



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



ANNUAL REPORT | PROGRAM YEAR 2015

Connecting Employers
to a Ready Workforce



workforce CONNECTIONS



An american *job* center of Nevada

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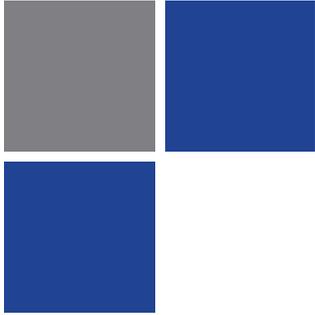
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Connecting Employers to a Ready Workforce

People, Partnerships, Possibilities

LOCAL LEADERSHIP TO FULFILL LOCAL NEEDS

“We have been blessed to see recovery in Southern Nevada, but we cannot rest. Gainful employment still escapes far too many people in our community.”

~ Commissioner Lawrence Weekly



PEOPLE, PARTNERSHIPS, POSSIBILITIES

Letter from Executive Director

Perhaps the best way to describe Workforce Connections' achievements in the Southern Nevada Workforce Development Area is as a year of continued excellence full of best practices. From being recognized as one of Las Vegas' premier businesses with the 2015 Business Excellence Award in the category of Pacesetter for leadership, foresight, guidance, originality, and empowerment, to posting its best ever independent audit report, Workforce Connections has reached a new level of excellence. To achieve such excellence, the Local Elected Officials Consortium restructured the agency's Board of Directors and streamlined strategic initiatives to improve service delivery and implement the Workforce Innovation and Opportunity Act (WIOA). This report outlines initiatives which resulted in improved quality and increased workforce development services with additional points of access. It also highlights the effectiveness of the agency's fiscal and programmatic activities.

For the first time ever in the State of Nevada, Workforce Connections procured and stood-up a One-Stop Career Center Operator to execute and serve employers and job seekers in every facet of workforce development. This report makes note of the significant changes or adjustments the staff put in place to implement WIOA, and improve access to the area's employment and training services. Through the agency's strategic work plan, staff was able to outline detailed tactics and strategies to accomplish our mission of "Connecting Employers to a Ready Workforce", while improving quality of life and workforce development support for our local residents.

In designing the framework for our delivery system to accommodate integrated workforce related services, we participated in ongoing meetings throughout this program year with several State agencies. Our primary objective was to secure Memorandums of Understanding for collaborative partnerships that would include sharing of data and information that allowed us to better serve employers and job seekers.

With still much work to do, I am hopeful that our end product will provide better and faster services to the residents of Southern Nevada. With continued hard work and committed efforts guided towards achieving our vision of "Full Employment for All Southern Nevadans", the staff of Workforce Connections looks forward to helping make a lasting difference in the lives of the residents of Southern Nevada. By all accounts, the health of Workforce

Connections is strong and it keeps getting stronger. Although this past year was extremely exciting, with the onset of WIOA additional functions like marketing outreach and youth entrepreneur training, this upcoming program year will be like a testing lab that produces "best in quality practices" recognized at national workforce forums.

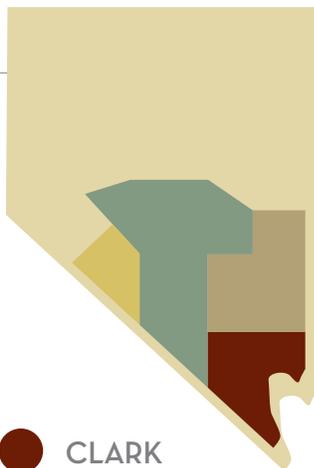
“By all accounts, the health of Workforce Connections is strong and it keeps getting stronger.”

Ardell Galbreth
Executive Director



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.



- CLARK
- ESMERALDA
- LINCOLN
- NYE

MEMBER	JURISDICTION
Commissioner Lawrence Weekly, Chair	Clark County
Councilwoman Anita Wood, Vice-Chair	City of North Las Vegas
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	Boulder City
Councilwoman Gerri Schroder	City of Henderson



The Workforce Connections Board

In order to implement WIOA, the Local Elected Officials completed the process of reconstituting the Board membership before the end of Program Year 2014 (PY14). Changes were effective July 2015 in order to meet the new Board membership requirements. The Workforce Connections (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:

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

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 keeps its ear to the ground and aligns strategies that build better partnerships for better workforce development investments in the community.

The Workforce Connections Board

Board Members	Business Affiliation	Programs Committee	Finance and Budget Committee	Executive Committee
Valerie Murzl, Chair	Station Casinos, LLC	•	•	•
Jack Martin, Vice-Chair	Clark County Dept. of Juvenile Justice	•		•
Bart Patterson	Nevada State College	•		•
Bill Regenhardt	Regis 702 Consulting	•		
Brad Deeds	Nevada Department of Education/Title II		•	
Charles C Perry, Jr.	NVHCA Perry Foundation	•		
Janice John	Vocational Rehabilitation	•		
Jerrie E. Merritt	Bank of Nevada		•	•
Kenneth C. Evans	Urban Chamber of Commerce	•		
Leo Bleznitsky	LBA Networking, Inc.	•		
Liberty Leavitt	Clark County School District	•		
Lou DeSalvio	Southern Nevada Laborers Local #872		•	
Louis Loupias	So. NV Operating Engineers/JATC #12	•		
Mark Keller	Steamatic Las Vegas	•		
Marvin L. Gebers	Plasterers and Cement Masons/JATC		•	
Michael Gordon	Las Vegas Global Economic Alliance		•	
Paul Brandt	Solar City		•	
Peter Guzman	Latin Chamber of Commerce	•		
Rebecca Henry	Allegiant Air, LLC		•	
Renee L. Olson	Department of Employment, Training and Rehabilitation		•	
Rob Mallery	Originate		•	
Tobias Hoppe	RDI Corporation		•	
Tommy Rowe	Rural Nevada representative	•		

Programs Committee
 Finance and Budget Committee
 Executive Committee



The WC Board is a diverse group of people actively engaged in the community...



