

AGENDA
WORKFORCE CONNECTIONS BOARD
TUESDAY, JANUARY 4, 2022 | 2:00 PM

Workforce Connections
Rosalie Boulware Conference Room
6330 W. Charleston Boulevard, Suite 150
Las Vegas, NV 89146

Voice stream link: [Workforce Stream](#)

This agenda has been properly posted on the Workforce Connections website at www.nvworkforceconnections.org, the Nevada Public Notice website at <https://notice.nv.gov>, and the following locations in compliance with the Nevada Open Meeting Law (Nevada Revised Statutes Chapter 241).

- City of Las Vegas, 495 S. Main St., Las Vegas, NV;
- City of North Las Vegas, 2250 N. Las Vegas Blvd. N., North Las Vegas, NV;
- Clark County Clerk's Office, 500 S. Grand Central Pkwy., Las Vegas, NV;
- Esmeralda County Courthouse, 233 Crook St., Goldfield, NV;
- City of Henderson (City Hall) 240 Water St., Henderson, NV;
- City of Boulder City (City Hall) 401 California Ave., Boulder City, NV;
- Workforce Connections 6330 W. Charleston Blvd., Ste. 150, Las Vegas, NV;
- Nevada JobConnect, 3405 S. Maryland Pkwy., Las Vegas, NV;
- Lincoln County Courthouse, 181 Main St., Pioche, NV;
- Nye County School District, 484 S. West St., Pahrump, NV; and
- Pahrump Chamber of Commerce 1302 S. Highway 160, Pahrump, NV.

PUBLIC COMMENT

The Workforce Connections Board (Board) complies with the Nevada Open Meeting Law by taking public comment related to matters posted on the agenda at the beginning of the meeting prior to approving the agenda and before any other action is taken, and by taking public comment again before the adjournment of the meeting on any matter or topic that is relevant to or within the authority or jurisdiction of the Board. As required by the Nevada Open Meeting Law, the Board may only consider items posted on the agenda.

Anyone interested in providing public comment may participate via the following methods:

1. E-mail publiccomment@snvwc.org no later than 1:00 PM on January 4, 2022.
2. Appear in person at Workforce Connections, 6330 W. Charleston Blvd., Suite 150, Las Vegas, NV, 89146. Please arrive no later than 1:45 PM. To enter the building and join the public comment queue, you must pass the health screening procedure. Masks are required.

If you wish to speak on matters on or off the agenda, please step to the podium and clearly state and spell your name for the record. In consideration of others, please avoid repetition and limit your comments to no more than three (3) minutes. As a courtesy, we would also ask those not speaking to

be seated and not interrupt the speaker. Public comment that is repetitious, slanderous, offensive, and inflammatory, amounts to personal attacks or interferes with the rights of other speakers is not allowed. Any person who acts in violation of these rules will be excused from the remainder of the meeting.

It is the intent of the Board to give all citizens an opportunity to be heard. Welcome to our meeting.

Copies of non-confidential supporting materials provided to the Board are available upon request. Request for such supporting materials should be made to Suzanne Benson at (702) 636-2300 or sbenson@nvworkforceconnections.org. Such supporting materials are available online at www.nvworkforceconnections.org.

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

NOTE: MATTERS IN THIS AGENDA MAY BE TAKEN OUT OF ORDER.

Board Members: Jerrie Merritt, Chair; Cecil Fielder, Vice-Chair; Leo Bletnitsky, Lou DeSalvio, Drazen Elez, Dasya Duckworth, Brenda Flank, Dan Giraldo, Peter Guzman, Rebecca Henry, Dr. Jesus Jara, Guy Martin, Jack Martin, Valerie Murzl, Lynda Parven, Geremiah Robnett, Eric Schmacker, Mary Beth Sewald, Jared Smith, Kelvin Watson, Tommy White, Dr. Federico Zaragoza.

