



SOUTHERN NEVADA'S
ONE-STOP
DELIVERY SYSTEM

2019
HIGHLIGHTS



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

Connecting Employers to a Ready Workforce

Southern Nevada's Local Workforce Development Board

WHO WE ARE / WHAT WE DO

Workforce Connections (WC) is the administrative entity for Southern Nevada's Local Workforce Development Board (LWDB) which is responsible, under the Workforce Innovation and Opportunity Act (WIOA), for oversight of the local One-Stop Delivery System (OSDS). As the Local Board, we administer WIOA Title I employment and training funds and are responsible for convening the 17 mandated partner programs in the Southern Nevada area identified under WIOA. Southern Nevadans can access these 17 partner programs at the One-Stop Career Centers that comprise the local OSDS, including JobConnect, TANF and library locations.

LEADERSHIP, BOARD RECRUITMENT AND TRAINING

Local governance is provided by the Chief Local Elected Officials (LEO) Consortium and the LWDB. The LEO Consortium is comprised of eight local elected officials who hold fiduciary responsibility of the federal funds and oversee and appoint members to the LWDB. The LWDB is a majority business led and diverse group of people actively engaged in the community. Its members have expertise and knowledge to effectively govern and steer the organization, identify needs and opportunities within the labor market, and align resources toward effective workforce development for the local area. Collectively, the leadership possesses skill sets and resources that greatly align with WC's strategies, goals and needs. The LEO Consortium and LWDB members attend joint meetings, professional developmental sessions and participate in annual conferences, including the National Association of Workforce Boards (NAWB) Forum in Washington, DC.

LEO CONSORTIUM

Varlin Higbee
Chair
Commissioner
Lincoln County

Scott Black
Vice Chair
Mayor Pro Tem
& Councilman
City of North Las Vegas

Olivia Diaz
Vice Chair-Elect
Councilwoman
City of Las Vegas

De Winsor
Commissioner
Esmeralda County

Leo Blundo
Commissioner
Nye County

Michelle Romero
Councilwoman
City of Henderson

Tick Segerblom
Commissioner
Clark County

Warren Harhay
Councilman
Boulder City

LWDB

Valerie Murzl
Chair
Station Casinos, LLC

Jack Martin
Vice Chair
Clark County Department of
Juvenile Justice Services

Leo Bletnitsky
LBA Networking, Inc.

Renee Boyce
My Next Career Path Staffing

Lou DeSalvio
Southern Nevada Laborers Local #872

Cecil Fielder
Keolis Transit America, LLC

Jesus Jara
Clark County School District

Janice John
Vocational Rehabilitation Division
Department of Employment
Training and Rehabilitation

Louis Loupias
Southern Nevada Operating
Engineers/IATC Local #12

Duana Malone
Tech Queen Systems, LLC

Guy Martin
Martin Harris Construction

Jerrie Merritt
Bank of Nevada

Brenda Flank
Alliance for Education and Liberty

Linda Gerstenberger
Dignity Health

Dan Giraldo
Bank of America

Peter Guzman
Latin Chamber of Commerce

Rebecca Henry
Allegiant Air, LLC

Jill Hersha
Las Vegas-Clark County Library District

Jeff Proffitt
Sheet Metal, Air, Rail and
Transportation Local #88

Mary Beth Sewald
Las Vegas Metro Chamber of Commerce

Jared Smith
Las Vegas Global Economic Alliance

Tiffany Tyler-Garner
Department of Employment
Training and Rehabilitation

Federico Zaragoza
College of Southern Nevada

“Thanks to the extraordinary leadership and support from the LEO Consortium and the LWDB, WC had another fantastic year! It was full of improvements and advancement for the local one-stop delivery system. We believe 2020 will be our best year yet.”

