345
Nevada Partners, Inc - Pre-Entry Youth	1/1/17-12/31/17	\$ 73,500	\$ -	\$ 679	\$ 679	0.92%	\$ 72,821
Olive Crest - Foster Youth	1/1/17-6/30/18	\$ 38,667	\$ -	\$ 959	\$ 959	2.48%	\$ 37,708
Youth Advocate Programs - WBL Pilot	1/1/17-6/30/18	\$ 29,600	\$ -	\$ -	\$ -	0.00%	\$ 29,600
Total		\$ 172,517	\$ -	\$ 15,044	\$ 15,044	8.72%	\$ 157,474
			0%	100%			

Total PY15-PY16 Youth		\$ 740,501	\$ 67	\$ 272,775	\$ 272,841	36.85%	\$ 467,660
			0%	100%			

**Workforce Connections
Awards and Expenditures
Program Year 2013/2014/2015/2016 Direct Programs
March 31, 2017**

Amounts for Internal Programs reflect expenditures as of March 2017.

Amounts for Providers reflect invoiced allowable expenditures through March 2017. Starred lines only reflect expenditures through February 2017.

Direct Grants

Program	WC FTE	Contract Dates	Contract Award	Total Expended	% Spent	Remaining Balance
Youth Build PY15 - WC	4.00	10/1/15-1/31/19	1,000,000	\$ 549,536	54.95%	450,464
Youth Build PY15 - CCSD DRHS		10/1/15-9/30/17	100,000	\$ 52,195	52.20%	47,805
AmeriCorps PY15 - WC		8/1/15-7/31/16	42,328	\$ 42,328	100.00%	-
AmeriCorps PY16 - WC		8/1/16-7/31/17	45,106	\$ 31,817	70.54%	13,289
AARP	0.10	7/1/14-1/31/18	220,000	\$ 176,481	80.22%	43,519
NSHE - DETR	0.40	2/9/16-6/30/16	65,270	\$ 65,270	100.00%	-
NSHE - Robert Wood		11/1/15-10/31/17	87,811	\$ 82,021	93.41%	5,790
Total	4.50		1,560,515	999,648	64.06%	560,867

workforce CONNECTIONS**ADW Snapshot****PYTD March 31, 2017**

Provider	Enrollments		Training	Placed	Wage
	Goal	Actual			
PY16 Enrollment Cohort					
One-Stop Career Center - ResCare	700	485	286	211	12.36
North OSAS - NPI ⁽¹⁾	233	270	138	83	12.91
South OSAS - HELP	175	175	80	36	11.71
East OSAS - Goodwill	100	91	57	29	11.53
Re-entry - FIT	110	87	87	43	13.77
Re-entry - Hope for Prisoners	80	55	43	5	9.65
Rural - Lincoln	32	18	11	7	18.47
Rural - Nye	100	84	52	44	9.57
Rural - Laughlin / Boulder City - ResCare ⁽¹⁾	17	1	0	0	N/A
Rural - Mesquite - Salvation Army ⁽¹⁾	27	13	2	0	N/A
PY16 Cohort Total	1,574	1,279	756	458	12.34
Prior Cohort					
One-Stop Career Center - ResCare	843	843	485	675	13.94
North OSAS - NPI	525	525	214	343	14.00
South OSAS - HELP	243	243	163	143	18.71
East OSAS - Goodwill	310	310	159	196	12.86
Re-entry - FIT	180	180	167	104	11.62
Rural - Lincoln	30	30	19	20	13.43
Rural - Nye	135	135	66	115	11.71
Rural - Laughlin / Boulder City - ResCare	0	0	0	0	N/A
Rural - Mesquite - Salvation Army	0	0	0	0	N/A
Other	36	36	18	17	11.04
Prior Cohort Total	2,302	2,302	1,291	1,613	13.82
Total Served (Enrollments + Prior)					
One-Stop Career Center - ResCare	1,543	1,328	771	886	13.56
North OSAS - NPI	758	795	352	426	13.79
South OSAS - HELP	418	418	243	179	17.30
East OSAS - Goodwill	410	401	216	225	12.69
Re-entry - FIT	290	267	254	147	12.25
Re-entry - Hope for Prisoners	80	55	43	5	9.65
Rural - Lincoln	62	48	30	27	14.73
Rural - Nye	235	219	118	159	11.12
Rural - Laughlin / Boulder City - ResCare	17	1	0	0	N/A
Rural - Mesquite - Salvation Army	27	13	2	0	N/A
Other	36	36	18	17	11.04
One-Stop System Total	3,876	3,581	2,047	2,071	13.46

Notes:

1) Includes prorated goal for contracts which cross program years.