All items listed on this agenda are for action by the Board 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 Chair, 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.
Jerrie Merritt, Chair2

- 2. **FIRST PUBLIC COMMENT SESSION:** Members of the public may now comment on any matter posted on this agenda, which is before the Board for consideration and action today. Please clearly state and spell your name for the record. Each comment will be limited to three (3) minutes.
Jerrie Merritt, Chair 4

- 3. **DISCUSSION AND POSSIBLE ACTION:** Approve the agenda with inclusions of any emergency items and deletions of any items.
Jerrie Merritt, Chair 5

- 4. **DISCUSSION AND POSSIBLE ACTION:** Accept staff’s recommendation to award a new contract to C2 Global Professional Services, LLC to provide WIOA Title I Youth services in the Central Cluster. The award amount shall not exceed \$4,250,000. *This is a new contract from the existing procurement action of 2018*, which allows for a contract with an 18-month term. Upon approval and authorization by the LEO Consortium, the contract and budget period shall be January 13, 2022, through June 30, 2023.
Jerrie Merritt, Chair 6

- 5. **INFORMATION:** Board member updates and identification of emerging issues to be addressed at a future meeting.
Jerrie Merritt, Chair10

- 6. **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 Board. 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 for the record. Each comment will be limited to three (3) minutes.
Jerrie Merritt, Chair11

- 7. **ADJOURNMENT**

Agenda Item 2. FIRST PUBLIC COMMENT SESSION:

Members of the public may now comment on any matter posted on this agenda, which is before the Board for consideration and action today. Please clearly state and spell your name for the record. Each comment will be limited to three (3) minutes.

~ Jerrie Merritt, Chair

Agenda Item 3. DISCUSSION AND POSSIBLE ACTION:

Approve the agenda with inclusions of any emergency items and deletions of any items.

~ Jerrie Merritt, Chair

Agenda Item 4. DISCUSSION AND POSSIBLE ACTION:

Accept staff's recommendation to award a new contract to C2 Global Professional Services, LLC to provide WIOA Title I Youth services in the Central Cluster. The award amount shall not exceed \$4,250,000. ***This is a new contract from the existing procurement action of 2018***, which allows for a contract with an 18-month term. Upon approval and authorization by the LEO Consortium, the contract and budget period shall be January 13, 2022, through June 30, 2023.

~ Jerrie Merritt, Chair



WC WIOA Youth Providers Expenditure Report
***Expenditures are through end of November 2021**

Provider	Awarded Contract Amount	Actual Expenditures	Expenditure %
HSN North	\$2,750,000.00	\$677,257.49	25%
EWS South	\$2,600,000.00	\$400,327.64	15%
EWS Central	\$1,950,000.00	\$326,857.91	17%
YAP Reentry	\$1,300,000.00	\$310,295.07	24%
NYE Youth	\$900,000.00	\$164,043.96	18%
Lincoln Youth	\$350,000.00	\$99,269.17	28%
Totals	\$9,850,000.00	\$1,978,051.24	20%

References – C2 Global Professional Services, LLC

Two (2) reference questions were asked of six (6) LWDBs currently doing business with C2:

1. Do they meet/exceed your expectations?
2. Do they meet/exceed the performance outcome requirements in their contracts with you?

1. Henry Guajardo, President, Golden Crescent Workforce Development Board

“C2 Global has been our primary contractor since 2018 responsible for all programs including child care, TANF Choices, SNAP E&T, Non-Custodial Parent Program and all the WIOA programs. I have been pleased with their performance and delivery of services and appreciate the open communication with corporate management. On a personal level. I have great respect for Chakib and his professionalism and integrity.”

2. Francisco Almaraz, Chief Executive Officer, Workforce Solutions – McAllen

“Workforce Solutions has had a contractual relationship with C2 for the provision of WIOA services and other programs since 2010. Having a good working relationship has allowed both of our organizations to search for ways to continuously improve, resulting in a positive customer experience.

Do they meet/exceed your expectations? C2 has exceeded expectations year after year. C2 staff is always responsive to additional projects that come up and require quick ramp up and follow through. They continuously meet expenditure benchmarks and performance outcomes.
Do they meet/exceed the performance outcome requirements in their contracts with you? C2’s management of the American Job Centers has been excellent. Prior to COVID, 100% of all contracted performance measures were met or exceeded. During the COVID-19 pandemic, C2 adapted quickly to virtual services, while in-person services were provided to some customers by appointment only.”