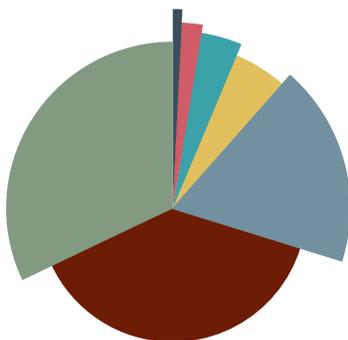
Participants

In program year July 2015 through June 2016 (PY15), 2,162 Youth and 3,604 Adult and Dislocated Workers were served in the Southern Nevada Workforce Development Area (SNWDA).

Areas Served

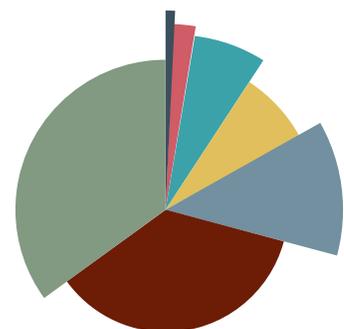
Our Youth and Adult and Dislocated Worker (ADW) programs serve the counties of Esmeralda, Lincoln, Nye, and Clark (including the cities of Boulder City, Henderson, Las Vegas, North Las Vegas, and Pahrump).

BY AREA
YOUTH PARTICIPANTS



0.7%	Boulder City	0.4%
2.3%	Lincoln County	1.3%
4.5%	Nye County	5.5%
5.6%	Henderson	7.7%
18.9%	North Las Vegas	12.4%
32.0%	Unincorporated Clark County	36.8%
36.0%	Las Vegas	35.9%

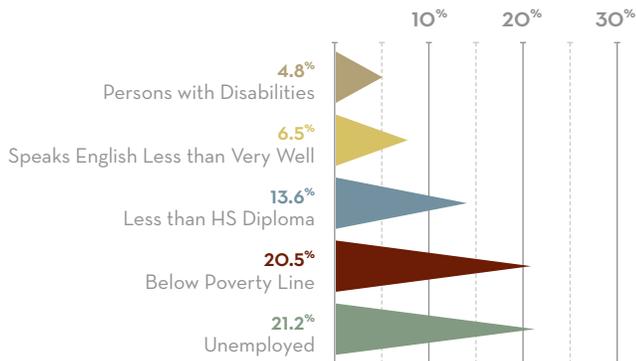
BY AREA
ADW PARTICIPANTS



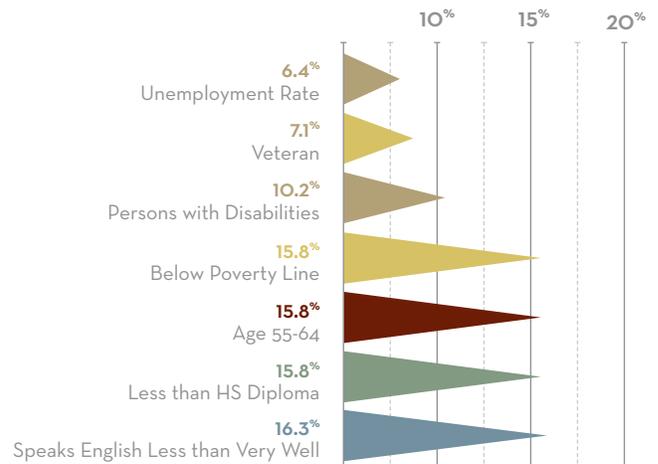
Our Community

The SNWDA faces significant challenges with respect to employment and education. The area has high unemployment, high poverty and low education. Based on the 2010-2014 American Community Survey 5-Year Estimates, the SNWDA's population is comprised as follows:

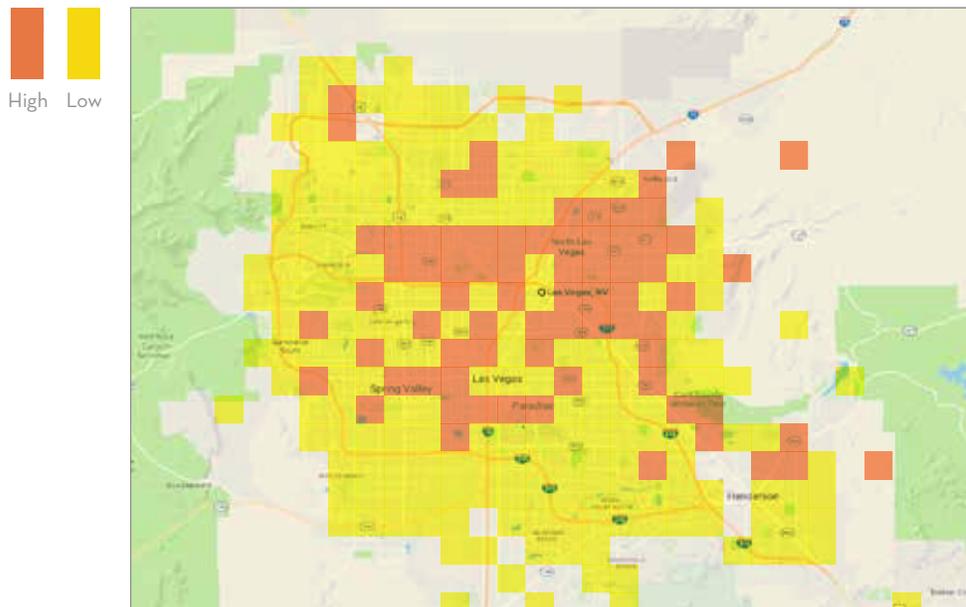
YOUTH GENERAL POPULATION CHARACTERISTICS



ADULT GENERAL POPULATION CHARACTERISTICS



AREAS OF HIGH POVERTY POVERTY RATE > + 30%



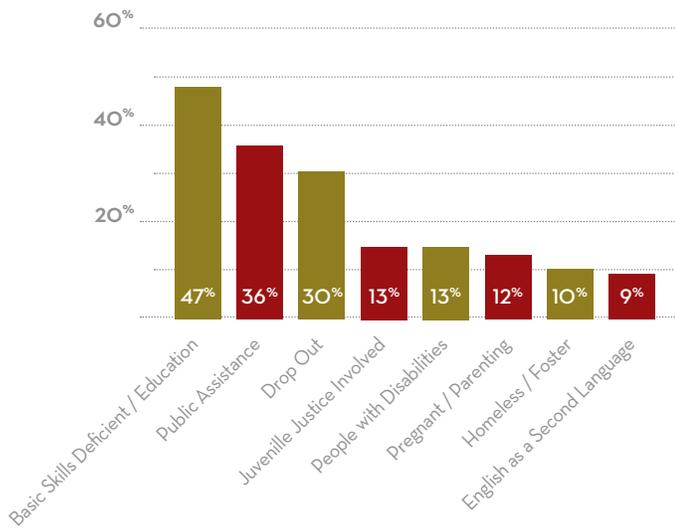
Geographically, poverty is distributed in the area (as seen above)

Although not specifically shown on the map, areas of high poverty exist in Mesquite, Laughlin, Esmeralda County, Lincoln County and Nye County.

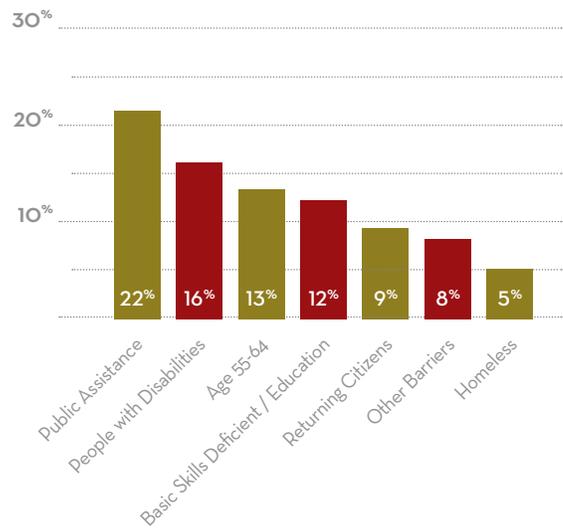
Targeted population

The targeted population for the SNWDA 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. These populations include: Adults and Dislocated Workers, Youth, Veterans, Individuals with Disabilities, Foster Care Youth, At Risk Youth and Returning Citizens.

YOUTH BARRIERS
TO EMPLOYMENT / EDUCATION



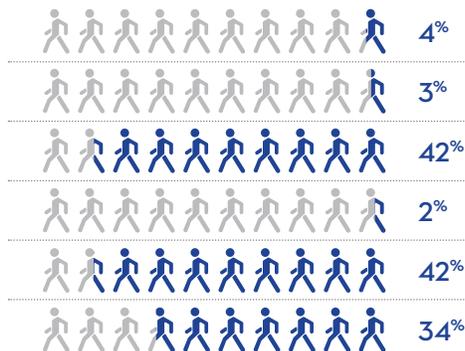
ADW BARRIERS
TO EMPLOYMENT / EDUCATION



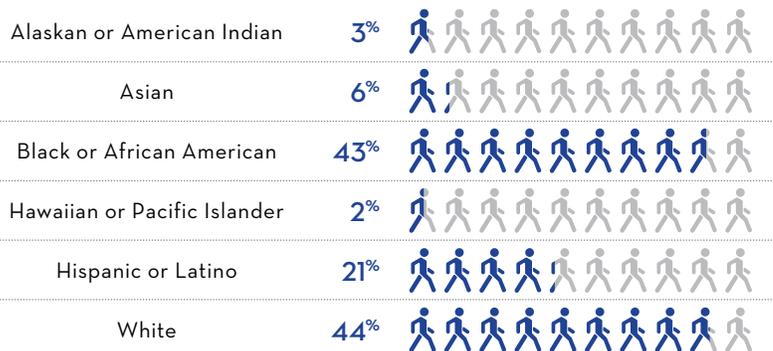
Diversity

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

RACE / ETHNICITY
YOUTH PARTICIPANTS



RACE / ETHNICITY
ADW PARTICIPANTS

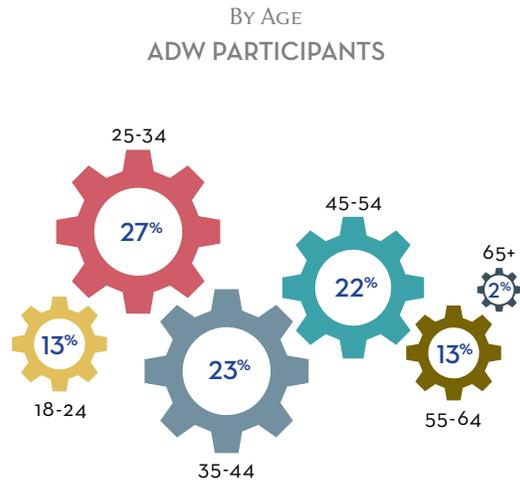
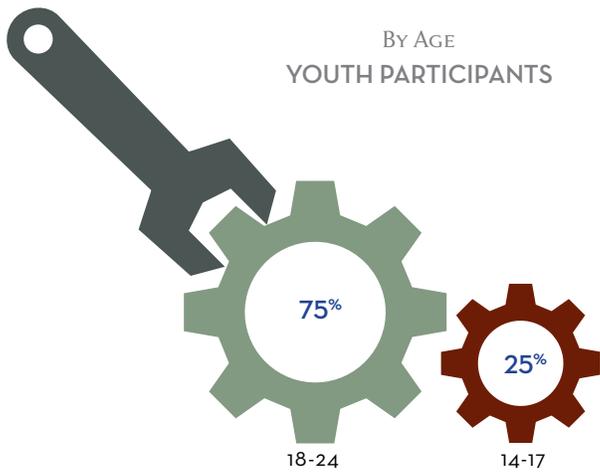




Workforce Connections serves a diverse group, offering unique tools and training opportunities to strengthen our workforce.