2) Prior Cohort goal is set to actual.

workforce CONNECTIONS**Youth Snapshot****PYTD March 31, 2017**

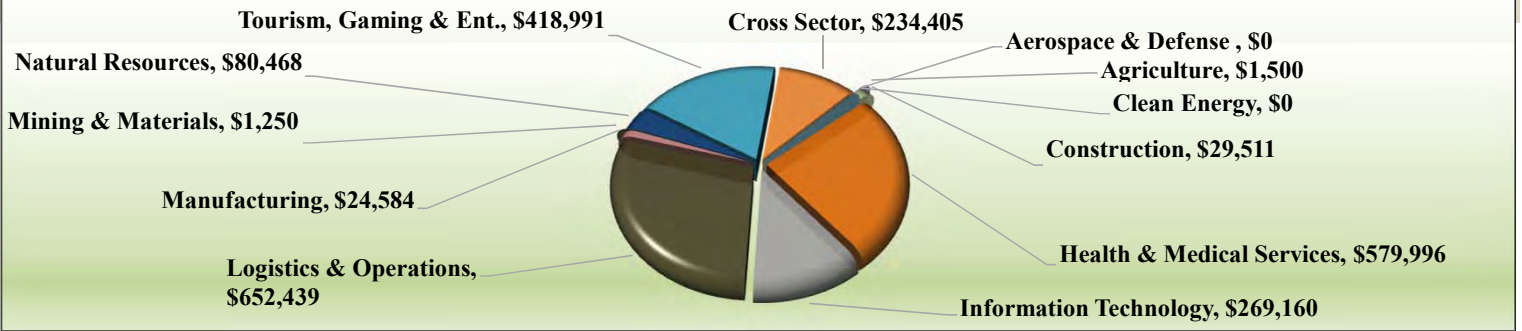
Provider	Enrollments		Work-Based Learning	Occupational Skills Training	Placement	Avg Wage
	Goal	Actual				
PY16 Enrollment Cohort						
North OSAS - NPI ⁽¹⁾	176	188	79	30	31	10.19
South OSAS - SNRHA	130	86	29	13	26	10.46
East OSAS - Goodwill	130	95	25	21	5	9.45
OSCC - ResCare	43	22	4	3	2	9.62
Drop-out Recovery - HELP	100	106	29	5	33	10.71
Foster Youth - Olive Crest ⁽¹⁾	60	56	21	1	6	8.65
Work Based Learning Pilot - YAP ⁽¹⁾	28	4	0	0	0	N/A
Rural - Lincoln	32	33	26	0	10	9.26
Rural - Nye	50	46	16	3	4	10.00
Rural - ResCare ⁽¹⁾	12	4	8	0	0	N/A
Rural - Mesquite - Salvation Army ⁽¹⁾	17	5	0	0	0	N/A
Other	0	0	0	0	0	N/A
PY16 Cohort Total	778	645	237	76	117	10.15
Prior Cohort ⁽²⁾						
North OSAS - NPI	295	295	161	50	128	9.73
South OSAS - SNRHA	170	170	72	31	94	10.27
East OSAS - Goodwill	71	71	26	19	28	9.69
OSCC - ResCare	1	1	0	0	1	9.00
ISY and OSY - HELP	108	108	34	9	60	9.97
Foster Youth - Olive Crest	52	52	30	1	13	8.92
Work Based Learning Pilot - YAP	0	0	0	0	0	N/A
Rural - Lincoln	24	24	17	0	9	8.25
Rural - Nye	49	49	32	3	26	8.50
Rural - ResCare	17	17	7	2	11	8.48
Rural - Mesquite - Salvation Army	0	0	0	0	0	N/A
Other	0	0	0	0	0	N/A
PY15 Cohort Total	787	787	379	115	370	9.78
Total Served (Enrollments + Prior)						
North OSAS - NPI ⁽¹⁾	471	483	240	80	159	9.82
South OSAS - SNRHA	300	256	101	44	120	10.31
East OSAS - Goodwill	201	166	51	40	33	9.65
OSCC - ResCare	44	23	4	3	3	9.41
Drop-out Recovery - HELP	208	214	63	14	93	10.23
Foster Youth - Olive Crest	112	108	51	2	19	8.83
Work Based Learning Pilot - YAP	28	4	0	0	0	N/A
Rural - Lincoln	56	57	43	0	19	8.78
Rural - Nye	99	95	48	6	30	8.70
Rural - ResCare	29	21	15	2	11	8.48
Rural - Mesquite - Salvation Army	17	5	0	0	0	N/A
Other	0	0	0	0	0	N/A
One-Stop System Total	1,565	1,432	616	191	487	9.87

Notes:

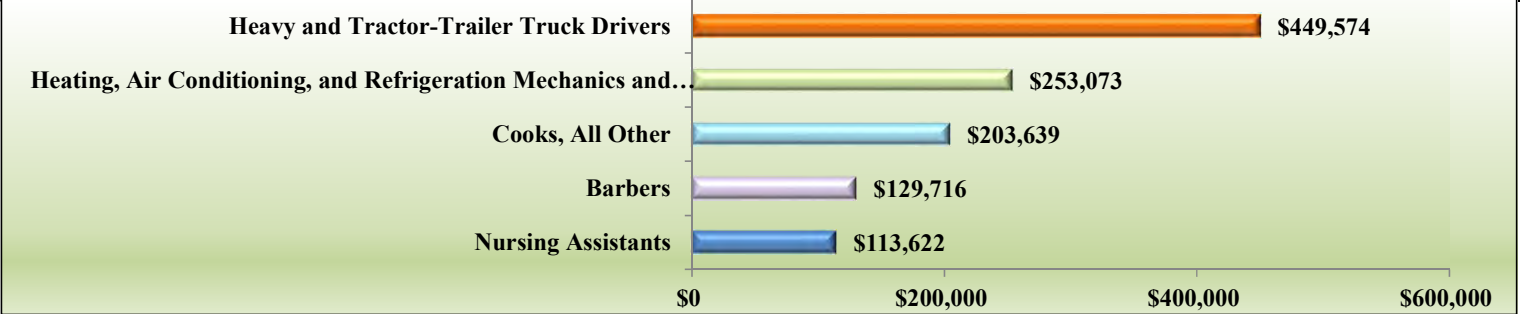
- 1) Includes prorated goal for contracts which cross program years.
- 2) Prior Cohort goal is set to actual.

