

2014

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



# ANNUALREPORT

» Connecting Employers to a Ready Workforce



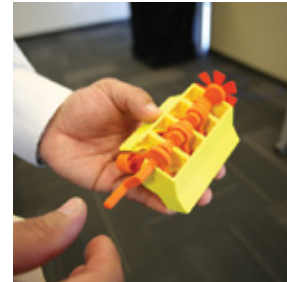
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## An Equal Opportunity Employer / Program

Auxiliary aids and services available upon request for individuals with disabilities.

Relay 711 or (800) 326.6868





## People

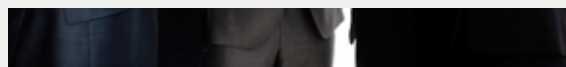
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# People

## Local Leadership to Fulfill Local Needs

“Workforce Connections provides much needed employment and training services to Southern Nevadans.”

*~ Lawrence Weekly • Chair • Chief Local Elected Officials Consortium*





» People  
Partnerships  
Possibilities





# Executive Summary

This program year proved to be even more challenging than previous years. The enactment of the Workforce Innovation and Opportunity Act (WIOA) generated workforce development improvement opportunities that elevated Workforce Connections' (WC) employment and training services to a new level of excellence. For example, the agency's independent programmatic audit received our highest unqualified mark. Another high point was the launching of the local area's first ever Workforce Development Academy. Workforce development practitioners that participated in the academy and completed the program received their certification and Continuing Education Units (CEUs) from the College of Southern Nevada (CSN). In preparation for WIOA, programmatic policies were revised, with some still pending, awaiting the U.S. Department of Labor and State of Nevada's final regulation and policy guidance.

Along with WIOA implementation requirements and throughout the program year, WC's organizational structure and executive staff's line of succession plan was tested. The plan successfully ensured continuity of services without interruption of functional operations. With a corporate matrix model structure in place, all of staff's skills and abilities were fully utilized

even in dual capacities in support of the area's industry sector initiatives. Other notable and successfully launched initiatives were "The Future of Nurses Program" in partnership with Nevada's System of Higher Education and the University of Nevada, Las Vegas (UNLV) Collaborative Gap Training offering healthcare soft-skills.

With multiple workforce initiatives set in place, expenditure lines were maintained within budget limitation, (i.e., 0.7%) as compared to the previous program year. Fiscal and financial management was exceptional, resulting in the unqualified audit and significantly reduced reverse to deficiencies and findings, with almost none reported.

With Total Quality Service initiatives in place, the area's One-Stop Delivery System (OSDS) expanded its workforce development processes with on-site workforce navigators. Additionally, WC established formal compacts with local businesses whereby making WC their first choice to fill their workforce demands (e.g., hire WC's job seekers first). Record numbers of employers participated in hiring events with expanded media coverage valued at \$176,465. Finally, by repurposing a bus donated by the Regional Transportation Commission, WC deployed a Mobile One-Stop Career Center for service delivery in both rural and urban areas. Despite the tremendous challenges this program year, the highest quality of workforce development services were delivered successfully throughout the Southern Nevada Workforce Development Area.

**Ardell Galbreth**  
**Executive Director, Workforce Connections**



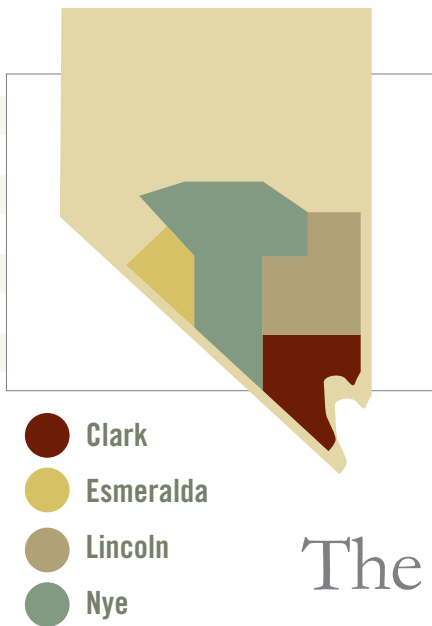
I liked the fact that the One-Stop Center was so organized, and everyone was so friendly and helpful.

~ One-Stop customer



# Chief Local Elected Officials Consortium

The Chief Local Elected Officials Consortium oversees primary board activities such as the appointment of board members, fiduciary responsibilities over local area resources, budget approvals and the coordination of inter-local government agreements.



Member	Jurisdiction
Councilman Bob Beers	City of Las Vegas
Commissioner Andrew Borasky	Nye County
Commissioner Varlin Higbee	Lincoln County
Commissioner Ralph Keyes	Esmeralda County
Councilwoman Peggy Leavitt	City of Boulder City
Councilwoman Gerri Schroder	City of Henderson
Commissioner Lawrence Weekly	Clark County
Councilwoman Anita Wood	City of North Las Vegas

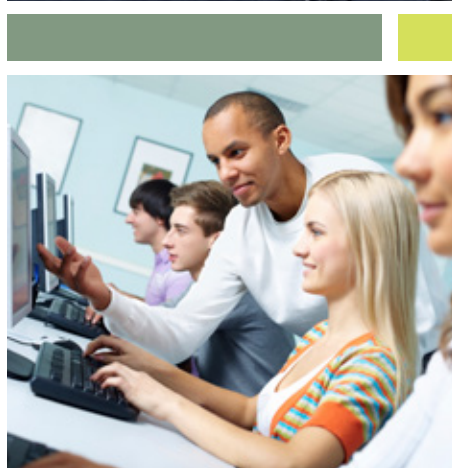
## The Workforce Connections Board

Created to carry out the duties of regional workforce development outlined by the Workforce Investment Act of 1998 (WIA), the WC Board is a diverse group of people actively engaged in the community who identify needs and opportunities, and align resources towards effective workforce development. Our board members include leaders from various areas of the community including:

- Local elected officials
- Public service organizations
- Private business sector leaders
- Labor organizations
- Educational institutions
- Professional service associations







## The Board: What We Do



I liked the staff's thoughtfulness, compassion, proficiency, and overall dedication to people less fortunate than themselves. What this world needs more of. ~ **Deborah**



The Board uses its understanding of the local labor market and the economic forces impacting Southern Nevada to define the scope of work performed by WC and its system partners. Working with economic development, K-12, post-secondary educators, chambers of commerce and community service organizations, the Board aligns strategies that build better partnerships for better workforce development investments in the community. In preparation for WIOA the Local Elected Officials started the process of reconstituting the Board membership. Changes would be effective in July of 2015 in order to meet the new board membership requirements.



Board Members	Business Affiliation	Adult & Dislocated Worker Committee	Finance & Budget Committee	Executive Committee	Youth Council
Maggie Arias-Petrel	Global Consulting	•			
Rudee Bagsby	Lowe's Companies				•
Councilman Bob Beers	City of Las Vegas		•		
Commissioner Butch Borasky	Nye County				
Hannah Brown	Urban Chamber of Commerce	•	•	•	
William Bruninga	Advanced Energy Applications, LLC		•		
Matthew Cecil	Little Mendelson PC	•			
Mark Edgel	Southern NV Laborers Local 872 Training Trust	•			
Willie J. Fields, Jr.	WJF Shoe				•
Dan Gouker	College of Southern Nevada		•	•	
Commissioner Varlin Higbee	Lincoln County				
Sonja Holloway	Sierra Nevada Job Corps			•	•
Commissioner Ralph Keyes	Esmeralda County				
Liberty Leavitt	Clark County School District				•
Councilwoman Peggy Leavitt	City of Boulder City				
Dr. David Ching Lee	Las Vegas Taiwanese Chamber of Commerce	•			
Vida Chan Lin	Wester Risk Insurance		•		•
Cecilia Maldonado	UNLV	•			
John "Jack" Martin	Clark County Dept. of Juvenile Justice Services				•
Jerrie Merritt	Bank of Nevada		•		
Valerie Murzl	Station Casinos, LLC	•		•	
Lynda Parven	Dept. of Employment, Training & Rehabilitation	•			
Bart Patterson	Nevada State College	•			
Charles C. Perry, Jr.	NVHCA Perry Foundation	•			
Mujahid Ramadan	MR Consulting/NAACP				•
Bill Regenhardt	Regis 702 Consulting Group	•			
Dan Rose	Local #88 Sheet Metal Training Center/JATC	•		•	•
Tommy Rowe	Rural Nevada representative				•
Councilwoman Gerri Schroder	City of Henderson		•		
Commissioner Lawrence Weekly	Clark County			•	
Councilwoman Anita Wood	City of North Las Vegas				•

Adult & Dislocated Worker Committee

Finance & Budget Committee

Executive Committee

Youth Council



The staff was very helpful and insightful.

~ One-Stop customer

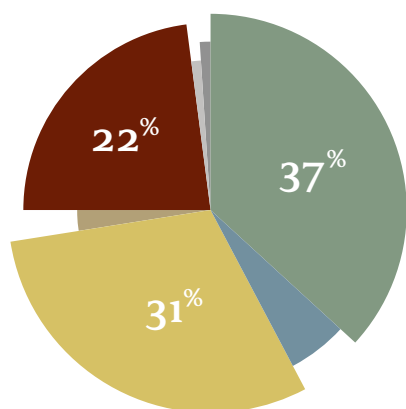




# Participants

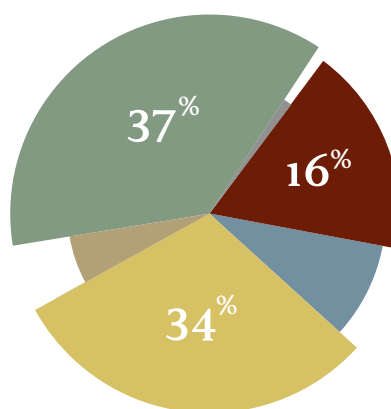
In program year July 2014 through June 2015 (PY14), 2,984 youth and 4,145 Adult and Dislocated Workers (ADW) were served in the local area.

**YOUTH PARTICIPANTS BY AREA**



1% Boulder City  
1% Lincoln County  
3% Nye County  
5% Henderson  
22% North Las Vegas  
31% Unincorporated Clark County  
37% Las Vegas

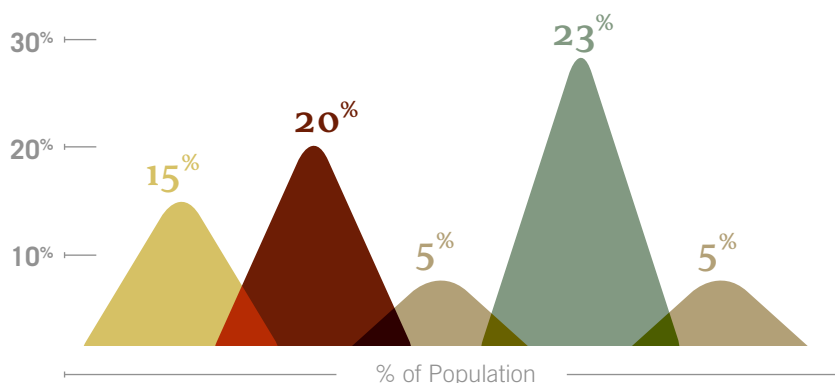
**ADW PARTICIPANTS BY AREA**



0% Boulder City  
1% Lincoln County  
5% Nye County  
7% Henderson  
16% North Las Vegas  
34% Unincorporated Clark County  
37% Las Vegas

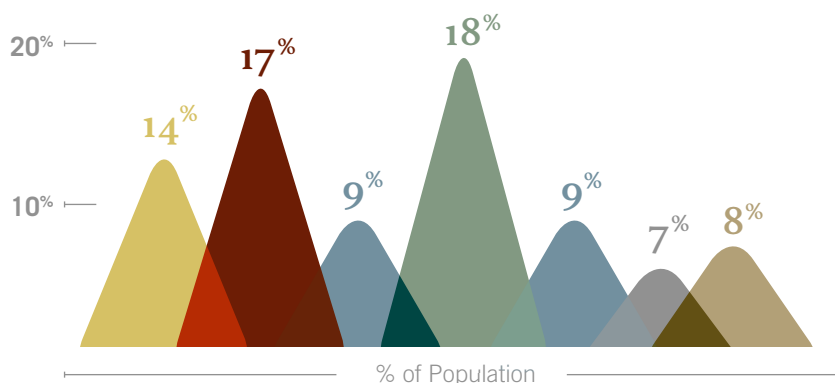
## » Areas Served

Our Youth and Adult & Dislocated Worker (ADW) programs serve the counties of Clark (including the cities of Boulder City, Henderson, Las Vegas and North Las Vegas), Esmeralda, Lincoln, and Nye.