Additional Demographics

Age and gender demographics are listed below.





Customer Satisfaction

Improving customer service continues to be one of the primary areas of emphasis for both WC and its funded partners. During each visit to the One-Stop Career Center (OSCC), job seekers are asked to complete the ResCare At Your Service (RAYS) customer satisfaction and/or workshop survey to help evaluate the effectiveness of services, staff and their overall experience. The survey includes questions about the client's most recent experience and asks questions about their interaction with staff including courtesies, professionalism and how well the services received helped meet their needs.

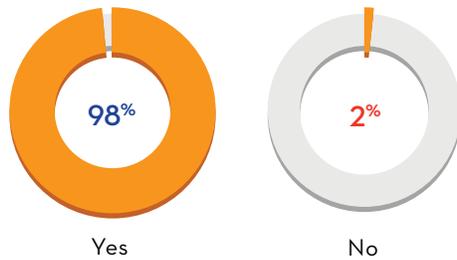
The survey also allows respondents to tell the OSCC what it did well and how it can improve.

The survey forms were developed with input from executives, top managers and middle managers. It also asks respondents about their satisfaction level based on their most recent visit. Customers were asked to either complete the survey online or drop the form in the comment box located at the front desk.

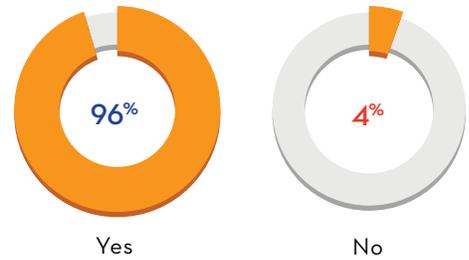
The data shows that the vast majority of customers reported having a positive experience at the One-Stop Career Center and in the workshops. WC will collect customer satisfaction surveys from each funded partner in PY16 as we continue to build on the One-Stop Career Center's success.

The survey forms were developed with input from top managers, executives, and middle managers.

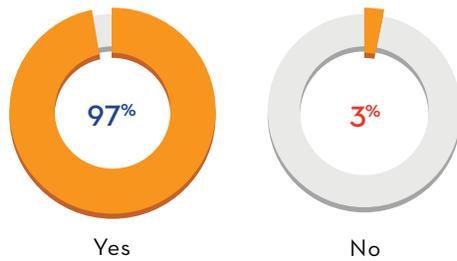
Q1 Were you greeted in a warm, respectful, and professional manner?



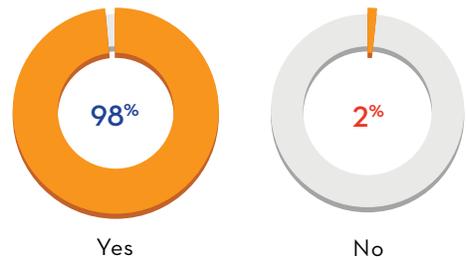
Q2 Did our staff help you understand the service process and what your next steps will be?



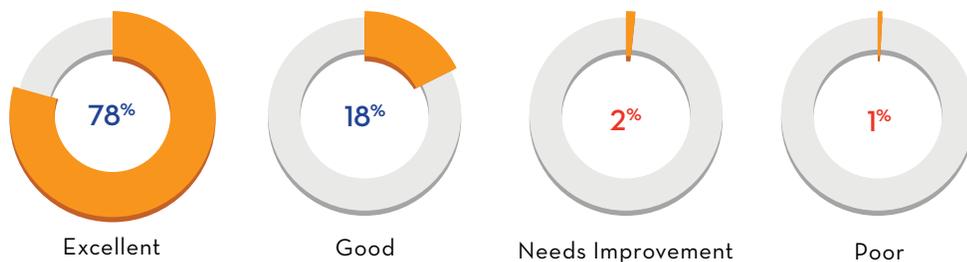
Q3 Did you find the workshop useful and informative?

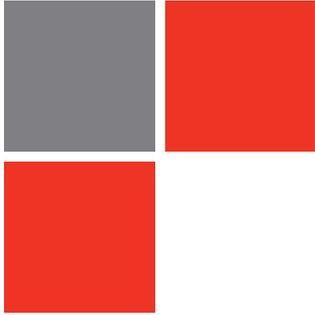


Q4 Would you recommend this workshop to others?



Q5 How would you rate our courtesy and professionalism?





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STRATEGIC WORKFORCE DEVELOPMENT INITIATIVES

“This was a great year marked by innovation and opportunity.”

~ Board Chair Valerie Murzyl



Demand Driven

Our strategic workforce development initiatives are driven by our strategic goals. We aim to deliver efficient, effective and timely employment and training services throughout the Southern Nevada Workforce Development Area.

The initiatives support the realization of an integrated One-Stop Delivery System (OSDS) that supports Nevada's key industry sectors and aligns education, career training and workforce development services in the local area to achieve targeted objectives.