*Adult, Dislocated Workers and Youth Trained by Industry Sector
July 1, 2016 through March 31, 2017*

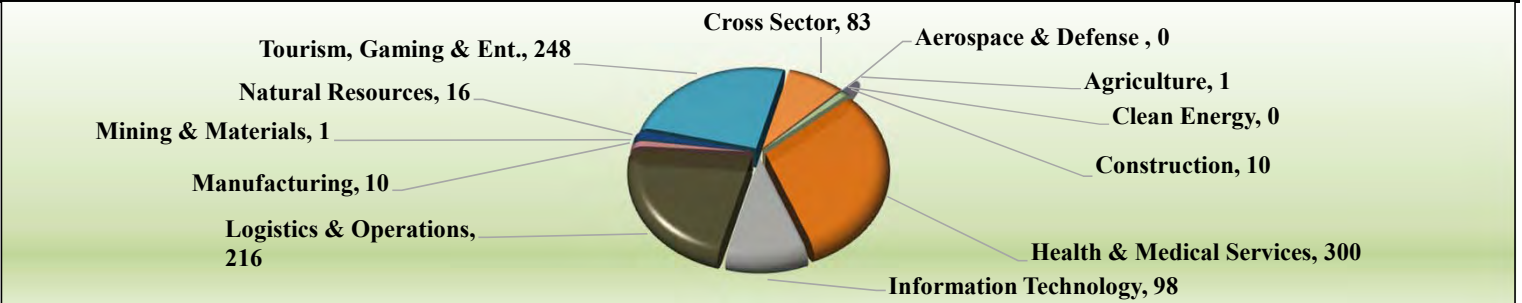
Total Training Spend by Sector - \$2,292,303