#### YOUTH GENERAL POPULATION CHARACTERISTICS

**23%** Less than High School Diploma **20%** Below Poverty Line  
**15%** Unemployed **5%** Speaks English Less than Well **5%** Persons with Disabilities



#### ADULT (18-64 YEARS OF AGE) GENERAL POPULATION CHARACTERISTICS

**18%** Age 55-64 **17%** Less than High School Diploma **14%** Below Poverty Line  
**9%** Speaks English Less than Well **9%** Persons with Disabilities  
**8%** Veteran **7%** Unemployed

## » Our Community

The Local Workforce Investment Area (LWIA) faces significant challenges with respect to employment and education. The area has high unemployment, high poverty rates and low education rates. Based on the 2009-2013 American Community Survey 5-Year Estimates the LWIA's population is comprised as described in the graphs:



I haven't had to look for employment for 10 years and I feel this center is truly a one-stop shop. My counselor was knowledgeable, kind and very attentive. Great Resource!

~ One-Stop customer

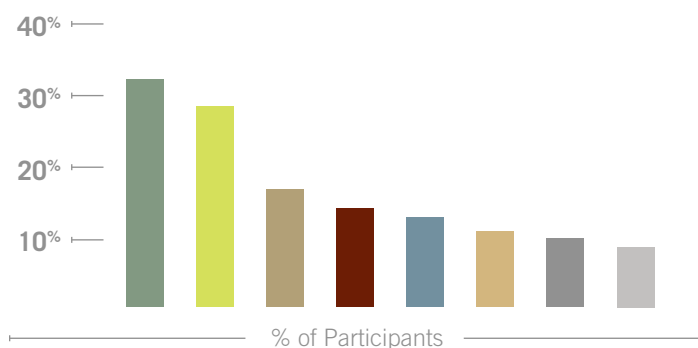


# Participant populations include

ADW, Youth, Veterans, People with Disabilities, Foster Care Youth, At Risk Youth and Ex-offenders.

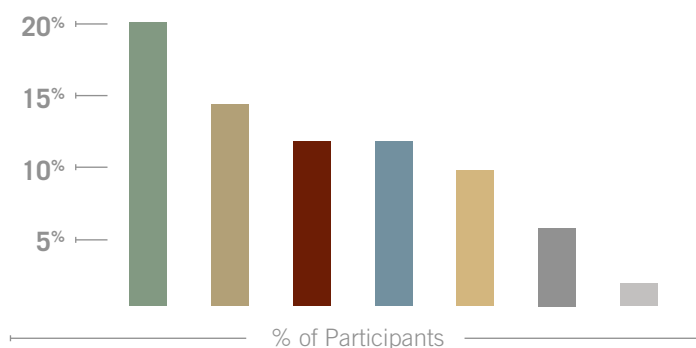
## Targeted population

The target population for the LWIA consists of youth and adults who are low income and face significant barriers to employment or education. Our programs assist a wide variety of people, offering unique tools and training opportunities to ensure the fastest path to regaining employment and strengthening our workforce.



### YOUTH BARRIERS TO EMPLOYMENT / EDUCATION

31% Basic Skills Deficient (BSD) / Education  
 27% Public Assistance 15% Drop Out 12% Homeless / Foster  
 11% English as a Second Language  
 9% People with Disabilities 8% Juvenile Justice Involved  
 7% Pregnant / Parenting



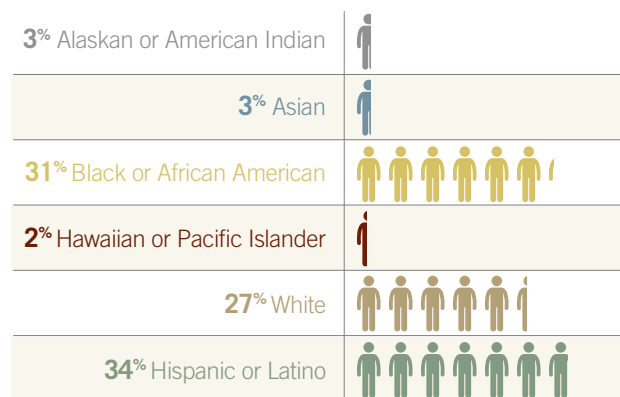
### ADW BARRIERS TO EMPLOYMENT

20% Public Assistance 14% Basic Skills Deficient (BSD) / Education  
 12% Offenders 12% Age 55-64 9% People with Disabilities  
 5% Homeless 2% Other Barriers

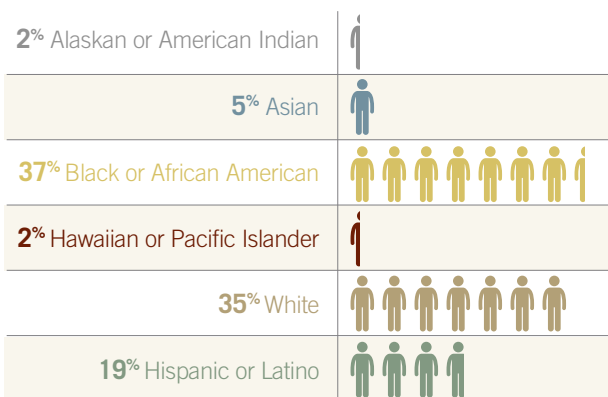
## Diversity

Just like the communities we serve, our participants are a diverse group.

### YOUTH PARTICIPANTS RACE / ETHNICITY



### ADW PARTICIPANTS RACE / ETHNICITY

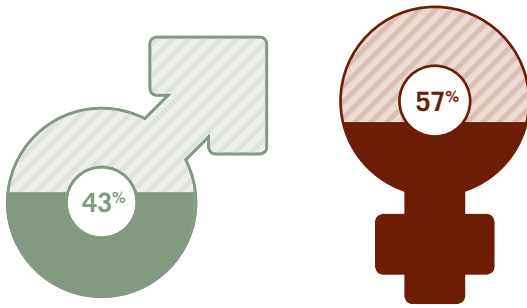


## ► Additional Demographics

Age and gender demographics are listed below.

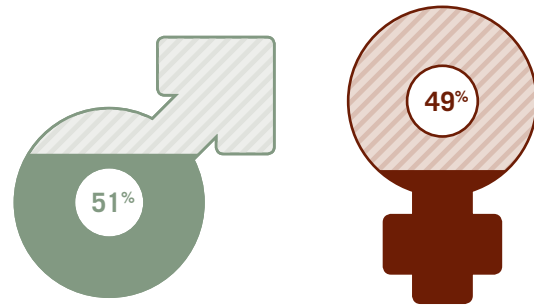


Data analysis helps us drive continual improvement. ~ Councilman Bob Beers · City of Las Vegas



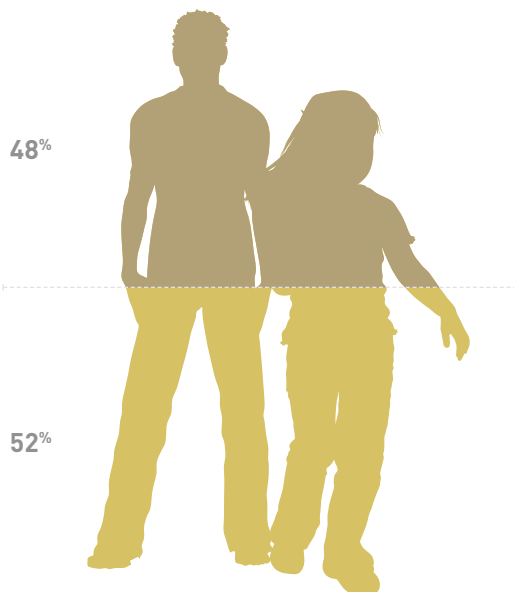
**YOUTH PARTICIPANTS BY GENDER**

43% Male 57% Female



**ADW PARTICIPANTS BY GENDER**

51% Male 49% Female



**YOUTH PARTICIPANTS BY AGE**

48% Age 14-17 52% Age 18-24



**ADW PARTICIPANTS BY AGE**

14% Age 18-24 26% Age 25-34 24% Age 35-44  
22% Age 45-54 12% Age 55-64 2% Age 65+



## Customer Satisfaction

Improving customer service continues to be one of the primary areas of emphasis for both WC and its funded partners. To that end, in PY14 the One-Stop Career Center implemented a number of strategies aimed at soliciting feedback from customers and increasing satisfaction with services received.

A survey was put into place that was accessible both online and in printed hard copy. All customers of the center were encouraged to share their thoughts. Results of the survey were reported during the monthly Consortium meetings and the Customer Flow subcommittee was tasked with responding to areas of concern.

The data shows that the vast majority of customers reported having a positive experience at the One-Stop Center. Although management was pleased with the overall

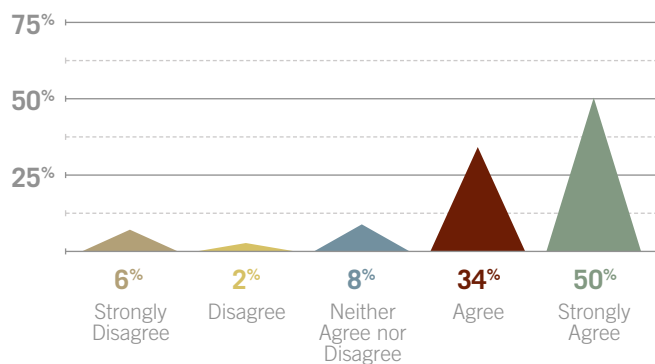
results, the goal remains for there to be a 100% satisfaction rate and we are looking forward to the additional expertise in creating positive customer experiences that our new One-Stop Career Center Operator for PY15, ResCare Workforce Services, will bring to the table.