WIOA Local Area Implementation Plan

In PY15 a new Local Plan was written to reflect our strategic goals, comply with the new requirements of WIOA, align with the State Unified Plan and support the Governor's vision of a "New Nevada". The plan was submitted to DETR on May 31, 2016.

Throughout PY15, all WIOA implementation activities continued to be tracked through a comprehensive Gantt chart detailing priorities, key strategies, activities/steps and timelines/deadlines. This chart provides direction for our extensive work and serves as the central repository for all information regarding WIOA implementation activities in the local area. WC staff continued to attend 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 WIOA implementation activities.



WIOA Statewide Implementation

Throughout PY15, WC staff continued to work with the other mandated core partners as members of the following WIOA Work Groups assembled by the Statewide WIOA Implementation Team:

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

The workgroups met on a routine basis and assembled the Unified State Plan, which was submitted to the U. S. Department of Labor.

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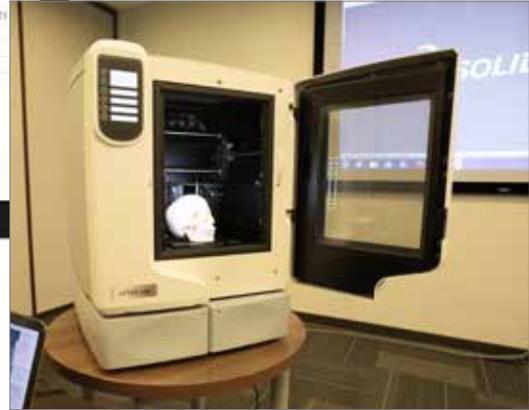
An american job center of Nevada

The Local One-Stop Delivery System

Employment and training services in the local area continued to be anchored in PY15 by the comprehensive One-Stop Career Center on West Charleston Blvd. WC's vision includes multiple One-Stop Career Centers across the local area. As part of the transition, multiple One-Stop Career Center affiliate sites were established during PY15. Strategic partnerships were pursued in order to utilize no-cost facilities strategically located in the community. The vision for the system moving forward includes:

- Improved geographical footprint across the local area
- Additional points of system access
- Strengthening the "system" presence through more One-Stop Career Centers
- No "wrong doors" for clients
- Centers co-locating WIOA core mandated partners (Titles I, II, III and IV)
- Centers co-locating other WIOA partners when possible
- No-cost buildings that would translate into more clients being served

During PY15 and through Executive Order 2016-08, Governor Sandoval created the new Office of Workforce Innovation (OWINN). WC staff started and will continue to work with staff from OWINN, DETR and the Nevada Department of Education (NDE). The collaborative efforts will successfully meet all WIOA implementation requirements in the local area and create an integrated system that meets the employment and training needs of Southern Nevadans.



Science, Technology, Engineering and Math (STEM) Initiatives

WIOA specifically calls for focus on STEM. During PY15, WIOA service providers began to organically incorporate STEM exposure into their program activities including: leadership, work readiness, financial literacy, mentoring and career exploration. Additional system-convening activities were initiated by utilizing the Green Mobile Classroom and other STEM resources to partner with the Las Vegas Clark County Library District in order to provide hands-on career exploration activities for their customers. The Green Mobile Classroom was also deployed multiple times throughout PY15 to the comprehensive One-Stop Career Center to provide hands-on career exploration to foot traffic in and around the center.

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 Nevada's key industry sectors. Workshops are updated / added according to changes in the local labor market. In PY15, the workshops were built into the results of the

Woofound assessment. Now, when clients receive their assessment result, it includes STEM workshops that align with the career path recommendations. 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
- Unmanned Aerial Vehicles

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 On-the-Job Trainings (OJT) that will lead to unsubsidized permanent employment.

Nevada's Targeted Industry Sectors



WC continued to focus its efforts and align its 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

Governor Sandoval's Executive Order 2016-08 also established an Executive Committee for the Governor's State Workforce Development Board and directed the reorganization of the industry sector councils. In the future, some councils could be responsible for more than one sector. The reorganization efforts will continue through PY16.

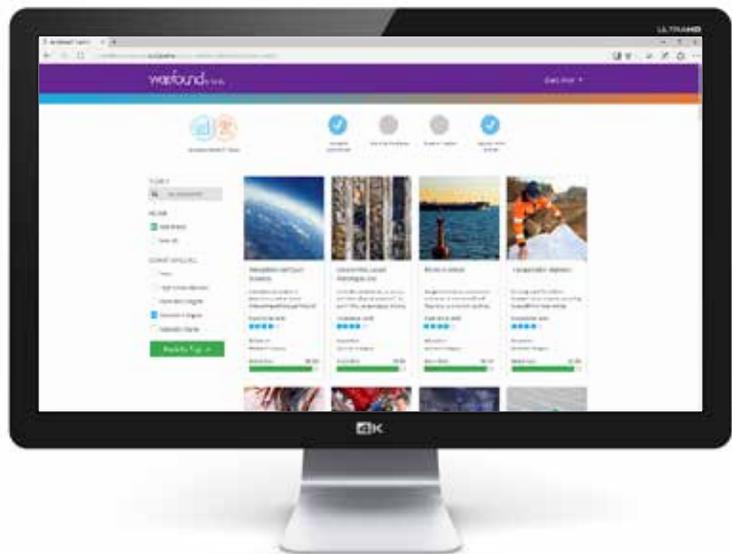


“Workforce Connections generated outstanding results and generated a large amount of interest in our police and corrections recruit positions.”

~ Larry Douglas, LVMPD Recruiter,
Las Vegas Metropolitan Police Department

The Woofound Assessment

Looking to make available the latest technologies is one way WC aims to keep engagement levels high with system clients. The Woofound assessment is a 2-3 minute online visual quiz that can be taken from a PC or a mobile device. It gives immediate insight into what makes you unique and provides personalized career path recommendations that best match your personality traits. The more you know about yourself, the easier it is to choose a career path that best matches you. In PY15, WC made the Woofound assessment an integral part of the intake process by making it available to all system clients.