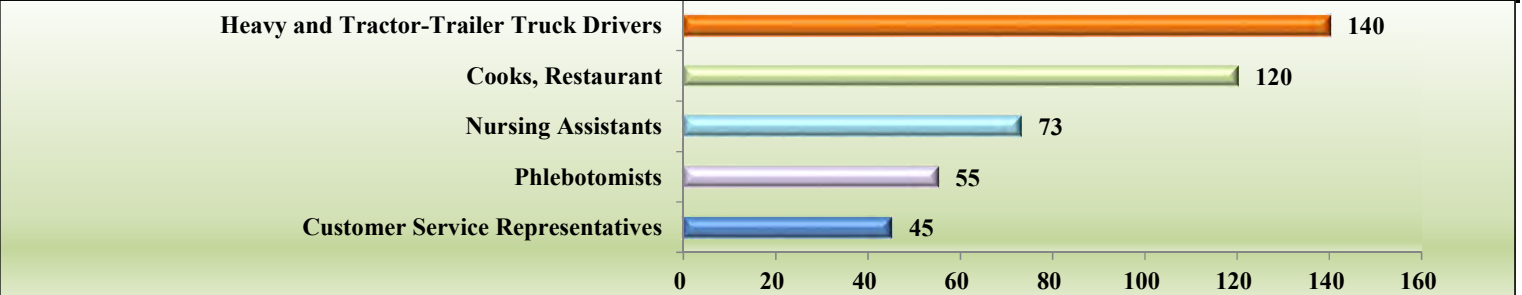
Top 5 Trainings by Dollars Spent



Number of Trainings by Sector - 983



Top 5 Trainings by Participant Count



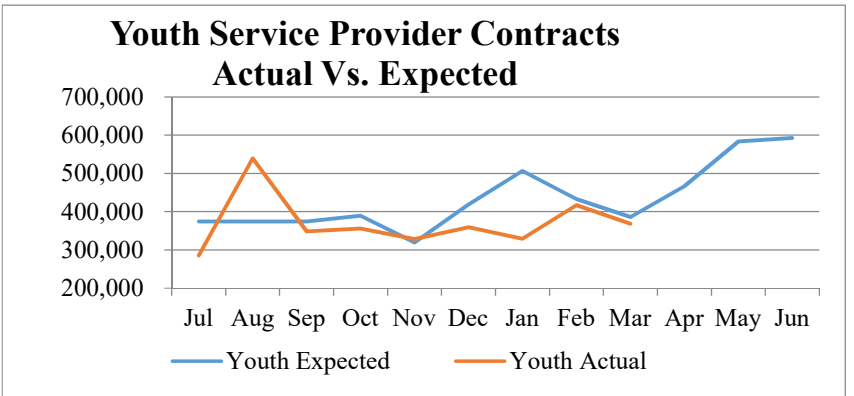
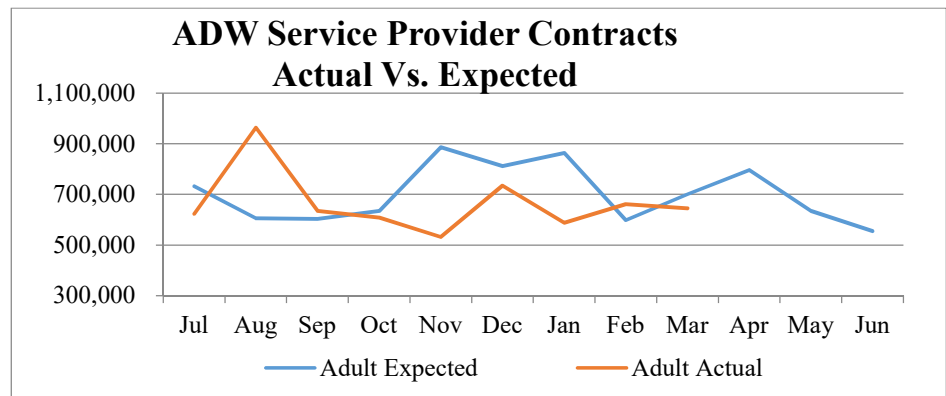
workforce CONNECTIONS
WIOA Expenditure Tracking
YTD PY16 - July 1, 2016 through March 31, 2017

Spending Plan (July 1, 2016 through June 30, 2017)

Budget Line Item	PY16 Budget			PY16 Funding to be Used 1Q PY17		
	ADW	Youth	Total	ADW	Youth	Total
WC Operations	3,915,504	2,321,883	6,237,387	905,821	1,160,681	2,066,502
<u>Community Resource Allocations</u>						
One-Stop Center and System	2,305,000	30,000	2,335,000	1,183,645	0	1,183,645
Service Provider Contracts	10,703,150	7,133,987	17,837,137	2,278,749	1,914,713	4,193,462
Subtotal Community Resource Allocations	13,008,150	7,163,987	20,172,137	3,462,394	1,914,713	5,377,107
Total Budget	16,923,654	9,485,870	26,409,524	4,368,215	3,075,394	7,443,609

YTD Actuals Vs. Expected

Approved Awards	ADW			Youth		
	YTD Actual	YTD Expected	Inc / (Dec)	YTD Actual	YTD Expected	Inc / (Dec)
WC Operations	2,088,470	2,210,969	(122,499)	993,097	870,192	122,905
One-Stop Center and System	810,790	849,857	(39,067)	34,592	15,000	19,592
Service Provider Contracts	5,989,742	6,437,321	(447,579)	3,331,989	3,576,832	(244,843)
Total Budget	8,889,002	9,498,147	(609,145)	4,359,678	4,462,024	(102,346)

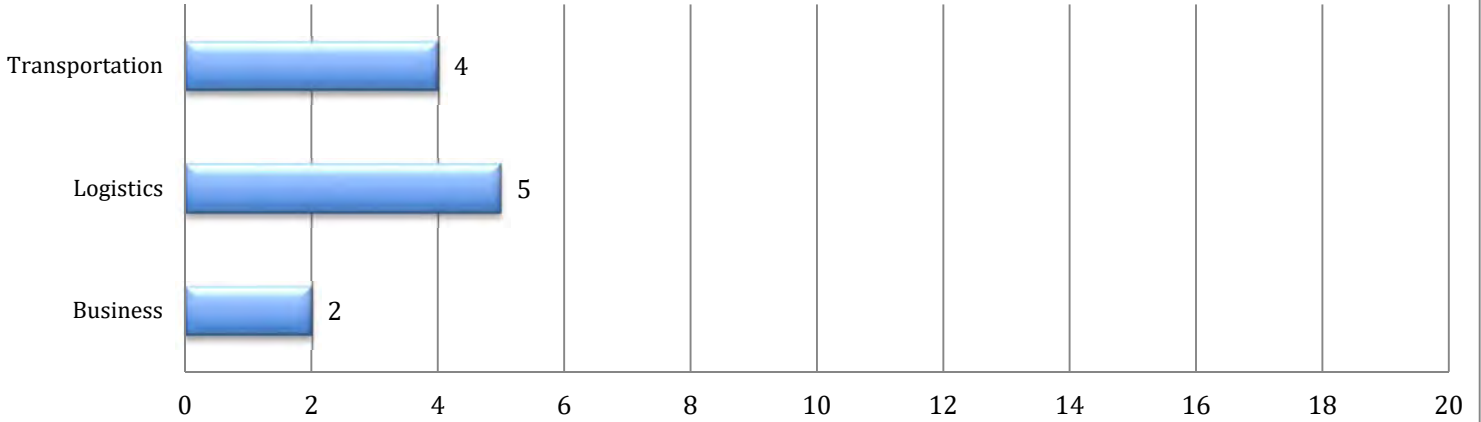


23. INFORMATION: Business Engagement Report

- a. Business Engagement In-Demand Jobs Report
- b. BEST Pre-Screening and Referral Statistics
- c. BEST Employers 2013 To Date
- d. Workforce Connections' Compact
- e. Boulder City and Moapa Valley business articles
- f. Business Engagement Panel
- g. Pop-Up Career Fair flyer