“  
I would change nothing. The entire staff is very helpful. I RATE THEM ALL A TEN (10)...  
~ One-Stop customer

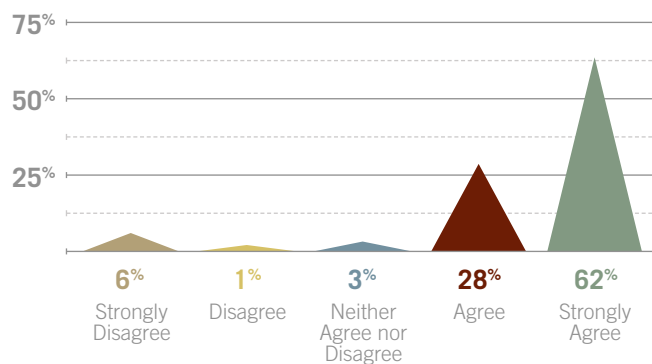
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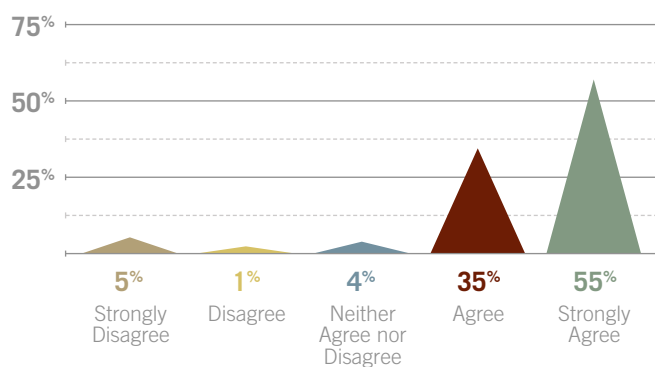
### Q1 The One-Stop Career Center is conveniently located.



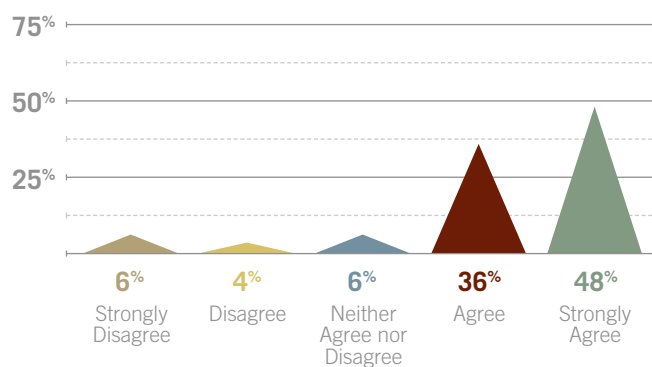
### Q2 I am satisfied with the overall services at the One-Stop Career Center.



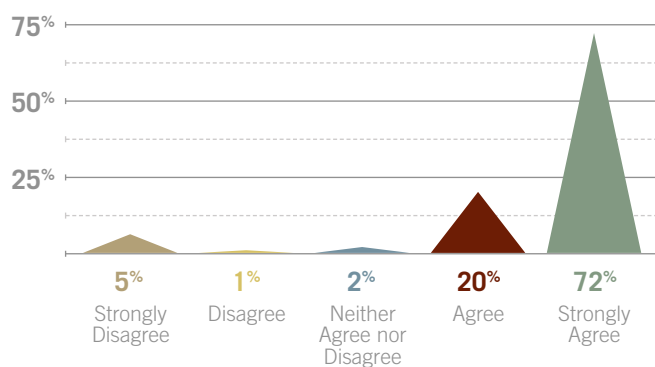
### Q3 I am satisfied with the resources available and the ease of use in the Resource Room at the One-Stop Career Center.



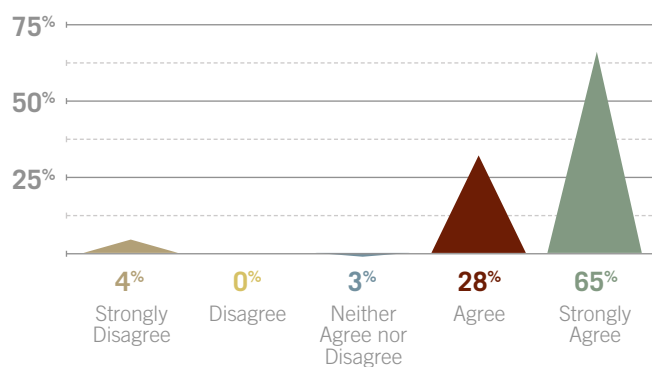
### Q4 I am satisfied with the time I had to wait before being seen by staff.



### Q5 Staff was courteous, polite and knowledgeable.



### Q6 I will use the One-Stop Career Center's service again.





# Partnerships

## Strategic Workforce Development Initiatives

“Nevada Partners, Inc., partners with Workforce Connections to leverage resources and better serve the local workforce development area.”

*~ Tiffany Tyler · Chief Operating Officer · Nevada Partners Inc.*



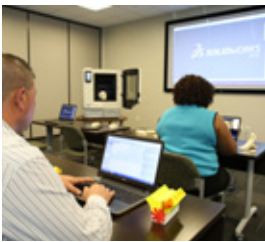


People  
» Partnerships  
Possibilities



# Demand Driven

WC strives to increase the efficiency, effectiveness and timeliness of all services and activities throughout the OSDS. Our strategic workforce development initiatives cover a broad spectrum of activities and are detailed in this section.



## WIOA Statewide Implementation

Working in coordination with the other mandated core partners, WC assigned key staff to the various workgroups assembled by the Statewide WIOA Implementation Team:

- Governance
- Policy
- Staff Development
- Labor Market Information
- Business Outreach
- Performance Accountability
- Fiscal

The workgroups meet on a routine basis laying the foundation for the Unified State Plan, required by U. S. Department of Labor, by March 3rd, 2016.

## WIOA Local Area Implementation Plan

In anticipation of the long process of WIOA implementation, WC assembled a comprehensive Gantt chart detailing: priorities, key strategies, activities/steps and timelines/deadlines. This document will guide the extensive work ahead and serve as the central repository for all information regarding WIOA implementation in our local area. WIOA changes Local Workforce Investment Areas (LWIAs) to Local Workforce Development Areas (LWDAs).

Throughout the past program year, staff at multiple levels of the organization attended webinars and conferences organized by the U.S. Department of Labor that focused on WIOA implementation. The information was then disseminated throughout the organization and incorporated into the Local WIOA Implementation Plan.

## Nevada's Targeted Industry Sectors

We focus our efforts and align our resources to support the key industry sectors identified by the Governor's Economic Development Plan.

- Aerospace and Defense
- Agriculture
- Clean Energy
- Healthcare and Medical Services
- Information Technology
- Logistics and Operations
- Manufacturing
- Mining and Materials
- Tourism, Gaming and Entertainment



## Rural Area Support

The rural areas of Southern Nevada which include Esmeralda, Lincoln, Nye and rural areas of Clark County, pose unique challenges to workforce development. Areas separated by distances are not serviced by public transportation, have a limited number of large employers, and lack the social services infrastructure commonly found elsewhere. These communities require a different approach to sustain and develop jobs for residents. To effectively serve adult workers, Nye Communities Coalition – Career Connections and Lincoln County Adult Workforce have coordinated hiring events, supported efforts to sustain local businesses and developed relationships with new employers expanding to rural areas. Nye Communities Coalition – Youth Work, Education, Responsibility, Knowledge and Skills (WERKS) Program developed a comprehensive Science, Technology, Engineering and Math (STEM) initiative for youth in Nye and Esmeralda County. STEM initiatives include a hydroponics system and community garden, robotics, coding, electronic labs, and an expanded “What’s It Mean to Be Green?” curriculum. This program also conducted a year-end educational trip that focused on STEM educational activities and leadership development. Youth participants toured UNLV, Nevada Art Institute, and a San Diego University. Youth participants also visited the Science Center and History Museum in Balboa Park San Diego, CA. Youth participated in a behind-the-scenes tour with San Diego Zoo staff where they learned about various careers within zoology. The final activity included a camping experience at Twin Lakes Campground, CA. All camping activities were centered around leadership development, problem-solving, and teamwork.



Polite, helpful and resourceful. My situation is very unique and not within the typical model. They were understanding and helpful. Thanks! ~ **One-Stop customer**







## Workforce Development Academy (WDA)

The WDA offered WIA Youth and ADW Certification Programs. Graduates of the program gained understanding of WIA, which aims to provide employment and training services for eligible youth and adults. Earning a WDA Certificate demonstrates a broad understanding of WIA, upgrades knowledge and skills, builds system capacity and increases credibility and value to the local workforce development system. Participants that complete the program receive CEUs from the College of Southern Nevada (CSN).

The WDA Youth/ADW Certificate Programs target necessary skills for effective WIA case management via a multiple-module curriculum designed by WC.



## Local Employer Advisory Panel (LEAP)

This sector-focused advisory panel, comprised of local employers within our local workforce investment area grew in membership and impact throughout 2014. LEAP members have decision-making and hiring authority in local businesses, and delivered “real time” and locally relevant workforce intelligence for Southern Nevada’s OSDS. The intelligence received is used to improve services within the OSDS and to align training resources through proactive management of the Eligible Training Provider List (ETPL).

In preparation for the implementation of WIOA, WC evaluated the success of LEAP and utilized its framework and purpose to model additional advisory panels to be implemented in 2015.



I got my goals accomplished in a short amount of time. I now work at the Luxor. ~ One-Stop customer







## Veterans

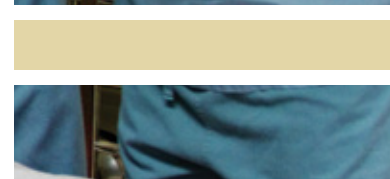
In 2014, WC partnered with the Las Vegas Clark County Urban League to provide workforce development services for veterans and their spouses. The Urban League delivered a holistic program for veterans at the One-Stop Career Center. The approach provided training and support services that help participants obtain and retain jobs, fostering a positive return to civilian life after military service or serving as a military spouse. The case managers are all veterans. Summarized below are two veterans initiatives:

- **Transition from Military Medic to Nursing:** The Military Medic/Corpsman to Licensed Practical Nurse (LPN) is a 15-credit one-semester program designed to bridge the military member or veteran's medical education and experience with the role of an LPN. This program was developed in collaboration between the Nevada State Board of Nursing and the College of Southern Nevada as a pilot program of the National Governor's Association. The first cohort consisted of three individuals – two Air Force Reserves aeromedical technicians and an active duty Army Mental Health Specialist. All three students completed the program and are preparing for the national licensing examination.
- **The Green Zone Initiative:** The mission of the Green Zone Initiative is to ensure that every veteran at home, or returning to our communities, is thriving. The initiative is to marshal and align all available resources, in order to reduce gaps in service, reduce duplication of service and better serve Nevada's military service members, veterans, their families and survivors.



I have completed my caregiver training and I am currently employed. I will continue to use the One-Stop Center as a valuable resource. ~ One-Stop customer





## GAP Training for RNs Program

WC approved funding for 66 newly graduated Registered Nurses (RNs) in UNLV's new GAP Training for RNs program. This program offers real-world experience for newly-graduated nurses as they transition from school to professional practice.

Despite high overall demand for nurses, RNs fresh out of school frequently find it difficult to land their first position. Job postings often ask applicants for several years of experience, eliminating new graduates from consideration.