Jaime Cruz
Executive Director,
Workforce Connections

2019 INVESTMENT CYCLE AND STRATEGY

The 2019 WIOA Title I funding cycle Request For Proposals (RFP) were based on strategic direction from the WC Board and LEOs. The direction resulted from a series of strategic conversations between WIOA system partners and other local stakeholders held in 2018. It was approved at the Joint Board & LEO Consortium meeting on August 28, 2018. The directions included:

- **Continue transition** of WIOA Title I services to One-Stop Career Centers with the other WIOA partner programs.
- **Maximize the leveraging** of resources with effective referrals, co-enrollments and partnerships.
- **Focus on alternate labor pools** (in addition to the unemployed): re-entry, vets, individuals with disabilities, disengaged youth, the underemployed, etc.
- **Implement scopes that are broad and flexible** (that allow service delivery to multiple target populations) and are focused on Nevada's targeted industry sectors/occupations.
- **Ensure programs demonstrate** a measurable high return on investment (ROI).
- **Use performance data** to determine ROI and make better strategic decisions.

In support of the strategic direction, WC issued RFPs in November and received 39 proposals for 13 clusters (service areas). All proposals passed technical review and were then evaluated and scored by an independent third-party contractor, Social Policy Research Associates (SPRA). SPRA has been used by WC for the past eight years. The 34 proposals that met the minimum score were ranked by the Ad-hoc Selection Panel made up of WC Board and Committee members and other WIOA partners. Recommendations for funding by the Ad-hoc Selection Panel were considered and approved by the Programs Committee, WC Board and the LEOs in the April/May 2019 meetings.

415,000

Adults in Southern Nevada are eligible for employment and training services from the OSDS.

\$ 130M+

Annual funding available in the OSDS.

35,000

Youth and young adults do not have a High School Diploma or GED.

91,000

Youth in Southern Nevada are eligible for employment and training services from the OSDS.

124

Neighborhoods have unemployment greater than 6.5%.

55+

Physical access points to the OSDS.

19

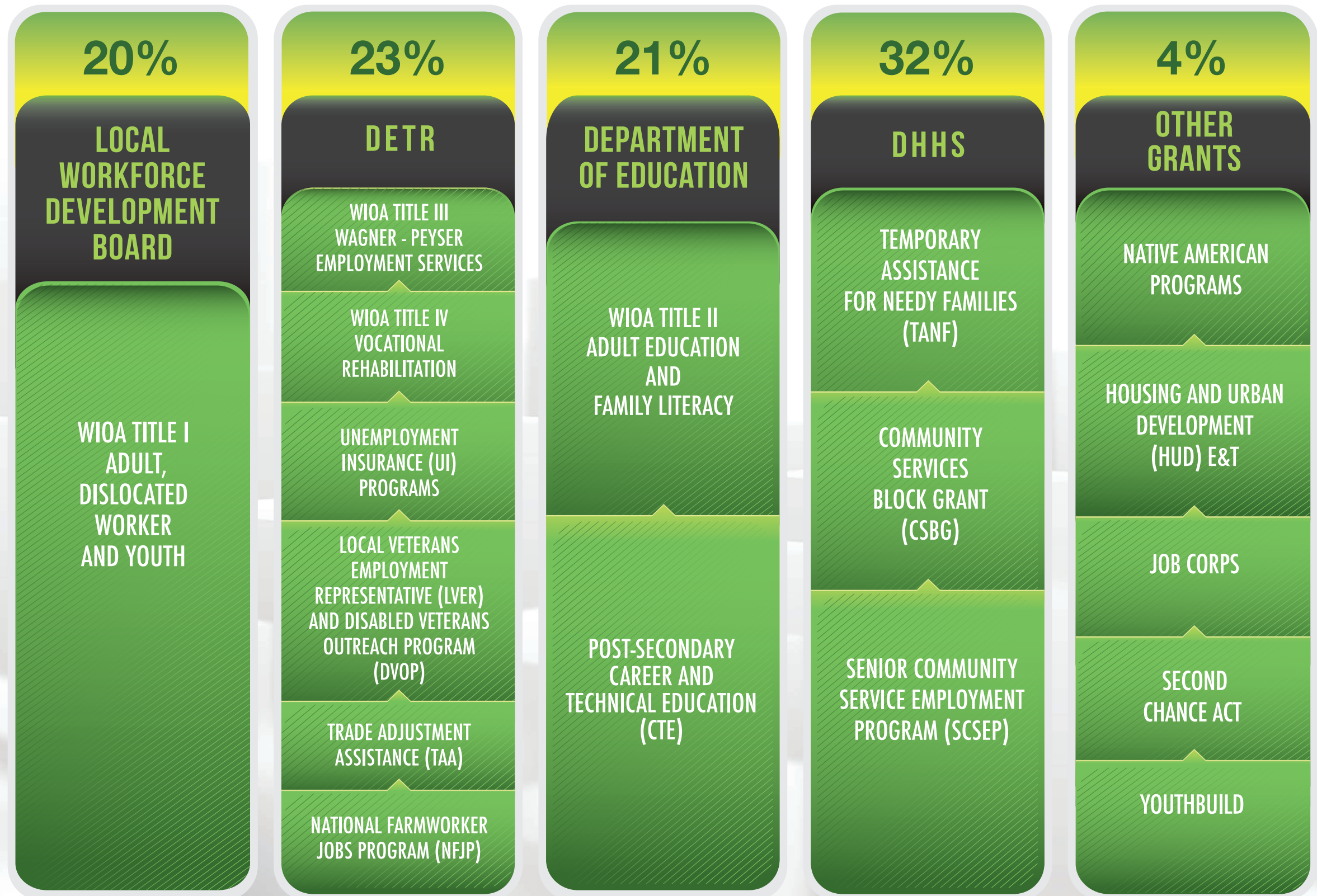
Neighborhoods have double digit unemployment.