Business Engagement In-Demand Jobs Report

Industry Hires March 2017



	Business	Logistics	Transportation
# of Hires	2	5	4

Time Period: March 1, 2017– March 2017
 Number of Jobs (YTD): 211
 Median Wage: \$10.50
 Wage Range: \$9.00 - \$24.00
 OJTs: 7

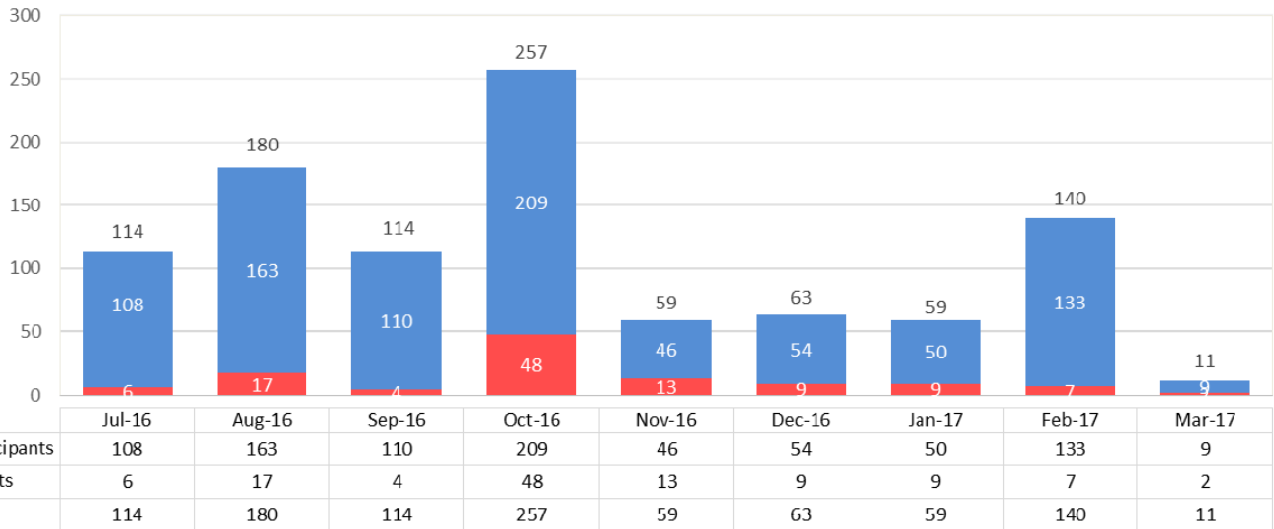
Employers

Kling Law (2)
Super Shuttle (4)
Sutherland Global(5)

****Highlighted names indicate new employers****

Report for March 2017

BEST PRE-SCREENING & REFERRAL STATISTICS



Service Providers	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total	Goal	% of Plan
Goodwill	0	3	0	5	0	0	0	1	0	9	96	9%
HELP of So. NV	0	0	1	4	1	0	0	0	0	6	96	6%
Nevada Partners	1	2	0	11	1	1	1	0	1	18	96	18.75%
ResCare	3	3	1	7	10	8	6	4	0	42	120	35%
SNRHA	0	5	1	4	0	0	1	0	2	13	96	13.5%

Partners/Special Population	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Total
Job Connect	2	4	1	8	1	0	1	2	5	24
Vocational Rehabilitation	0	0	0	0	0	0	0	0	0	0
FIT	0	0	0	2	0	0	0	0	1	1
Hope for Prisoners	0	0	0	0	0	0	0	0	0	0

Workforce Connections' Business Engagement Specialist Team (BEST) strives to make effective initial connections with employers through a variety of methods, depending on the local context and the targeted sectors. These include one-on-one contacts, partnering with employer associations, and holding focus groups/ panel meetings with local employers of the same or various industry sector. Whatever mode or personal style Business Engagement Specialists use; this networking is always customized to a targeted industry sector. We have built 313 employer relationships from Program Year 2013 to current.