The 13-week program provides nurses with additional education, mentoring/coaching, and clinical experiences to improve competence, professional skills and employability. Nurse participants are assigned to a Las Vegas area hospital where they work under the observation of an experienced preceptor. Nurses also practice skills in a high-tech medical simulation lab

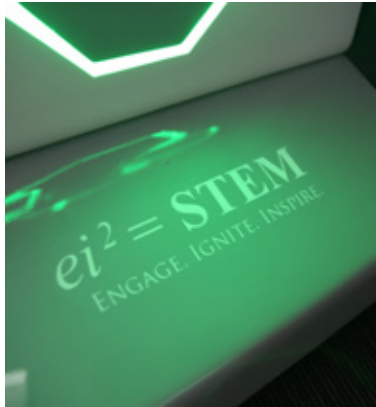
and participate in online learning opportunities focused on quality and safety in professional practice.

GAP Training for RNs is open to nurses who graduated from any nationally-accredited academic nursing program and passed their Nevada RN license exam within the past 18 months, but have not worked professionally as an RN. The program also is open to nurses seeking to return to acute care practice after an absence of five years or more.



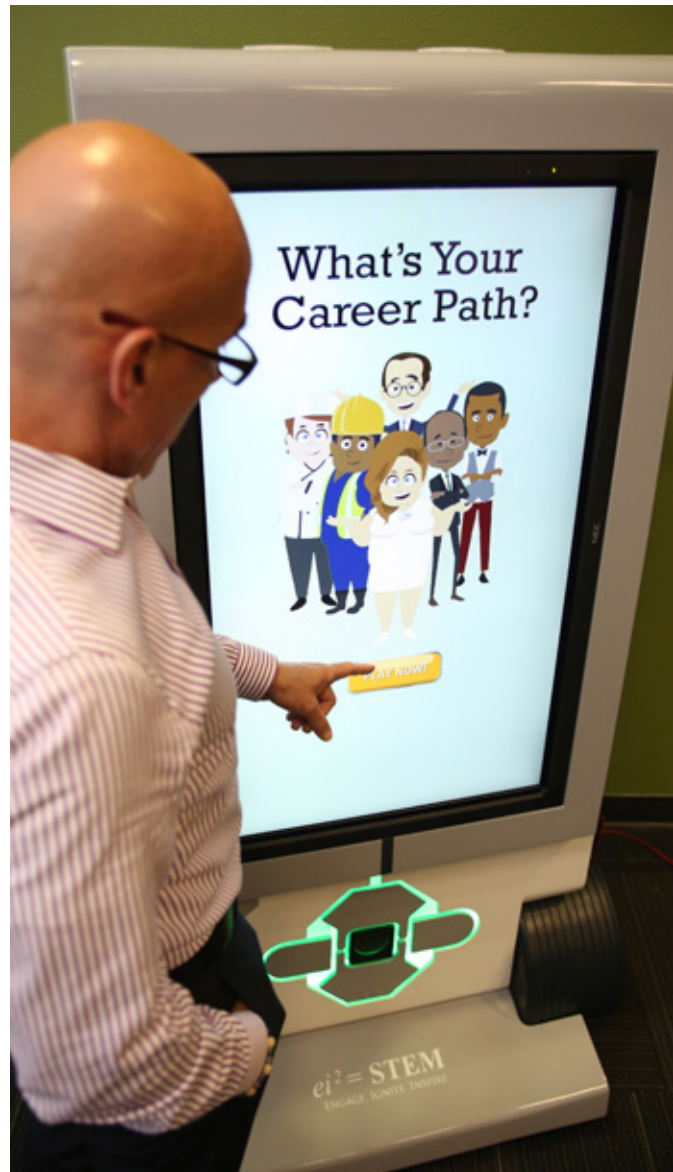
Fantastic! I wish I would have known about this avenue for seeking employment in the past. I now will be referring others to this great resource. Very efficient. ~ **One-Stop customer**





## Interactive Career Exploration (ICE)

Maximizing the value we provide to the customer is an important business imperative for the OSDS. Time spent in a waiting room and/or on travel can be made more productive. Furthermore, travel to our facilities is sometimes not an option for the customer. In 2014, WC launched the ICE Project. This new tool will allow customers to have easy access to career exploration and other services available throughout the system. However, customers won't be limited to accessing this tool from the One-Stop Career Center physical kiosks. When fully implemented, customers will be able to access the tool from any computer or mobile device. The first phase of the project includes a quick visual personality assessment that can be completed in just minutes and provides instant actionable data for career mapping. Users will also find fun and interactive career exploration activities hosted by virtual animated characters and themed in Southern Nevada's Industry Sectors.



They spent time to be sure all of my questions were answered. No rushing. Greatly appreciate it. Genuine courtesy of all. ~ Brian







## Mobile One-Stop

In order to increase our geographical footprint within the local area and provide greater access points for customers into the system, WC deployed the Mobile One-Stop Project. A retired bus donated by Southern Nevada's Regional Transportation Commission was repurposed and transformed into a Mobile One-Stop unit. Its deployment throughout the local workforce development area will be coordinated by the One-Stop Career Center Operator.

The repurposed bus has two separate office spaces where system clients can meet one-on-one with system staff. Each office space is equipped with a desk, chairs, lockable cabinetry and its own laptop and printer. An additional battery-bank and inverter system were added to the bus in order to provide the necessary power

for the new office equipment. The bus already met Americans with Disabilities Act (ADA) requirements so the existing feature was incorporated into the repurposing design process. This allowed for one of the two office spaces to be made accessible for people with disabilities. This repurposed asset will help WC increase access to system services to all populations in our local area, including those with special accessibility needs.

In preparation for the implementation of WIOA, the Request for Proposal process that took place in the last quarter of the program year included planning provisions for the eventual deployment of the bus by the One-Stop Career Center Operator and the affiliate sites.

## New Management Process for the Eligible Training Provider List (ETPL)

This project was launched during the second quarter of the program year. Working with Nevada's Department of Employment Training and Rehabilitation (DETR) and Nevadaworks, WC started a one-year implementation of the new automated ETPL management process. The project will convert the existing management of the ETPL into a streamlined paperless process that will reduce resource use and increase efficiencies. It will also lay the groundwork for a smooth transition to the new Statewide Automated Workforce System (SAWS).

The implementation involves modifying the applications in order to capture the data required for future reporting, creating enhanced search tools, formulating the automated workflow process, individual account management for training providers and eventual integration into SAWS.

In preparation for the implementation of WIOA and the ETPL performance reporting requirements, additional features were designed into the new automated workflow process in order to accommodate those future performance reporting requirements.

“  
I liked the personal attention given to me and my particular needs.  
~ One-Stop customer



## Comprehensive Update of Policies & Procedures

In an effort to streamline processes and the quality of services provided to program participants throughout the OSDS, WC continued a comprehensive policy review/update process. The intent of the process is to improve/maintain policies and procedures and provide policy guidance and interpretation of Federal and State laws and regulations. The overall objectives are:

- Communicate vision and guiding principles on the delivery of high quality services, outcome-focused job seeker strategies, and local-community collaborative efforts
- Improve grant administration in alignment with established statutes and associated regulations
- Improve quality of service
- Facilitate successful monitoring/oversight
- Improve program performance and quality of performance
- Improve effectiveness of monitoring and oversight activities
- Improve administrative processes
- Prepare for WIOA through:
  - Structured analysis of WIOA (webinar participative approach)
  - Assessment of local readiness towards the implementation of WIOA - Quick Start Action Planner (QSAP)
  - Identification of potential barriers or challenges to local WIOA implementation
  - Assessment of Notice of Proposed Rulemaking (NPRM)

## Data and Analysis

Over the last year, WC has concentrated on utilizing data and analysis throughout the OSDS. The overall goal has been to incorporate data and analysis into all decisions and to drive continuous improvement through consistent evaluation. By utilizing “real time” reporting, we have targeted the following areas:



- Employment and training activity
- Training effectiveness
- Program management
- Data validation
- Geographical Service Area Assessment
  - Areas of high need were quantified by ZIP code, unemployment claims, high school drop-out rates, areas of high poverty and age

## Paperless Initiative

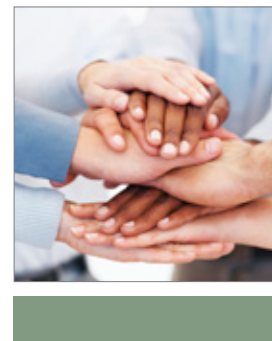
In 2014, WC further expanded the paperless initiative to include inactive fiscal files and our extended funded partner network. We successfully digitally-archived 19,000 paper case files, increased efficiency and minimized potential for missing elements during the data validation process. We also implemented an ongoing digital archive process so that as soon as a client file becomes inactive it is sent to our scanning partner for digital archiving. Future initiatives will continue to increase efficiencies through a paperless philosophy. No longer having the inactive physical files at partner locations greatly reduces the exposure to potential data loss. Our plan is to continuously look for processes that we can improve through automation and electronic storage.

## Business Engagement

The vision of the Business Engagement Specialist Team (BEST) is to become the premier resource for employers looking for talent.

### BUSINESS ENGAGEMENT - PY14 BY THE NUMBERS

Measure	Goal	Actual
Number of Hires	390	463
Number of Compacts	60	58
Prescreens	1152	1393
On-the-Job Training (OJT)/Apprenticeships	36	41
Average Wage	\$11.00	\$11.81





## Business Services Network (BSN)

The Business Services Network meets every other month at various partner locations in an effort to coordinate business and employer service activities throughout the OSDS to create a seamless approach for employers and job seekers. Effective, efficient, and constant communication among partners is a key ingredient for success in meeting this purpose and achieving the Network's mission of "no wrong door" for employers. Members of BSN include Business Engagement Specialist Team (BEST), Nevada JobConnect, Department of Welfare, Easter Seals, Goodwill, Foundation for an Independent Tomorrow, HELP of Southern Nevada, One-Stop Career Center, Southern Nevada Regional Housing Authority, Las Vegas Urban League, Nevada Partners and the Las Vegas Global Economic Alliance (LVGEA).

## Compact Employers

Fifty-eight (58) local employers chose to partner with WC by signing a compact agreement that signified a commitment among businesses to:

- Hire workers from the public workforce system
- Utilize our training resources to upgrade workers
- Give advice on ways the public workforce system can better serve the employer community

In preparation for WIOA, Compact Employers will be asked to participate in the new Advisory Panels. The following fifty-eight (58) companies are currently members of the WC Compact:



• ABM Janitorial Services	• Knight Transportation
• Aggregate Industries	• Las Vegas Paving
• Air Systems, Inc.	• LAS Worldwide
• Allegiant Air	• Link Technologies
• Al's Beef	• Lucky Silver Gaming
• Anderson Security	• Lutheran Social Services
• Apollo Retail Specialists	• Mass Mutual Nevada
• Botanical Medical, LLC	• Nevada Hand
• CCBOOTCAMP	• Olin Chlor Alkali Products
• Cox Communications	• OPMICA Local 797 JATC
• D&Q Enterprises	• Pas De Deux Children's Couture
• Decton Southwest, Inc.	• Quality Investigations, Inc.
• Desert View Home Health	• RDI Corporation
• Diamond Resorts	• Robert Half Technologies
• Digipho	• RTC
• Electrical JATC of So. Nevada	• Sheet Metal Local 88
• Epic	• Solar City
• Exel Logistics	• Starpoint Resorts
• Expert Global Solutions	• Stations Casinos
• G4S Secure Solutions	• SUMNU Marketing
• GMT Care	• Sun Commercial Real Estate
• Golden Corral	• Tek Systems
• Hatcher Financial	• THI Consulting
• Healthcare Preparatory Institute	• Tix4Tonight
• Holiday Inn Club Vacations	• Towbin Automotive
• HomeCare by M&D, LLC	• United Aqua Group
• Homewatch Care Givers	• US Foods
• InsureMonkey	• Vonage
• KMJ Web Design	• Wyndham Vacation Ownership

# Formula Funds

Service Providers for Adult and Dislocated Workers.