“NV My Future!”

Using locally relevant labor market information (LMI), additional career exploration resources were assembled and made available throughout the system. The new resources aim to further the important conversation of “career readiness” with youth of all ages. Existing resources came from the U.S. Department of Labor (DOL), Nevada’s Department of Employment Training and Rehabilitation (DETR) and others. New resources were developed tailored to the local area. They can be accessed at: www.NVMyFuture.org

With the addition of a second Mobile One-Stop bus, WC continues to provide greater access for customers.

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

The year-long project was completed in PY15. Working with DETR and Nevadaworks, WC implemented the new online ETPL management process. The project successfully converted the existing management of the ETPL into a streamlined paperless process that reduces resource use and increases efficiency. It will be incorporated into the new Statewide Automated Workforce System (SAWS) once procurement is complete.

The project involved modifying the applications in order to capture the data required for WIOA performance reporting, creating enhanced search tools, formulating the automated workflow process, managing individual accounts for training providers and integrating into SAWS.





Additional Mobile One-Stop

After the successful launch of the first Mobile One-Stop in PY14, WC retrofitted a second retired bus donated by Southern Nevada's Regional Transportation Commission. Mirroring the design of the first unit, the second bus was repurposed and transformed into another Mobile One-Stop. Its deployment throughout the local workforce development area is coordinated by the One-Stop Career Center Operator and helps WC continue to increase the geographical footprint and provide greater access points for customers into the system.

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 for those with special accessibility needs.



Rural Area Support

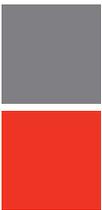
The rural areas of Southern Nevada which include Esmeralda, Lincoln, Nye and rural areas of Clark County, pose unique challenges to workforce development. Areas separated by distance are not serviced by public transportation, have a limited number of large employers, and lack the social services infrastructure 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. Lincoln County Adult Workforce was instrumental in assisting all individuals that were affected by the closure of the Historic Silver Cafe located in Pioche with new training and employment opportunities in Lincoln County. Nye Communities Coalition's Youth Work, Education, Responsibility, Knowledge and Skills (WERKS) Program completed their annual educational camping trip. This year youth were

exposed to universities and museums, participated in hands on activities that were focused around team building and leadership development and discussed the many STEM jobs that tied in with each place visited. The youth that attend these trips had never experienced, nor had the opportunity to experience this without the funding from Workforce Connections.

“On behalf of our Solar City team, we appreciate Workforce Connections for its role in the development of our region and growth of our company.”

~ Tina Dortch,
Workforce Development Specialist



Advisory Panels

In order to implement WIOA, WC evaluated the success of the Local Employers Advisory Panel (LEAP) and utilized its framework and purpose to model additional advisory panels which were implemented in 2015.

Business Engagement Advisory Panel

The Workforce Connections' Business Engagement Panel is comprised of key employers who are members of the Workforce Connections' Business Compact (see page 31). Panel members have decision-making and hiring authority in local businesses. They deliver "real time" and locally relevant workforce intelligence. The information is used to improve service delivery within the One-Stop Delivery System (OSDS) and to align training resources through management of the ETPL. The Business Engagement Advisory Panel exists to provide input for the Workforce Connections' Board of Directors on behalf of the business community in an effort to create a demand-driven system. Our goals are to:

- Examine major issues in the field of workforce and economic development and work to create programs, partnerships and solutions to complement policy decisions.
- Build on the principles of transformation for workforce development: initiating proactive collaboration and partnership; connecting strategic planning to regional economies; and creating customized solutions for businesses and workers in transition.
- Drive change within the workforce development system that aligns services to workers with benefits and resources that educate and prepare them for structural changes in the global marketplace.
- Craft the vision of "talent development" that reflects our local labor market needs.
- Adopt tools, approaches and successes that overcome barriers to performance and encourage innovative practices.
- Focus on the creation of a demand-driven, integrated publicly-funded workforce development system.

Special Populations Advisory Panel

The Special Population Panel met, discussed and identified a specific need and service gap to address Clark County inmates re-entering the community. Of the many required needs facing returning citizens from incarceration, the most prevalent were housing, employment and training services. During the latter part of this program year, the Special Populations Advisory Panel served as subject matter experts and provided input for a scoring tool that led to the selection of qualified service providers to deliver comprehensive, wraparound support and services to returning citizens released from Clark County Detention Center. High expectations are online for the newly WIOA-funded service provider, i.e., Hope for Prisoners; to improve Southern Nevada's recidivism rate and connect more returning citizens to gainful employment.



“After receiving housekeeping training, I am confident enough to look for and secure employment, with the support and guidance from Nevada Partner’s youth Career coach.”

~ Guadalupe,
Nevada Partners, Inc
program participant

Youth Advisory Panel

The Youth Advisory Panel identifies actionable items, services, processes and initiatives to be elevated to the Board Committees for consideration and recommendation to the Board. The panel brings intelligence and critical information gathered from diverse community stakeholders to help shape youth employment and training service delivery. The panel also works with associated youth agencies/organizations to include the Workforce Development Area’s school districts to assess and evaluate youth education and training needs.

The panel targets WIOA eligible in-school and out-of-school youth served by Workforce Connections’ WIOA funded service providers.

Panel members are identified and chosen for their expertise in youth services and programs. Panel members include representatives from the Clark County School District, Department of Juvenile Justice, College of Southern Nevada and the City of Las Vegas.

The panel has discussed the definition of “youth living in high-poverty areas” to determine targeted outreach focuses. It has also discussed the criteria for a youth that “requires additional assistance” in order to determine strategic employment and training efforts.