BEST EMPLOYERS 2013 TO DATE		
360 Industrial Services	Bridge Counseling Associates	Epic Personnel Partners LLC
411 Locals	Broward Factory Service	Erickson International LLC
99 Ranch/Tawa Nevada Inc.	C3Connect	Execu-Link Corp
A & E CDL Services LLC	Caesars Entertainment	Exel Logistics
A List Family Services, LLC	Canyon Ranch Spa Club	Expert Global Solution
A Village Childcare/Preschool	Capital One	Family Dollar
Aacres	CareMeridian	First Transit
Able Services	Casablanca Condominiums	Foundation for an Independent Tomorrow
ABM Services/Flowers Baking	Cashman Equipment Company	Frias Management LLC
Accurate Building Maintenance	Casino Recruiter LLC	G4S Secure Solutions (USA), Inc.
Ace Fire System, Inc.	CBS Radio	GeoTek Limited Operations
Acelero Learning Clark County Head Start	CCBOOTCAMP	Global Aviation Services
Adecco Staffing Services, Inc.	CDS Drivers	GMT Care
Advantage Sales and Marketing	Consumer Electronic Show	Golden Corral
Aerotek Staffing	Chiam Restaurant	Goodman Lifetime Wealth Strategies
AFLAC	Cintas Corporation	Goodwill of So. NV
Aggregate Industries Southwest Region	City of Henderson Police Department	Green Valley Grocer
AGR GROUP INC.	Clark County School District	Guess Inc.
Aim Inspections	Clean theWorld Ventures	Habitat for Humanity
Air Systems, Inc.	CLI Groups Inc.	Hatcher Financial Group
Airport Terminal Services, Inc.	Climate Control Experts	Healthcare Partners
Aliante Casino	Cole Kepro International LLC	Healthcare Preparatory Institute
Allegiant LLC	Continental Message Solution, Inc.	Heddy's Fabrics LLC
Alliance Inspection Management	Contracted Driver Services	Helix Electric of Nevada, LLC
Allied Barton Security	Cox Communications	HELP of So. Nevada
Allied Flooring Service	Crescent Academy	Hesselgesser Insurance Agency
Allied Innovations LLC	Crown Building Maintenance DBA Able Services	Hilton Grand Vacations
All's Well Health Care Services	CTC Crushing	Holiday Inn Club Vacations
Allstate Insurance	D&Q Enterprises Inc.	Holiday Inn Express Las Vegas South
Al's Beef	David Saxe Productions	HomeCare by M&D, LLC
Alternatives for Women	DCMT	Homewatch CareGivers of Summerlin
Alterra Group, LLC.	Decton Inc.	IBEW Plus Credit Union dba Plus Credit Union
American Medical Response	Dedicated Caring Medical Transportation	Icon Tech Poker Face LLC
Ameriprise Financial	Delta Global Services	IES Residential, Inc.
Anderson Dairy Inc.	Desert View Home Health	IMI Inc.
Anderson Merchandisers	Design for Health	Independent Life
Anderson Security Agency	Diamond Resorts International	InsureMonkey
Apollo Retail Specialist	Digiphoto Entertainment Imaging	ITT Technical University
Aqua Delivery Specialists	Discovery Children's Museum	Jensen Enterprises Inc.
Arista Management Group Inc.	Diversity Business Solutions	JT3
Aspen Commercial Services, Inc.	Do It Best Corp.	K2 Energy Solutions, Inc.
Asurion	Dollar General	Ken's Foods, Inc.
Avalon Private Duty Home Care	Dreams Mattress & Furniture	Keolis Transit Service, LLC
Azuga	Dreams Mobile Wash & Detail	Kling Law Offices
B&D Fingerprinting Services, LLC	DTR Transportation LLC	KMJ 2.0 LLC dba KMJ Web Design
Batteriesinflash.com	DTT Investigations	Knight Transportation
BMC West Corp. dba Select Build Nevada	Dungarvin NV	Las Vegas Global Economic Alliance
BMM Testlabs	E & E Foods LLC	Las Vegas Home Watchers Inc.
Botanical Medical LLC	Easter Seals of Nevada	Las Vegas Indian Center
Boward Factory Service	Electrical JATC of Southern Nevada	Las Vegas Metropolitan Police Department