## Academy of Human Development (A.H.D.)

A.H.D. provides bilingual academic skills, training assistance, employability workshops, and employment placement opportunities to individuals who lack the education and job skills necessary to compete in the current workforce market. Their programs and services are designed to assist our youth, adults and dislocated workers.

A.H.D. assists individuals in achieving their goals towards self-sufficiency. A.H.D. has served Southern Nevada for the last eight years and has provided exceptional education and training opportunities to individuals and families in crisis. Their classes are focused on skills identified by employers to be the most important when selecting candidates for hire. Services provided include:



- Support services assuring the completion of secondary education, high school diploma and/or GED preparation and obtainment
- Paid work experience (WEX)
- Occupational skills training (OCC)
- Comprehensive job readiness preparation and workplace skill-set development
- Guidance for high in-demand professions and careers
- Training in sustainable management and supervisory skill-sets
- Microsoft Office training classes
- Workshops centered on resume development, interviewing skills, and professional etiquette
- Assistance with obtaining documentation required for training, employment, education and supportive services, to include but not limited to: Nevada ID, birth certificates, background checks and Social Security cards



I experienced a lift and renewed hope when I had an opportunity to meet with them. Their suggestions regarding my resume were right on the money. I look forward to working with them in my search for employment. ~ One-Stop customer





## Foundation for an Independent Tomorrow (FIT)

FIT provides job seekers with the tools necessary to find and maintain employment, while at the same time creating a deep and talented workforce that will help businesses succeed and grow the economy. FIT works with any and all individuals lacking the skills required to compete in today's workforce, and who wish to obtain or advance in a career in one of Nevada's identified high-growth sectors. FIT achieves its goals through a combination of free, in-house trainings in the areas of digital literacy, work readiness, and job search techniques, as well as training provided through vocational schools and partner employers.

## Foundation for an Independent Tomorrow – Re-Entry Program

The FIT Re-Entry Program provides ex-offenders with the tools necessary to successfully reintegrate back into the workforce. Services provided include the following:

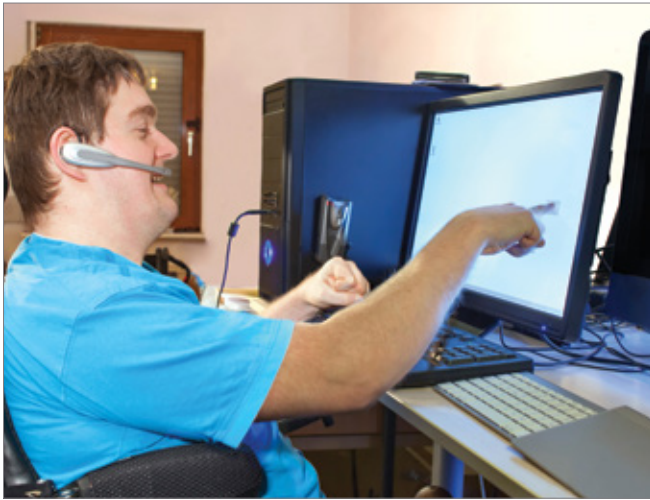
- Financial support for OCC, as determined on a case-by-case basis using a holistic assessment that takes into account: employment goals, the nature of previous charges and convictions, current aptitude and skillset, and previous work experience
- On-the-Job Trainings (OJTs)
- “Stages of Employment” is a re-entry job readiness workshop that focuses on time management skills, effective job searching, and interviewing techniques
- Individualized and intensive case management and career counseling, along with follow up retention services for one year after employment has been obtained
- Tools, uniforms, work cards and other items required for employment once a person has been hired for a job
- Courses in basic computers and digital literacy



She was very efficient yet friendly. I felt very confident with her ability to help me. I am grateful. Very helpful.

~ One-Stop customer





## Easter Seals Nevada

Easter Seals Nevada provides services for individuals with disabilities, impairments, and other barriers to competitive employment. Services are provided through a mix of intensive services such as employment and training assessments, an Individual Employment Plan (IEP), job development, short-term pre-vocational skills and in-house training tools. We provide assistive technology to help individuals reach their employment goals to become self-sufficient. In-house training tools include dress for success, resume writing, job search tools, interview skills, body language skills, transferable skills, customer service, and soft skills. These types of services assist an individual with disabilities to prepare and learn skills to successfully enter the workforce, or re-enter after an illness or injury. Training is individualized and the focus is placed on the individual's abilities versus their disability.

## Goodwill of Southern Nevada, Inc.

Established in 1975 as an independent 501(c)3 corporation, Goodwill of Southern Nevada's mission is to provide education, employment and training for people with disabilities

and other barriers to employment to maximize the quality of life for each individual served. Goodwill specializes in increasing the employability of individuals who face employment barriers such as a lack of education, insufficient skills, homelessness, single parenthood, disabilities, exposure to domestic violence, extended absence from the job market (as often seen in both veteran and displaced homemaker populations), felony history, and substance abuse. Through a multitude of programs,

Goodwill provides year-round access to a comprehensive and holistic menu of job training and work readiness services, job search tools, career advice, one-on-one counseling, and job leads as well as critically needed supportive services. The organization's efforts are supported by an exceptionally qualified, compassionate and motivated staff working at multiple office locations and serving residents of North Las Vegas, Las Vegas, Henderson, Boulder City and Pahrump.

“

She was very nice and went out of her way to assist me. She was very positive and optimistic about assisting me in my job search. ~One-Stop customer

”





## The Las Vegas Urban League-Veterans

The Las Vegas Urban League Veterans Employment and Training Services (VETS) program provides job placement and training assistance to eligible veterans and spouses. The program also serves as a bridge to link veterans to benefits within the Veterans Administration, community based programs, and to other supportive services.

The VETS program targets over 100 new enrollees and provides employment services across Clark County to better reach its targeted population through expanded outreach. The VETS program targets 30% of its participants

from the post 9/11 era, with the remaining enrollees coming from other service eras.

The program works with veterans to remove barriers to employment, and may assist the veteran household with supplemental assistance as needed to maintain or acquire employment. Programs are tailored to meet the specific needs of each participant and include various workshops on career skills enhancement, OCC, and WEXs, where the participant can develop positive and productive work skills to help maximize their quality of life.

## Lincoln Adult Workforce

Lincoln Adult Workforce provides career services, training opportunities, and OJT/WEX to participants and clients. Career services include resume workshops and job search support. The training opportunities align with the ETPL and in-demand occupations. Since Lincoln County is rural in nature, the majority of clients do on-line trainings through Public Broadcasting Station (PBS) Vegas Virtual education. Lincoln Adult Workforce also works closely with local businesses to provide OJTs for new employees, or employees that want to grow in their current job, and WEXs for those that have little or no work history. Lincoln Adult Workforce is growing and becoming well known within the community.



## Nye Communities Coalition (NyECC)

NyECC Career Connections is committed to delivering quality, accessible service in a number of sectors, including: Manufacturing, Logistics and Operations, Health and Medical Services, Mining and Materials, and Clean Energy. Through increasing collaboration with business, community, civic and non-profit organizations, we strive to connect job seekers with employers through innovative strategies. Our program serves Nye and Esmeralda Counties, which cover almost 22,000 square miles. To put this rural service area into perspective there are a little over two people per square mile. In addition to Adult Workforce, the coalition offers Youth Workforce, as well as health and wellness programs, as we move toward the One-Stop model.



## Nevada Partners, Inc. (NPI)

Nevada Partners, Inc. offers free classes in job readiness, career planning, conflict resolution, communication and interpersonal skills. They also assist with resume building, completion of applications, interview skills, financial literacy, along with job search assistance, assessments, and support services for job training or job placement to eligible participants, and community referrals.

Nevada Partners will continue its support of Governor Sandoval's economic development plan with an intense focus on offering eligible participants trainings in the following industry sectors:

- Tourism, Gaming and Entertainment
- Health and Medical Services
- Clean Energy
- Logistics and Operations
- Information Technology

Nevada Partners also offers follow-up services to ensure employment retention. All services are provided by skilled case managers on a one-on-one basis to eligible participants.





## Southern Nevada Regional Housing Authority (SNRHA)

For over 70 years, SNRHA's founding Housing Authorities have provided housing to the low and moderate income households in the greater Las Vegas metropolitan area. In late 2009, the Housing Authority established its inaugural Workforce Investment Act (WIA) case management program. Their goal is to work with at-risk populations who have significant and multiple barriers to employment including some of the hardest to serve and high need populations. To help with these barriers, the program offers educational and work readiness services such as:

- Individualized and intensive case management
- OJT's
- Education and OCC
- Career planning, job search assistance and resume writing
- Eliminating barriers to employment
- Tools, uniforms, work cards and other items required for employment after a person has been hired



One-Stop staff were very helpful and polite... Great group of people. ~ **One-Stop customer**



# Formula Funds

## Service Providers for Youth



### Goodwill of Southern Nevada - Youth with Disabilities

Goodwill of Southern Nevada's ELITE Program serves youth with disabilities between the ages of 17-21, targeting in-school youth with identified barriers such as chronic absenteeism, functioning below grade level, credit deficiency, and difficulty passing the proficiency exams, as well as out-of-school youth who are either unemployed or under-employed. Services are tailored to meet the specific needs of each individual and can include tutoring, General Equivalency Diploma (GED) test preparation, career planning, WEXs and OCCs. ELITE delivers individualized and holistic transition services empowering youth with disabilities to be successful on their journey to live independent and fulfilling lives.

### HELP of Southern Nevada

HELP of Southern Nevada provides educational and work readiness services in a positive support system to help youth obtain career and educational aspirations. Participants take part in educational planning and credentialing assistance, work readiness, leadership development and life skills support programming. In the past year, HELP served homeless and/or at risk youth in the areas of Las Vegas, Searchlight, Sandy Valley, Jean and Good Springs, with educational and employment related assistance to be successful in achieving educational and career goals. Credit deficient seniors received support and advocacy services to help ensure increased numbers of high school graduates in Basic, Bonanza, Chaparral, Cimarron, Clark, Del Sol and Sunrise Mountain High Schools.

### Lincoln County Youth Career Program

The Lincoln County program serves both in-school and out-of-school youth in rural Lincoln County. The focus of the program is to address barriers to employment and/or education and ultimately place youth into self-sufficient employment. To help alleviate these barriers they offer services such as tutoring and credit retrieval, resume writing and interview skills classes. They also provide interest surveys and other assessments to help youth determine career interest and pathways. Due to the lack of summer school, Lincoln County has emphasized tutoring and credit retrieval services. Lincoln County's WIA staff takes great pride in the success of Lincoln County's youth!