One-Stop Delivery System Advisory Panel

The One-Stop Delivery System (OSDS) Advisory Panel identifies actionable items, services, processes and initiatives to be elevated to the Board Committees for consideration and recommendation to the Board. The panel also brings intelligence and critical information gathered from diverse community stakeholders with input to help shape the area's employment and training service delivery. Lastly, the panel works with associated agencies/partner organizations to assess and evaluate the area's One-Stop Delivery System as outlined in the Board's strategic plan.

The panel targets clients served by the WIOA core partners (ie., Titles I-IV) and WIOA additional partners (ie., Career and Technical Education, Job Corps, SCSEP, etc.). Clients include adults, dislocated workers and youth.

Panel members are identified and chosen for their expertise in the Southern Nevada Workforce Development Area One-Stop Delivery System. Panel members include representatives from the WIOA core and additional partners entities.

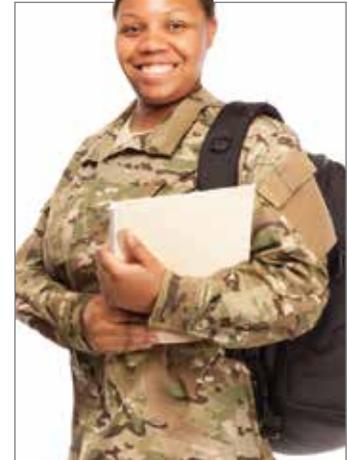
Current goals of the panel include developing a WIOA Partners cross-training plan, career pathways alignment and a universal intake form.

Workforce Development Practitioner Apprenticeship Program (WDPAP)

WC is in the process of establishing a Workforce Development Practitioner Apprenticeship Program (WDPAP) for the One-Stop Delivery System, its associated workforce development partners, and individuals interested in a career in WIOA workforce development programs. The three primary objectives are: establishing a U.S. Department of Labor Employment and Training Administration Office of Apprenticeship Training recognized apprenticeship program and registering with the Nevada State Apprenticeship Council (NSAC); executing and monitoring apprentices' on-the-job learning and related instruction; and designing a system capacity building strategic plan that improves system-wide practices, procedures, and processes that provide effective and efficient services and strategies to WIOA adults and youth.

The training is to be provided via on-the-job learning in tandem with related courses that provide the technical ability that supplements the on-the-job learning. It is through the combination of both the on-the-job learning and the related technical instruction that the apprentice can reach the skilled level of the occupation.

Veterans

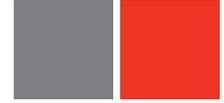


WC partnered with the Las Vegas Urban League to provide workforce development services for veterans and their spouses. The Urban League delivered a holistic program for veterans. The approach provided training and support services that assisted participants in obtaining and retaining jobs and fostering a positive return to civilian life after military service or serving as a military spouse. The career coaches were all retired or active military personnel.

Since February 2015, 14 military members completed the 15-credit, one-semester Military Medic/Corpsman to LPN program offered at the College of Southern Nevada. Ten of the students received funding from WIOA Workforce Connections' funds. These graduates represented the Army, Air Force and Navy and were either active duty, guard, reserve or prior service. After 3 semesters the graduation rate was 100%. One graduate completed the national examination and was licensed as a practical nurse in Nevada.



Through the Gap Training for RNs program, 99% of the nurse participants reported significant or better improvement in professional self-confidence.



GAP Training for Registered Nurses (RNs)

The Gap Training for RNs: Transition into Practice program was grant funded by Workforce Connections. The program provided tuition assistance for 66 qualifying nurse participants.

In response to the ongoing need for experienced nurses in Nevada, UNLV Continuing Education created the Gap Training for RNs: Transition into Practice program in 2015. The Gap Training for RNs is a transition into acute care practice program for those who require experience to enter into the acute care setting. This eight-week program offers real-life experience within a structured transitional training program to enhance acute care skills, competence and confidence, and decrease job stress. Nurse participants are assigned to an acute care unit at a Las Vegas area acute care facility where they work as an RN under supervision from an experienced preceptor two shifts per week for a total of 120 hours. Nurse participants also practice skills in a high-tech medical simulation lab and participate in online learning opportunities which focus on quality and safety in a professional practice. Participants in this program learn to build their resume, make professional connections, and are guaranteed an interview with the hospital for a full time position upon successful completion of the Gap Training for RNs: Transition into Practice program.

This program currently works with three hospital partners in Southern Nevada: MountainView, Sunrise and Dignity Health. Each hospital provides a preceptor to work one-on-one with the participant of the program for eight weeks. The participant creates a skills checklist at the beginning of the program to assist the preceptor on the skills the participant may need.

As of June 2016, UNLV has run five cohorts and has served 34 participants. Eleven of these students are currently participating in the sixth cohort. Of the 34 who have participated, 29 are now working in full time positions. Participants have reported positive results regarding the program and have indicated their skills and confidence improved as a result of this program. Hospital partners have also reported a positive

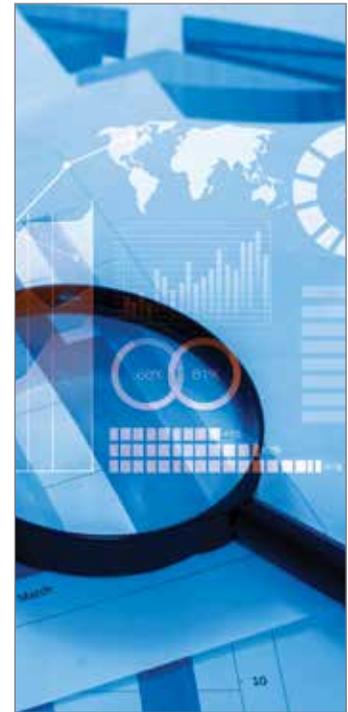
experience and have indicated this program lowered their onboarding costs for new hires. At the completion of the program, participants are surveyed about their educational experience. Results from the survey reflected very positive outcomes. Sixty-one percent reported they felt they demonstrated significant improvement in managing stress levels and 19% reported an outstanding improvement. Eighty-four percent reported their professional self-confidence improved significantly and 15% reported an outstanding improvement. All participants reported, as a result of their participation in the program that they experienced improvement in role competency, technical skill competency, medication calculation and administration accuracy, and inter-professional communication skills. Additionally, participants are asked to report on the skills learned through various learning environments: managing the changing patient condition using simulation, skills training day, leadership coaching with the interview panel, and online learning activities focused on the Joint Commission's 2014 National Patient Safety Goals. Participants reported all program elements and instruction mechanisms to be very valuable.