BEST EMPLOYERS 2013 TO DATE		
Las Vegas Monorail Company	Primex Plastics Corp.	Team Fishel
Las Vegas Paving	Priority Staffing	TEC Equipment, Inc.
Las Vegas Valley Water District	Professional Case Management	Tek Systems
LAS Worldwide	Professional Document Products	Telus
LBA Networking dba Las Vegas Med I.T.	R.W. Garcia Co. Inc.	Temple Sinai Las Vegas Inc.
Lee's Discount Liquor	Radioactive productions	The Butcher Block, LLC
Legacy Financial Services of Las Vegas	Ray of Sunshine Adult Day Care	The Cosmopolitan of Las Vegas
Lennar	RDI Marketing Services	The Culinary Academy of Las Vegas
Les Olson Company	Red Wolf Resources, LLC	The Fishel Group
Levi Strauss	Regional Transportation Commission of So. NV	The Lindi Corporation
Life Guard International	Reliable Automotive Repair LLC	The MOVE Project
Link Technologies	Remedy Intelligent Staffing	The Ngo Agency, LLC
Lionel Sawyer & Collins	RenuOil of America, Inc.	The Profectus Group, LLC
Load-n-Go	ResCare	The Services Companies
Love's Home Healthcare	Retail Business Development	The Tunland Corporation
Lucky Silver Gaming	Richard, Wayne & Roberts Executive Recruiter	The Whiting-Turner Contracting Company
Lutheran Social Services of Nevada	Robert Half Office Team	THI Consulting
M. Grape, LLC	Robert Half Technologies	Titan Roofing, LLC
Marken Enterprises dba Steamatic of S. NV	Ronald McDonald House	Tix4Tonight
Martin Harris Construction	Scoobeez NV LLC	TLC Casino
Martinez Lawn Service	SCR Builders	Torrey Pines Rehabilitation Hospital LLC
MassMutual Financial Group	SDFI-TeleMedicine LLC	Towbin Dodge
Mechanical Products Nevada	Sears	Trademark Restoration Services
Mesquite Gaming	Securitas Security USA	Tranpsortation Security Administration (TSA/DHS)
MGM Resorts	See Us Now Staffing, Inc.	TrueCore Motors & Car Rentals
Mochiko Las Vegas	Seven Hills Hospital	Trump Hotels
Momentum Advanced Motorsports, LLC	Sheet Metal Local 88	TRx Talent
Moving Forward Centers	Shetakis Wholesalers	Tuesday Morning
Muller Construction	Side by Side	Tunland Corporation
MV Transportation	Simon Protection Group	Unilever Manufacturing (US)
MVP Trans Inc.	Simple Enviromental Services Group	United Airlines
My Next Career Path Staffing. LLC	SNH, Inc.	United Security Services In.
National Security Technologies	Solar City	University Medical Center (UMC)
Nevada Apartment Insurance	Soleil Management	UPS
Nevada Department of Corrections	Southern Nevada Counseling Center, LLC	UPS Store GND Enterprises, Inc.
Nevada HAND Inc.	Southern Wine & Spirits of Nevada	USDA-Food Safety & Inspection Services
Nevada Health Centers	Southwest Gas Corporation	US Army Recruiting
New Vista	SpitShine LLC	US Bank Home Mortgage
NPL Construction	St. Jude's Ranch for Children	US Foods
Ocean Spray Cranberries, Inc.	Starpoin Resorts	US Vets
Olin Chlor Alkali Products	Station Casinos	Variety Early Learning Center
One Spark Two, LLC dba College Nannies & Tu	Sting Alarm	Venetian/Palazzo Hotel & Casino
OneClick Cleaners	Sun City Replacement	Walker Landscape Maintenance
Onlinecomponets.com LLC	Sun City Summerlin Community Associations, Inc.	Wells Fargo Bank
OPCMIA Local 797 JATC	Sun Commercial Real Estate, Inc.	Westin Lake Las Vegas
Palms Hotel & Casino	Sunrise Children's Foundation	Whittlesea Bell Transportation
Paradise Home Care	Sunrun Solar	William-Sonoma Inc.
Party City	Super Shuttle Las Vegas, LLC	Winder Farms
Pas De Deux Children's Couture Boutique & Spa	Sutherland Global Services Inc.	Wolf T.H., LLC
PBG LLC	Switch	Women's Generation Health Care
Peppermill Restaurant	Synthetic Turf Products, Inc	Wyndham Vacation Ownership
Pete King Commercial	Tahiti Village	Zephyr Partners Solutions, LLC
Plasticard Locktech International	Tawa Nevada Inc.	Zirtual Inc.
Precision Opinion		

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 64 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

411 Locals	Holiday Inn Club Vacations	RenuOil of America
Aliante Casino	HomeCare by M&D, LLC	Robert Half Technologies
Allegiant Airlines	Homewatch CareGivers	Side by Side
Allstate Insurance	IES Residential, Inc.	Simon Protection Group
B&D Fingerprinting, LLC	Jensen Enterprise	Solar City
Bighorn Law, LLC	Keolis Transportation	Southern Nevada Counseling Center
BMC	Lee AC & Heating Services	Southwest Gas
Caesars Palace	Les Olson Company	Station Casinos
Canyon Ranch Spa Club	Link Technologies	Sutherland Global Services, Inc.
Cashman Equipment Company	Love's Home Health Care	The Butcher Block, LLC
Decton Southwest Inc.	Mass Mutual Financial	The Cosmopolitan of Las Vegas
Dedicated Caring Medical Transportation	MV Transportation	The Fishel Group
Delta Global Solutions	My Next Career Path Staffing	The Services Companies
Diamond Resorts	Palms Hotel & Casino	Tix4Tonight
Digiphot	Pas De Deux Children's Couture	TLC Casino Entertainment
Exel Logistics	Plasticard Locktech International	Towbin Dodge
Expert Global Solutions	Poker Face LLC	Trump Hotel
Family Dollar	Primex Plastics Corporation	University Medical Center (UMC)
Frias Management LLC	RDI Corporation	US Foods
G4S Secure Solutions (USA), Inc.	Regional Transportation Commission	William-Sonoma, Inc.
Goodwill of Southern Nevada	Remedy Intelligent Staffing	Wyndham Resorts
Healthcare Partners of Nevada		

**Highlighted names indicate new Compact members

LINK: <https://www.bouldercitysocial.com/town-happenings/workforce-connections-coming-to-boulder-city-library/>

Workforce Connections Coming To Boulder City Library

April 11, 2017 by Boulder City Social



The Boulder City Library has been shakin' things up over at their place and specifically, in the 'Nevada Room'. Why? To make space available for a Workforce Connection 'One Stop Career Center' in Boulder City!

Workforce Connection (Southern Nevada's Local Workforce Development Board) will staff the new career center with professionals who will work with job seekers in the Boulder City community to connect to education, job training, and employment opportunities. They will be able to help adults re-entering the workforce, military transitioning, teens ages 16+, the unemployed and the underemployed and are committed to removing barriers to employment through help with obtaining bus passes, child care, and even job specific tools. Their services will extend to help with networking, resume building, job searching skills, completing online applications, and much more as they find out what the needs of our community are.