## Nevada Partners, Inc. (NPI)

NPI provides an array of programming designed to ensure that youth secure educational credentials and viable post-secondary opportunities. NPI's youth program targets high school seniors who attend high-risk schools to support the increase of graduation rates. In conjunction with local initiatives such as My Brother's Keeper and the Las Vegas Promise Neighborhood, the youth program provides intensive case management helping to guide youth in reaching their fullest potential through academic advisement, career and college counseling, and service learning projects. NPI's youth program also provides

developmental support in the areas of leadership, health and wellbeing, mental health and life skills training in collaboration with the Prevention, Advocacy, Choices, Teamwork (PACT) and Connectedness, Awareness, Resources, Education (CARE) Coalitions for a safe and substance free community. Additionally, NPI's youth program provides a hands-on approach to small business/ entrepreneurship education with their on-property urban garden where youth learn about supply and demand, marketing strategies, and financial literacy.



## Southern Nevada Regional Housing Authority (SNRHA)

Youth Employment Services (Y.E.S.) serves both in-school and out-of-school youth, ages 17 to 21, who are low-income and have barriers to employment or education. Barriers include but are not limited to: pregnant or parenting, homelessness, drop-out, disabled, juvenile justice involved, and past or current foster youth. Youth are given assessments to identify their interests, skills and abilities to create individualized career pathways. Youth are also provided supportive services to address any barriers that may prevent them from obtaining their goals. Upon completion of individual goals youth are given incentives, positive reinforcements and praise to encourage them to continue on their pathway to success.

The Y.E.S. program also provides developmental support in the areas of leadership, employment-related soft skills and life skills. While providing services to all youth, they continue to focus on the out-of-school youth who are basic skills deficient to increase literacy and numeracy and remove barriers to attaining their high school diploma.

In addition, Y.E.S. works closely with youth who have criminal barriers. The Y.E.S. program provides pre-release vocational training delivered by Hospitality International Training (H.I.T.) – Culinary. Upon release youth receive WEXs, intensive case management, and other supportive services to obtain and maintain employment.



Their courteous and friendly manner of approaching clients is amazing. It puts smiles on my face whenever I remember it. ~ One-Stop customer



## Youth Advocate Program (YAP)

The YAP Re-Entry program focuses on youth that are between the ages of 17-21, who are at-risk/high-risk in the Clark County and Lincoln County areas. At risk/high risk includes but is not limited to - pregnant or single-parenting, recipient of government assistance (low-income), homeless, credit deficient, and have a past or current involvement with parole/probation (juvenile or adult). All participants must have a criminal record. They work closely with both Caliente Youth Center and Spring Mountain Youth Center to ensure at-risk or high-risk youth are exiting these facilities with a continuous support system that focuses on their journey to self-sufficiency. YAP's Re-Entry Program acts as a "step-up" program in assisting them with continued community support. In addition, YAP not only provides participants with the necessary skills to obtain and retain long-term employment (i.e., work readiness training, vocational skills, resume building), but can also act as a professional and educational reference. Youth interested in furthering their education or completing deficient credits can receive academic counseling, scholarships (every semester for their lifespan) and financial assistance. Furthermore, YAP assists youth in enrolling in a technical trade school, college or continued educational program.

## Olive Crest

The Project Independence program serves current and former foster youth ages 17-21. The program is dedicated to helping out-of-school youth complete their high school diploma, GED or High School Equivalency Test (HiSET), pursue a trade certificate or post-secondary education and to assist youth with securing a job or WEX that will match their individual interests and financial needs. Project Independence is focused on helping each youth create a strong set of personal skills that will help them on their journey to become successful, self-supporting adults. They accomplish this goal by maintaining a strong working relationship between our youth and the Project Independence team so they will have a solid support system to turn to when challenges arise, as well as to celebrate their achievements. Further, a variety of supportive services are provided, which may include resume building, and interview preparation.

## Nye Communities Coalition (NyECC)

The Youth WERKS program has been in existence for six (6) years serving Nye and Esmeralda Counties. They focus on youth age 16 to 21 who are low-income and have a second barrier preventing them from attaining employment or completing their educational goals. Youth WERKS staff work closely with youth by building positive work ethics, strengthening their personal development, and helping them become successful young adults. Staff is able to do this by providing trainings on: job interview skills, resume building, hygiene classes, group development, and activities involving communication skills, team building and more. It is the goal to reach all eligible youth and provide the structure and support to attain their goals.







# Non-Formula Funds

## YouthBuild Grant

YouthBuild Las Vegas (YBLV) continues to focus on supporting economically vulnerable youth in achieving academic success and receiving vocational training. Via a partnership with Habitat for Humanity Las Vegas, YBLV continues its emphasis on building and/or rehabilitating low-income housing, while youth commit to civic engagement and leadership development.

YBLV continues to integrate an AmeriCorps component into its program design. Since YBLV is already serving

communities, developing leaders and providing educational opportunities for young people, being a YouthBuild AmeriCorps program has given greater recognition to the service orientation of its model and provided opportunities for participants to see themselves as change agents within their communities. In addition, upon successful completion of their service, members receive the Eli Segal AmeriCorps Education Award to put towards post-secondary education and/or advanced vocational training opportunities.

## American Association of Retired People (AARP) Foundation Grant



PY14 saw WC complete its first year of services for the Back-to-Work 50+ program, sponsored through a private grant from the national AARP Foundation.

The centerpiece of the program is a 12-week series of holistic personal coaching workshops that address the fears associated with being a 50+ job seeker in a labor market increasingly in need of highly-skilled workers. Participants are empowered to recognize their talents and appreciate their unique life and job experiences. This in turn raises their self-esteem, supports their growth and success through additional training, and ultimately leads to increased employability.

Through co-enrollment with WC's service providers and additional no-cost workshops offered by community partners such as Wells Fargo and Dress for Success Southern Nevada, the personal coaching is coupled with the full array of WIA/WIOA services to create a comprehensive program that addresses all barriers to employment.

WC was selected for the Back-to-Work 50+ grant through a highly competitive application process that saw only four

Local Workforce Development Boards across the country chosen as recipients.

After a first quarter implementation phase, a total of three cohorts were able to participate in the coaching. The total number of individuals selected was 43, with 22 placed into employment to date and the remainder still actively searching. The latest cohort only graduated from the program in late June 2015.

One of the unique features of the program is hands-on exposure to STEM related industries, occupations and skill sets. These activities connect participants to the in-demand skills of the current labor market.

As a result of the successful rollout of the program, WC has been chosen to move forward for a second year. Expectations are that WC will be able to increase the number of participants not only by having a full four quarters of program services available, but also through expanded outreach efforts that include advertisement paid for by the AARP Foundation and plans to expand monthly information sessions to offsite locations throughout the community.



Fast and easy to use.

~ One-Stop customer



## Job Seeker Placement for AARP Grant

Below is data reflecting the placements of the 50+ job seekers across sectors and the associated average wage.

Industry Sector	% of Participants Employed	Average Wage
Cross Sector	45.5%	\$11.30
Health & Medical Services	27.3%	\$11.96
Logistics	13.6%	\$9.17
Tourism, Gaming & Entertainment	13.6%	\$12.50
<b>Grand Total</b>	<b>100.0%</b>	<b>\$11.30</b>



# Possibilities

## Possibilities Put to Work: Highlights from 2014

“Workforce Connections’ Mobile One-Stop is a great new asset to our community. It provides greater points of access to much needed services”.

*~ Councilwoman Anita Wood · City of North Las Vegas*





People  
Partnerships  
» Possibilities





# One-Stop Career Center

PY14 was quite a year for the One-Stop Career Center (OSCC), as service providers continued to grow comfortable in their roles and serve the multitudes of job seeker and business customers that came through the door. All told, 14,631 individuals accessed services at the OSCC.



The OSCC continued to be governed by a consortium of entities that included partners from Titles I, III and IV of WIA, as well as the Senior Community Service Employment Program (SCSEP). The consortium and its two sub-committees, Customer Flow and Compliance/Performance, met regularly as part of its role as overseer of the day-to-day operations of the center, and enacted policies and procedures aimed at continuously improving the services available to the community.

An additional area of focus this year was increasing the supply-demand alignment with WC's Business Engagement Specialist Team (BEST) so that job seekers were being trained by partners for jobs that actually existed in the community and employers were able to have access to a steady stream of skilled workers.

In February 2015, in an effort to fill gaps in the customer flow process, WC hired two OSCC Navigators to provide basic information regarding services available, help direct customers to the appropriate partners both within and outside the center, and supplement the core services being offered to job seekers.

The Navigators worked with all new OSCC customers, providing triage services and gathering pertinent documentation on behalf of partner staff. Additionally, by virtue of having expertise and national certification in resume writing, one of the Navigators was able to facilitate workshops that provided valuable information on how best to market yourself and stand out from the crowd in the current competitive employment landscape.

In April 2015, the OSCC, one of only 60 selected host sites in the entire nation, welcomed a veteran's financial coach into the fold. The position is funded through a partnership with the Armed Forces Services Corporation (AFSC) and Consumer Financial Protection Bureau (CFPB). It provides for financial coaching services to transitioning veterans to help them proactively take control of their finances at that crucial moment in their lives.

The CFPB defines financial coaching as a method of providing financial education through advice and encouragement in a process largely driven by the client. The approach is strengths-based and uses encouragement, accountability, and practice to empower the consumer to change



behavior. Coaching is not intended to replace other interactions with consumers, such as financial counseling, but can be an excellent complement.