ONE-STOP PARTNER PROGRAMS

PERCENTAGE OF SYSTEM RESOURCES →

OVERSIGHT AGENCIES →

PARTNER PROGRAMS →



RAISING AWARENESS

WC continued to raise awareness of the elected officials in Southern Nevada regarding the impact of the OSDS for their constituents in 2019. During the year WC held a community investment tour where the local investment and impact of the OSDS was presented to city councils, county commissions, and to the public.

TRACKING CUSTOMERS

The Comprehensive One-Stop Career Center and Library locations continued the implementation of the Centralized Customer Tracking System (CTS) to manage the flow of customers that come into our One-Stop Centers. The system is provided by DETR and is used exclusively in the JobConnects. CTS simplifies customer tracking by providing the following details: the time a customer arrives, the reason for the visit, and the name of the staff they will be seeing. Utilizing a single customer flow system allows for uniform tracking and reporting of customer flow data.

SURVEYING SATISFACTION

WC implemented a customer satisfaction survey for all WIOA Title I programs to capture the quality of service delivery across the system. These surveys can be completed electronically or on paper. WC monitors these surveys to identify customers who might have received service below par and follows up to achieve improvement. All providers have also added a link to the survey in their email signatures to increase survey participation.



“In 2019, Workforce Connections excelled in its role of system convener. We raised system awareness and brought together all necessary community stakeholders. This will ensure that our customers are receiving the services they need in the most effective way.”

LEO Consortium Vice Chair, Scott Black
Mayor Pro Tem & Councilman
City of North Las Vegas

ONE-STOP CENTERS

The Comprehensive One-Stop Career Center is the flagship for the Southern Nevada local workforce development area. The center is staffed by over 30 workforce development professionals representing WIOA Titles I, II, III, IV and TANF. WC has also expanded service delivery by co-locating WIOA partners in various library locations, Nevada JobConnect offices, TANF offices, and specialized centers. One-Stop Career Centers serve the following populations:

- Adults and Dislocated Workers
- Youth
- Veterans
- Individuals with Disabilities
- Re-entry populations

ALIGNMENT WITH EDUCATION

In 2019, Clark County School District (CCSD) and WC held a summit with local labor unions, education leaders and businesses to support students entering trade apprenticeships. WC convenes five CCSD working groups to:

- **Align** curriculum to the current needs of industry.
- **Refine** the message of the skilled trades.
- **Provide** early exposure for students.
- **Explore** licensing process for trades to instruct in the classroom.
- **Streamline** access.