Boulder City Library is very excited about this partnership and all the additional services that will be offered once the One Stop Center opens, which should be sometime in May!

Moapa Valley Progress Job Hunters Can Get Help At Free ‘One Stop Career Center‘

April 5, 2017 By VROBISON

By MAGGIE MCMURRAY

Moapa Valley Progress

One of the most valuable resources any job hunter could want has come to Mesquite and Moapa Valley and is all ready for business. One Stop Career Center is part Salvation Army, part Las Vegas Clark County Library District, and part Nevada Workforce Connections all rolled into one fantastic resource for local job seekers.

Even though the center is located in Mesquite and operates out of the Mesquite library, it includes Moapa Valley as its territory. The center is offering educational, advisory, and financial support to all job seekers in the area.

The services at the center are not only free of charge, but the center also pays for job training or education as well as any costs that may stand in the way of people receiving that training. One Stop Career Center was established through a grant from Nevada Workforce Connections. The center’s focus is providing training in STEAM related fields. STEAM is an acronym for Science, Technology, Engineering, Art, and Mathematics, and is a job field that is growing rapidly in today’s computer driven society. Jobs in STEAM-related fields also tend to pay higher wages that allow employees to make a liveable income.

Eligibility requirements to participate in the program are simple. Applicants must be unemployed, have the proper credentials to work in the US, and be a Nevada resident. They must also be able to provide their own transportation to and from Las Vegas, or have access to reliable transportation because the trainings currently all take place in Las Vegas. Once all those conditions are met, center counselors help applicants overcome any other obstacles that stand in the way of them getting the training they need. “We try to help people get past any barrier that is preventing them from getting a job that can provide a liveable income,” said center counselor Shawn Hotch. “We provide gas vouchers that pay fuel costs for travel to classes in Las Vegas, we can pay for child care, and, of course, we cover the cost of the actual classes.”

There are hundreds of class choices including everything from nursing and accounting, to many types of computer programming; even barber school. A complete list of training programs can be found at nvworkforceconnections.org.

One Stop Career Center can also help prospective employees get the prerequisites they need, such as a GED, and help applicants find what they would best be suited for.

“We have many resources available to help people find what they would be good for such as personality assessments, academic assessments, and even exploration assessments that help people discover what they are most interested in,” Hotch said.

Once applicants have chosen a prospective career, Hotch suggests they go to the institution they have chosen for training and familiarize themselves with the program to make sure it is something they want to pursue. Not only does

Hotch help applicants get started in the program, she helps them for a year after they complete training as a career coach.

Despite all of these benefits, response so far to the program has been light. Hotch encourages people to take advantage of this program before the grant money goes away.

“This is a wonderful program,” Hotch said. “It’s important that people take advantage of it now because there’s no guarantee that the money will be around forever.”

One Stop Career Center is open during business hours for the Mesquite Library. Hotch encourages people to call the center and make an appointment before coming in. The Mesquite library is located at 121 W First North Street in Mesquite and is open M-Th from 10am to 7pm; F-Sa from 10am-6pm, and Sunday from 1pm-5pm. The number to call to make an appointment is 702-507-4093.

Business Engagement Panel

Wednesday, April 26, 2017



The Business Engagement Panel focused on subsidized employer training also known as On-the-Job Training, Incumbent Worker Training, Customized Training and Registered Apprenticeship to meet a company's specific training needs. Our breakfast sponsor was SUMNU Marketing.

The following companies were in attendance:

Alterra Home Loans	Plasticard Locktech International
American Casino & Entertainment	Primex Plastics
Cashman Equipment	Station Casinos
Delta Global Services	SUMNU Marketing
Diamond Resorts	Sunshine Minting
Homewatch Care Givers	Tesla
Keolis	The Service Companies
La Bonita Supermarket	TLC Casinos
Las Vegas Global Economic Alliance	Unilever
MGM Resorts International	UNLV
MV Transportation	William-Sonoma

POP-UP CAREER FAIR: 89101



We are coming to your neighborhood!

We will feature dozens of open positions and employers who want to talk to you face to face!

Employers and Job Seekers, please register here:

www.nvworkforceconnections.org/register

Tips for Job Seekers

- Dress your best! Treat this as a job interview with multiple companies.
- Update your Resume and bring at least 30 copies with you.
- Last but not least – make sure you arrange for a babysitter!
No children will be allowed into the event.

Thursday, May 4, 2017

11:00 am

Clark County JJS Gymnasium
651 N Pecos, Building F
Las Vegas NV 89101

Don't delay ... visit www.nvcareercenter.org to register or for more information!

24. **INFORMATION:** Programs Committee Member Comments

25. SECOND PUBLIC COMMENT SESSION: Members of the public may now comment on any matter or topic that is relevant to; or within the authority or jurisdiction of the Committee. If you commented earlier, please do not repeat the same comment you previously made. Please clearly state and spell your name and your address for the record. Each comment will be limited to three (3) minutes

26. ADJOURNMENT