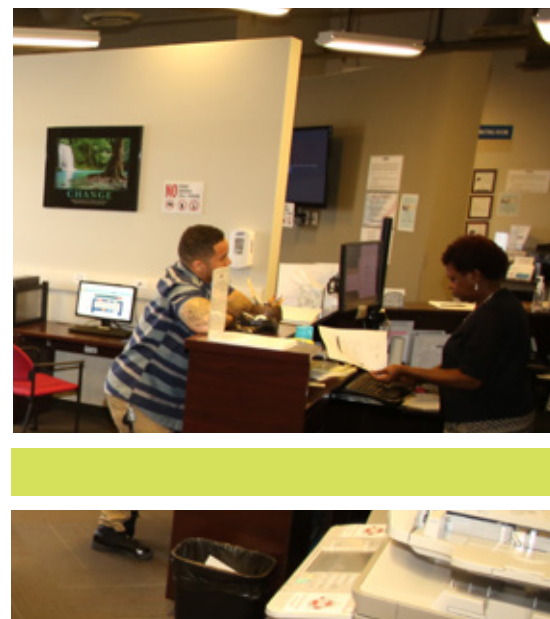
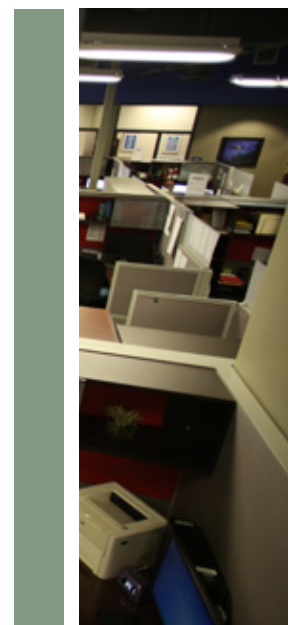
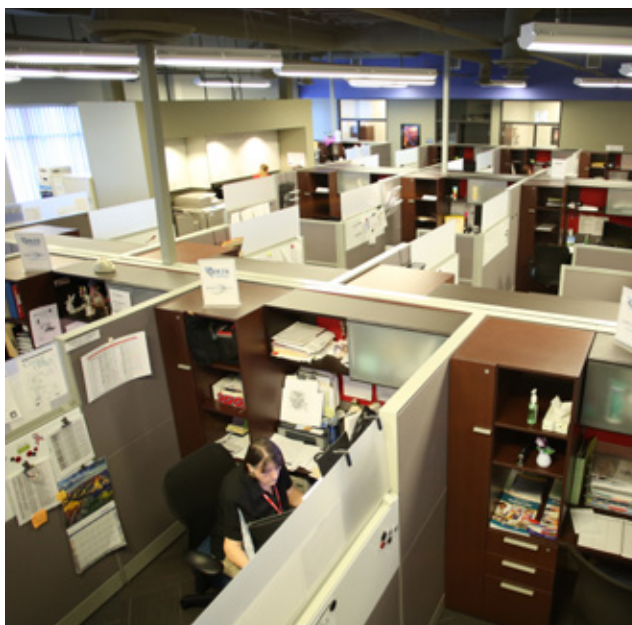
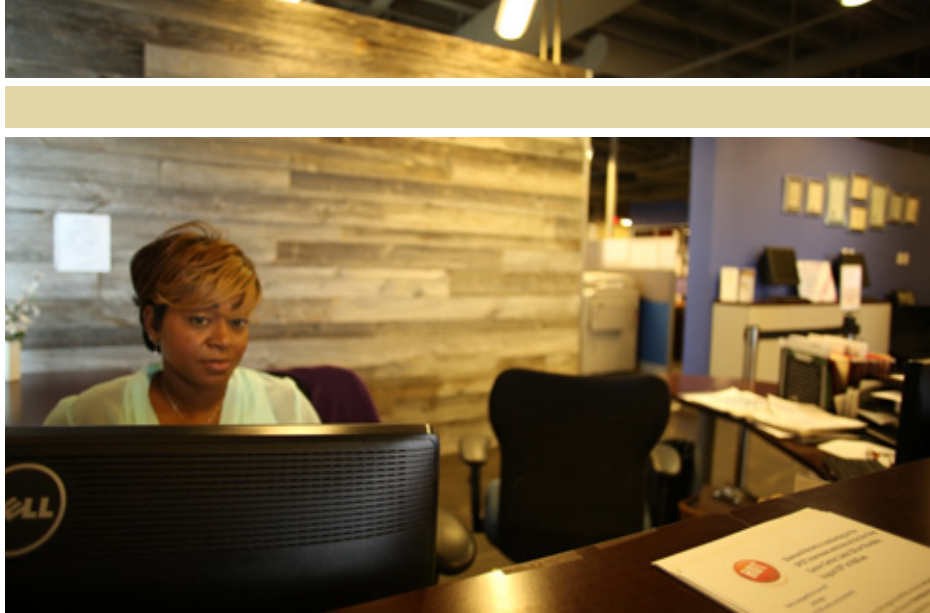
With the implementation of WIOA on the horizon, WC moved forward with a competitive procurement action in order to secure a One-Stop Operator for PY15.

A Request for Proposal (RFP) was issued in the spring and WC received two applications. After a review process that included objective scoring of the proposals by an outside agency, Social Policy Research Associates, the selected bidder was ResCare Workforce Services.

ResCare is one of the nation's most prominent workforce service providers, with operations in more than 300 locations across 27 states. This national footprint allows them to build an expansive staff of workforce experts who use the industry's best practices in order to tailor services to the communities they serve.

With ResCare poised to take over operation of the OSCC on July 1, 2015, WC was able to oversee a tricky, but ultimately successful, transition process that saw no disruption in services to the community.

As we move forward into PY15, we are excited about the opportunities that exist in our workforce development area to further align partners into a cohesive One-Stop System, standardize customer experiences across all service providers, and ensure that all Southern Nevadans have the opportunity to participate in the workforce and achieve self-sufficiency for themselves and their families.



# Business Engagement

Throughout the year, WC facilitated and participated in events which brought the community together and put people back to work.



## Nevada Day Super Hiring Event

On Wednesday, October 29, 2014, WC hosted the second annual Nevada Day Super Hiring Event. Thirty (30) employers with hundreds of open positions participated in the event. More than 1,000 job seekers attended the event hoping to get face-to-face with local employers. More than 100 attendees were hired. We also achieved \$13,000 in earned media value.

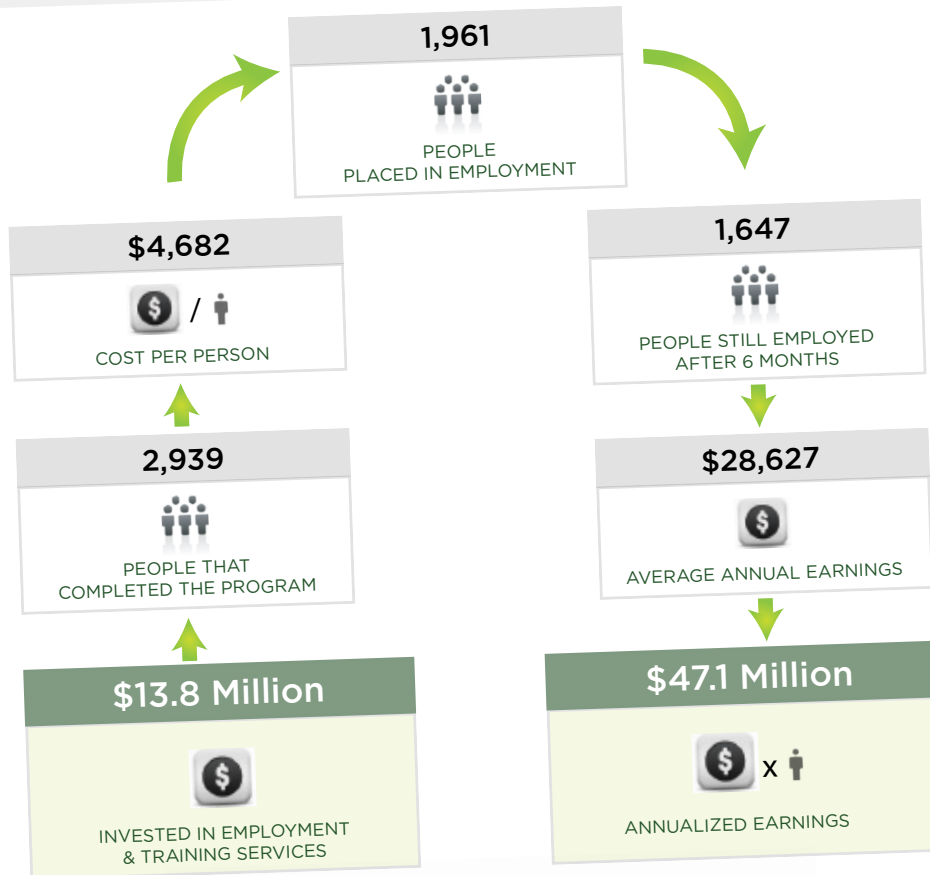
## Information Technology (IT) Training Expo & Hiring Event

IT jobs are often the hardest jobs to fill in Southern Nevada, yet they are the most available and among the most highly paid. Local employers are actively searching for job seekers with skills in Science, Technology, Engineering and Mathematics (STEM). The Southern Nevada workforce isn't adequately trained to meet the rising job demand in these industries. In response to this issue, WC hosted the IT Training Expo & Hiring Event on Wednesday, July 30, 2014. Jobseekers learned about exciting technology careers and training opportunities in the IT field. Employers, including DTT Investigations, Cox Communications, Stations Casinos, MGM and Robert Half Technologies, were onsite to interview job-ready candidates for local IT jobs. Ten training providers were also onsite to deliver information on locally relevant training. 147 jobseekers attended the event. We also achieved \$11,000 in earned media value.

## Healthcare Training Expo & Hiring Event

The healthcare industry is one of the fastest growing sectors in Southern Nevada and offers qualified job seekers the ability to have a well-paying, sustainable career. With this labor market intelligence, WC hosted the Healthcare Training Expo & Hiring Event on Wednesday, March 25, 2015. Dozens of healthcare professionals were onsite to answer questions, offer advice and steer job seekers toward a successful career pathway. Seventeen (17) training providers offered valuable information about the career outlook and salary information, as well as information for no-cost career training. Fourteen (14) employers were also onsite to interview job-ready candidates. 175 job seekers benefitted from the event. The event achieved \$8,000 in earned media value.

## HELPING ADULT & DISLOCATED WORKERS



Preliminary data from the period July 1, 2014 through June 30, 2015

### STRENGTHENING SOUTHERN NEVADA'S ECONOMY

## » Strengthening Southern Nevada's Economy — Return on Investment

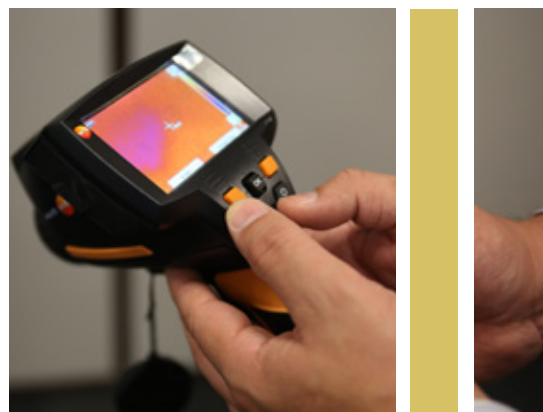
Data for Program Year July 2014 – June 2015, was used to compose a new one-sheet collateral piece. It illustrates how federal funds administered by WC help Adult & Dislocated Workers in the local workforce development area and positively impact our local economy.



Excellent customer service at the front desk and the resource room. ~ Elaine







# STEM Initiatives

Workforce Connections' Science, Technology, Engineering and Math (STEM) initiatives started in 2010 and have grown exponentially since then.

Our STEM philosophy is guided by a simple formula or theorem:

$$STEM = ei^2$$

When exposing participants to STEM...

- $e$  = We **engage** their interest, with career exploration that is interesting and innovative!
- $i$  = We **ignite** their imagination, with exposure activities that are interactive and imaginative!
- $i$  = We **inspire** their potential, with career-path mapping resources that are useful and relevant!

Our theorem:

$$STEM = e * (i * i)$$

$$STEM = ei^2$$

or

$$STEM = fun!$$

WC expanded its STEM initiatives by adding additional STEM career exploration workshops at the One-Stop Career Center. These interactive/ hands-on workshops expose participants to skill sets and competencies needed for occupations across all key industry sectors identified in the Governor's Economic Development Plan. Workshops are updated/ added according to changes in the local labor market. The current available workshops are:

- Electricity, It's A Snap
- Electronics Demystified
- Clean Energy
- Energy Efficient Buildings
- Robots In The Workplace
- Programming And Coding
- The 3-D Printing Revolution



After participants complete the workshops and have identified a career pathway that matches their unique set of circumstances, they are better prepared to choose the appropriate trainings from the Eligible Training Provider List (ETPL). Training will help them acquire an industry-recognized certificate or credential. They can also participate in related OJTs that will lead to unsubsidized permanent employment.