3. Judy McDonald, Chief Executive Officer, Workforce Solutions – Tarrant County

“Workforce Solutions for Tarrant County continues to enjoy an extremely positive and successful relationship with our Workforce Center contractor, C2 Global, who provide our center services including WIOA, RESEA, Choices and more; both virtually and in-person. We have renewed their contract several times based on successful performance, compliance, numbers served, and performing within financial expectations. Most recently they were selected when we went out with an RFP. In addition to items mentioned, previously they responded most closely to what we were looking for as outlined in the Vision portion of the RFP. You specifically ask about WIOA, although they have not always met every performance, they have always had approved corrective action plans. We work closely with them, not only on plans of actions, but they come to us with great ideas on how to improve both performance and services. They report to us regularly and we always feel like we have not only the numbers, but a real feel of what is happening at the centers. I highly recommend working with C2.”

4. Adrian Lopez, Chief Executive Officer, Workforce Solutions – Alamo

“I am happy to provide a reference for C2.

Do they meet/exceed your expectations? *C2 has been a great contractor to work with. Since I started in November 2019, they have not only met my expectations, but they have exceeded them. For example, they have been great partners in taking on additional responsibilities, since WSA was instrumental in securing an additional \$30 million of non-TWC funding. This required the contractor to hire additional staff, train them, and dispatch them to provide services to thousands of new clients above and beyond what we provide with our TWC funding. They did this in the midst of the pandemic.*

Do they meet/exceed the performance outcome requirements in their contracts with you? *C2 continues to demonstrate that they can meet and exceed the performance outcomes in the contract, but also to take on additional responsibilities, such as mentioned above. In addition, they have been a great partner as WSA is changing its service delivery model moving towards a Sector Based Model. C2 has been challenged by WSA to think creatively on how to implement this new model, change operations, and build capacity of staff in order to meet the demands of this new model. The feedback WSA and C2 are receiving regarding the implementation of this new model is extremely positive.*

C2 has demonstrated that they are a contractor willing to meet the challenges of today and tomorrow head on and are a willing partner with WSA to figure out some very complex problems.”



5. Tamara D. Atkinson, Chief Executive Officer. Workforce Solutions – Capital Area

“Broadly speaking, we have been pleased with C2. They bring a level of innovation and expertise to our area. Chakib Chehadi and Aaron Smith are long-standing workforce experts, both of whom have served in executive level positions at a workforce board.

Below are a few summary points regarding my professional opinion of C2’s work.

Benefits

Outcome driven. *They consistently meet or exceed our contract deliverables. They are very focused on what they are contracted to do.*

Data driven. *They believe in analytics to improve business operations, and continue to strive to transform their operations to become more in line with private sector best practices.*

Servant leaders. *Chakib and the corporate team are truly kind and caring. They understand and work to improve the lives of our clients.*

6. Marci Murphy, President, Career Source Brevard

“As President of CareerSource Brevard, it is my pleasure to write this letter of reference for C2 Global Professional Services. We are currently into the first year of their new four-year contract with us. This is the second RFP they have won with us. The first was for a term of four years, so we have had them on contract for 4.5 years. We have a cost reimbursement, performance-based incentive fee contract. Each year, they have made their performance and earned their incentive fee. We are also held accountable at the local level for WIOA’s Primary Indicator of Performance, of which we negotiate every two years with the state of Florida. Looking at the final PY 2020-2021 performance, we met or exceeded all of the measures. Here are some statistics you might find interesting. (Florida has 24 local regions.)

- 1) *We were 1 of 5 regions to meet all 18 goals*
- 2) *#2 in the state for number of goals exceeded*

Although performance is very important, I’d like to address other areas of C2 I find exceptional.

- 1) *Their management team under the direction of Chakib Chehadi is exceptional. They are very easy to work with, knowledgeable, always available (both virtually and in-person) and are willing to listen and implement any ideas/concerns that you may have.*
- 2) *They are continually looking at cutting edge technology that may be utilized in the workforce system to improve operations, help customers, and bring success to the organization.*
- 3) *They readily share best practices from their contracts.*
- 4) *They value their employees and look for ways to improve retention, which is very important in this economy.*

C2 Global Professional Services is one of the best organizations I have had the opportunity to work with in my 20 years in the workforce system.”

Agenda Item 5. INFORMATION:

Board member updates and identification of emerging issues to be addressed at a future meeting.

~ Jerrie Merritt, Chair

Agenda Item 6. 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 Board. 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 for the record. Each comment will be limited to three (3) minutes.

~ Jerrie Merritt, Chair