BUSINESS ENGAGEMENT

The collaborative efforts of the DETR JobConnect Business Services team and WC have resulted in a more synergistic approach to the delivery of employer services throughout Southern Nevada. As the WIOA Title I sub-recipients and Wagner-Peyser business services staff work more cooperatively, employers benefit by receiving a “big picture” menu of business services available to assist with their employment requirements. The success of this collaboration is marked by co-location of WIOA Title I and Wagner-Peyser management staff who are creating opportunities for both entities to jointly serve the business customer. The entities work in tandem to produce, historically, the most successful hiring events the public workforce system has seen. In conjunction with the hiring events, there are services such as resume reviews, interview technique activities and LinkedIn instruction to assist job seekers with developing a more polished approach, thus providing our business customer with a more professional pool of applicants.

ALIGNMENT WITH ECONOMIC DEVELOPMENT

The Southern Nevada economy continues to experience robust economic growth which means our workforce must be prepared to meet the changing needs of employers. WC, in partnership with the Las Vegas Global Economic Alliance (LVGEA), and the Las Vegas Metro Chamber of Commerce worked together to produce the Workforce Blueprint 2.0. Workforce Blueprint 2.0 evaluates the future needs of employers and assesses the current workforce supply chain. The report also outlines where and how strategic alignment should take place for the region to stay economically competitive. Workforce Blueprint 2.0 is useful for educators, by showing them what skills are in demand; for parents, by outlining what in-demand career pathways will be available for their children; and for employers, by illustrating that Southern Nevada is in tune with their needs to develop a highly skilled and diverse workforce.

ACT WORK READY COMMUNITY

Clark County is the largest county in the nation to become a certified ACT® Work Ready Community. The Work Ready Community initiative provides individuals the opportunity to assess job readiness skills and earn a nationally recognized certificate reflecting their skill levels. The ACT® WorkKeys® National Career Readiness Certificate® (NCRC®) is an important tool. It provides employers critical information about future hires, allowing them to hire the right candidate the first time. The assessments also provide job seekers a chance to see how their skills match various careers, or what areas they need to work on. The effort was spearheaded by WC in partnership with other stakeholders including College of Southern Nevada (CSN), CCSD and Clark County Commission Chair Marilyn Kirkpatrick. Efforts are currently underway to assist Esmeralda, Lincoln and Nye Counties to also become Work Ready Communities. Clark County achieved the official Work Ready Community certification in May 2019.



“In order to effectively align workforce development to the needs of employers and job seekers, we continue to regularly convene all partners in the work. Together, in 2019 we helped Clark County become the largest county in the nation to be certified by ACT as a Work Ready Community.”

LEO Consortium Vice Chair-Elect, Olivia Diaz
Councilwoman
City of Las Vegas

FUTURE OF WORK

WC leadership presented to NAWB in March 2019 on the Future of Work. Topics of discussion included:

- The fundamental shift of the job market.
- The increasing competition among workers due to the rise of technology and globalization.
- The pace of change and the required skills and technical knowledge.
- The requirements for jobs of the future.
- The workforce development system’s preparation and response to the changing dynamics.

2020 PREVIEW

Thriving Communities for a Better Southern Nevada

WC was chosen by the U.S. Department of Health & Human Services’ Office of Family Assistance to lead a collective impact initiative, “Thriving Communities for a Better Southern Nevada”. In collaboration with Clark County Commission Chair Marilyn Kirkpatrick and other stakeholders, this initiative will convene diverse partners from across multiple sectors around a single goal: to develop and implement a strategic plan addressing critical obstacles that block the economic mobility of individuals and families in Southern Nevada. The Office of Family Assistance provides technical and financial support for local business leaders, philanthropy, state and federal government, and social service partners to organize their best ideas into collaborative strategic action plans that address these barriers. Thriving Communities initiatives are currently underway in Jackson, MS, St. Louis, MO, and now in Southern Nevada.

Employer Focused One-Stop Center

WC will continue to work with the system partners to design and implement an integrated employer-focused center. The goal is to meet employers’ unique needs under one roof by providing strategies and solutions for talent recruitment and workforce development solutions in an employer-centric environment.



“In 2019, Workforce Connections continued to lead the alignment of workforce development, education and economic development in Southern Nevada. Our team lives and breathes our mission everyday: Connecting Employers to a Ready Workforce.”

LEO Consortium Chair, Varlin Higbee
Commissioner
Lincoln County

For more information about our Annual Report, visit:
www.nvworkforceconnections.org



ONE-STOP DELIVERY SYSTEM

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