# Business Success Stories



## Kens Foods, Inc. | [kensfoods.com](http://kensfoods.com)

We have worked with Workforce Connections' One-Stop Career Center for about one year. Most recently we participated in the Nevada Day Super Hiring Event. As employers seeking talent, we were impressed by how well the candidates were pre-screened before they came to interview with us. The candidates were prepared with resumes and even spoke on how well their Business Engagement Specialist prepared them for our meeting. Of the 103 pre-screened candidates at the event, we were able to invite approximately half to proceed with our interviewing process. We look forward to attending more events with One-Stop in the future and have since reached out with our open positions to get assistance on filling our employment needs.

Elena Colmenares | HR Administrator LV



## Montevista Hospital | [strategicbh.com](http://strategicbh.com)

We attended the healthcare job fair and met several qualified candidates that we forwarded to our managers. The job fair resulted in our hospital hiring new staff that had not even heard of our agency. Thank you for connecting us!!

Rae Simpson, RN, MSN | Chief Nursing Officer



## Decton, Inc. | [dectoninc.com](http://dectoninc.com)

I have worked with Workforce Connections' Business Engagement Specialist Team (BEST) for the last 8 months. BEST has assisted with our hiring needs for all of our open positions by providing qualified candidates from Cashiers, Retail Managers, to Marketing Coordinators. The One-Stop location has been a great resource for our organization and has provided effective quality service along with qualified candidates. The Business Engagement Specialist Team has been very effective in helping us meet our hiring deadlines and has become a great resource for the community and will always be a first choice of ours to partner with in the future.

Devonna Glinsey | Recruiter



## Digiphoto

Entertainment Imaging

## DigiphotoUS | DigiPhotoGlobal.com

The Business Engagement Specialist Team has been an incredible and valuable partner for our recruiting process. They have held hiring events for us, consistently send us referrals and applicants, and have always been available to offer further resources and assistance. Our relationship has been very beneficial and key to our recruiting new hires.

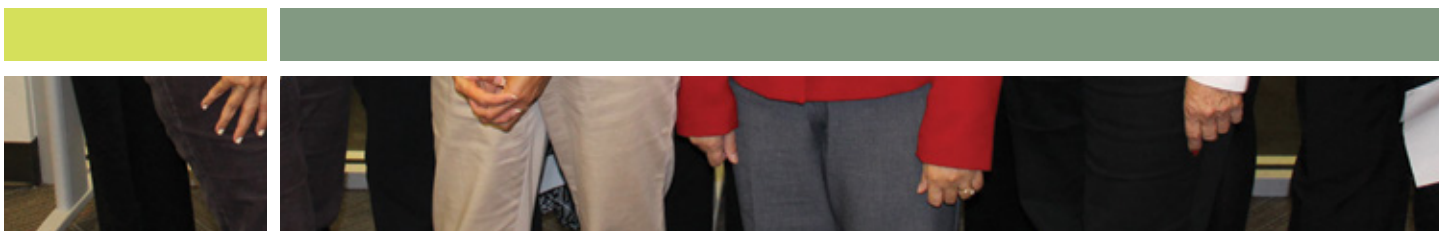
Nichole Reeves | Recruiting Specialist



## APAC Customer Services, Inc. | EGS

Workforce Connections' Business Engagement Specialist Team has been very effective in providing us candidates and prospective hires. During our on-site visit, the team made the process of interviewing helpful for both our company and the candidates. Through this service, we are able to reach candidates that may not have heard of our company and opportunities in the past. BEST is essential in pre-screening our referrals and we can depend on them to provide us with qualified candidates.

Connie Neshewat | Recruiter | Human Resources



# Participant Success Stories



## American Association of Retired People (AARP) Foundation Grant

Mr. Smith was unemployed for seven years and had lost his home. After twelve weeks of coaching through the AARP Foundation Back-to-Work 50+ program at Workforce Connections he said, “The patience of the staff in working with us to do resume writing, cover letters, and job search was beyond what I expected this program to be... the course program was one of enlightenment, profound personal searching and the path to a new beginning.”



## Easter Seals Nevada

Cynthia was driven by, "...the opportunity to further my education and strengthen my computer skills while learning new ones. Battling lupus would sometimes make it difficult to keep up with the program, but I would never allow it to take over and defeat me from accomplishing my goal... I am now working for a small start-up company, My Next Career Path Staffing, as an Account Executive. I have been successful so far and am making steady progress. I am using the computer skills I learned at Asher College on a daily basis, and I am gaining experience in the talent acquisition industry. Thank you Easter Seals!"

## Foundation for an Independent Tomorrow (FIT)

Edward, a 34 year old widowed father, served this country many years, completing two tours of duty in Iraq before an injury caused his discharge from the military. He had a difficult time finding his way back into the workforce, struggling for more than a year before finding FIT. Edward is working as a full-time cook making \$15.00 an hour, with health insurance. He can now provide for his family and is saving for the future.

## Foundation for an Independent Tomorrow (FIT-Re Entry)

Jose was born into his gang. In and out of prison, he found himself reflecting on his life. In search of a fresh start, he left his old life behind and moved to Las Vegas where, with the help of FIT, he attended photovoltaic (PV) training. In spite of an eighth-grade education, Jose was one of the brightest and most motivated students that his instructors had ever seen. He obtained his certificate and completed vocational training at the top of his class. He is now a PV technician with a local company.



## Goodwill of Southern Nevada-Adult

"Being a single parent trying to make ends meet is hard, but being single with no job is even harder." Tonya faced that challenge when she decided to relocate from the Midwest to Las Vegas with a job offer in hand. Unfortunately, when she arrived in Las Vegas she found that the job was no longer available. Faced with caring for three children, she set off on a job search.

Today, Tonya is gainfully employed and happy with all the assistance she was able to receive through Goodwill's ADW program.





## Goodwill of Southern Nevada-Youth

As a child, Sean was diagnosed with Asperger's and Bipolar Disorder. At age 19, he had not yet obtained his diploma. Sean knew he needed his high school diploma so he enrolled at Desert Rose High School to continue working on passing his proficiencies. Additionally, he was placed into a WEX in a distribution center. Upon completion of his WEX, Sean was offered a permanent full-time position. He is looking forward to enrolling in culinary training while continuing his education to pass his final proficiency test. The future is bright for Sean!



## Help of Southern Nevada (HELP)

Feneshia was known as "bad", often fighting, ditching school, getting in trouble, and felt devastated after her grandmother became critically ill and passed away. As a participant in the HELP of Southern Nevada Graduate Advocate program she felt supported in doing the things needed to correct the effects of her past poor decisions and to succeed. She is now a graduate and attending an ETPL approved nursing program.



## Las Vegas Urban League-VETS

Veteran Brown was discharged as a post 9/11 war veteran. With no solid family support in place, he soon found himself living in a shelter. After participating in the VETS program, Veteran Brown was hired as a line apprentice with the Union Pacific railroad.



## Lincoln County Youth Career Program

A Lincoln County Youth Career participant came to the program deficient in the high school proficiency tests and expecting to receive an adjusted diploma. As a result of the program he was able to obtain his high school diploma. Still, he continued to study and show up for tutoring sessions and ultimately qualified for placement in the Marines.

## Lincoln Adult Workforce

An adult participant had recently moved back to Caliente discouraged after searching for work across the country. In the past, he had received a driving under the influence citation and it was holding him back. Soon after enrolling in the Lincoln Adult Workforce program he obtained a part-time job and enrolled in Class "A" Commercial Driver's License (CDL) training where he performed at the top of his class. He is now employed using the new skills he obtained.



## Nevada Partners-Adult

Mr. Porras was laid off as an electrician and was not receiving unemployment benefits. He came to the Nevada Partners program and it was determined that commercial driver training would be a suitable fit to gain employment. He successfully completed his training and was offered a full time position as a truck driver/electrician earning \$39 an hour.

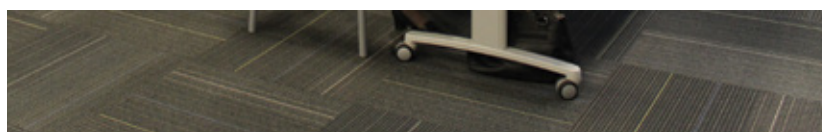
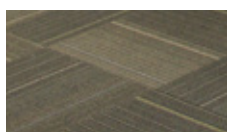
## Nevada Partners-Youth

Zachary had faced challenges in his past, such as homelessness and family instability, including growing up without a mother. He came to the Nevada Partners program credit-deficient, immediately signed up for classes and community service and obtained employment as a lifeguard. He graduated from Desert Pines High School and has been accepted to UNLV for the fall and plans to use a scholarship to pursue a degree in business management, and ultimately to own an auto shop business.



She was able to  
give me hope.

~ One-Stop customer





## Nye Communities Coalition-Adult (NyECC)

Amanda was recently displaced from the workforce and dreamed of working in the dental field, but living in a rural area made going back to school seem out of reach. When she came to Nye Communities Coalition, she jumped at the opportunity to attend dental assistant training. She graduated from the program and was awarded an internship at a local dental office where she is employed as a full-time dental assistant.



## Nye Communities Coalition-Youth (NyECC)

Mitchell was sent to Pahrump at age 16 from a Midwest state to live with his mother. He was estranged from his father, had dropped out of school and was an offender. When he came to the program, he completed a WEX where he learned to stay focused and to cope with his aggression. As a result of the new found work ethic and communication skills, he was soon placed in leadership positions. He enrolled in alternative school, received his high school diploma, and quickly obtained employment. He is now in the Army after passing all entrance exams on the first try.



## Olive Crest

Tina entered the Project Independence program as a foster youth who was determined to rise above the negativity which had filled her earlier years. She attended Southwest Career and Technical Academy and graduated with an emphasis in fashion design. She has since been accepted to UNLV where she will study graphic design. Tina is currently working for Regal Cinemas at Red Rock Station and has been a positive influence within her foster home.



I liked that when I was at my lowest, One-Stop Center employees helped me look to brighter days ... They helped with school funding and bus passes and the appropriate clothing needed for interviews. ~ **One-Stop customer**





## Southern Nevada Regional Housing Authority-Adult (SNRHA)

Mr. G was a displaced meter reader who had been unemployed for over a year and was struggling to make ends meet. He completed heating ventilation air conditioning (HVAC) & refrigeration training and quickly gained full-time employment with Switch as a junior technician.

## Southern Nevada Regional Housing Authority-Youth Employment Services (Y.E.S.)

A youth client was severely credit deficient and still had not passed two out of the four required proficiency tests. The client decided to enroll in the Adult Ed program and received transportation assistance that allowed him to attend school regularly and obtain the deficient credits. After passing his last two proficiency tests, he graduated and is currently obtaining training in the Information Technology sector.



## Youth Advocate Program

Tiara was an incorrigible youth, following a troublesome path. She did not attend school regularly, would not come home at night and was on juvenile probation. By summertime, Tiara found herself credit deficient, living with friends and pregnant. While participating in the program Tiara successfully completed all areas of the GED. Currently, Tiara is working two jobs (one full-time), maintaining her own apartment and car, and is now the mother of a beautiful little girl. In addition, Tiara was positively released from juvenile probation and is looking at colleges with strong nursing schools. Her goal is to become a pediatric registered nurse.

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6330 WEST CHARLESTON BOULEVARD, SUITE 150, LAS VEGAS, NV 89146  
(702) 638-8750 | [NVWORKFORCECONNECTIONS.ORG](http://NVWORKFORCECONNECTIONS.ORG)