Comprehensive Update of Policies and 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
- Implement WIOA final regulations
- Guide the local workforce development system towards continuous improvement

Data and Analysis



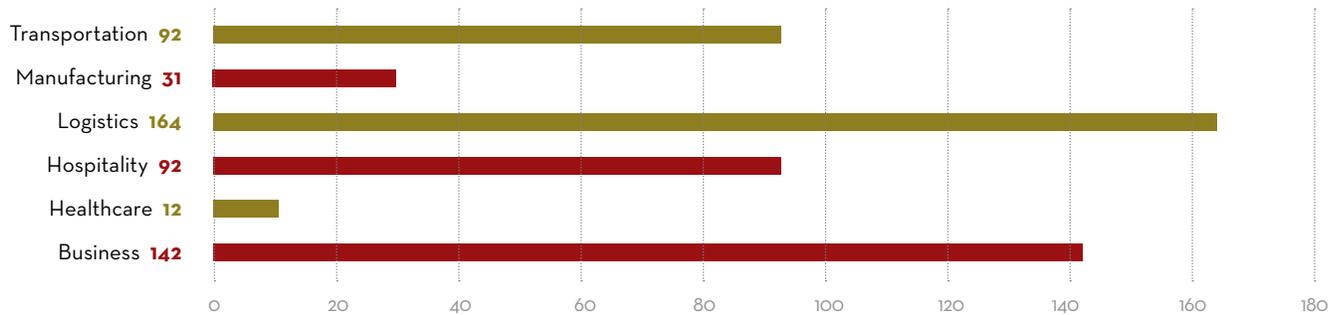
Over the last year, WC has concentrated on utilizing data and analysis throughout the OSDS. The overall goal has been to incorporate data and analysis into all decisions and to drive continuous improvement through consistent evaluation. By utilizing “real time” reporting, we have targeted the following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

- Employment and training activity
- Training effectiveness
- Program management
- Data validation
- Youth high poverty areas that have been identified and designated
- Indirect cost rate structure for providers and WC

Business Engagement

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

INDUSTRY HIRES JULY 1, 2015–JUNE 30, 2016



Number of Jobs (YTD): 533

Wage Range: \$9.40 - \$32.00

Median Wage: \$11.00

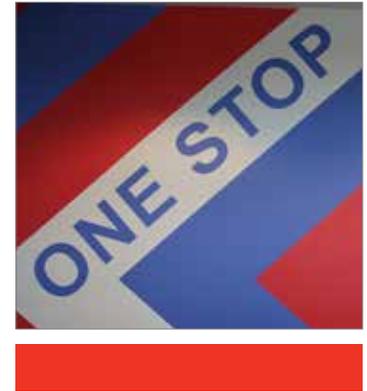
OJTs: 167

Employers

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

Compact Employers

Workforce Connections' mission is "Connecting Employers to a Ready Workforce". The Business Compact outlines the partnership and mutual commitments made between Southern Nevada employers and Workforce Connections. Currently, there are 90 employers who are members of the Workforce Connections' Business Compact. These employers and Workforce Connections form this partnership and make these commitments to benefit Southern Nevada, its residents, its businesses and its economy.



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

Formula Funds

Program Year 2015 Service Providers for Adult and Dislocated Workers



“I will continue to be a survivor dedicated to saving and educating as many lives as possible in every way. Thanks to Goodwill, I have chosen a different path in my life.”

- Natalie, Goodwill of Southern Nevada client

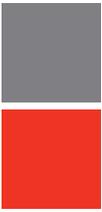
Easter Seals Nevada, Adults with Disabilities

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. They provide assistive technology to help individuals reach their employment goals to become self-sufficient. In-house training includes 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 ability versus their disability.

Foundation for an Independent Tomorrow (FIT), Re-Entry Program

FIT Re-Entry Initiative provides returning citizens with the tools necessary to successfully reintegrate back into the workforce. Services provided include the following:

- Financial support for occupational skills trainings, 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” 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 computer and digital literacy



Goodwill of Southern Nevada Inc., Adults with Disabilities

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.

HELP of Southern Nevada, Adult and Dislocated Workers

HELP of Southern Nevada provides Nevada job seekers with free classes in job readiness, career planning, goal setting, conflict resolution, interpersonal skills and communication. HELP assists with resume building, job application assistance, interview skills, financial literacy, job search assistance, assessments, and support services for job training or job placement for eligible participants. HELP offers on-site services such as food vouchers, rent and utility assistance as well as community referrals.

HELP will continue to help participants focus on employment opportunities in Science, Technology, Engineering and Math by providing training with a focus on employment in the following sectors: Tourism, Gaming and Entertainment; Health and Medical Services; Clean Energy; Logistics and Operations; Information Technology.

HELP provides follow-up services to support employment retention. Services are provided on a one-on-one basis by skilled career coaches to eligible participants.



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 resources. The VETS 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.

The VETS program partners with multiple veteran affiliate organizations and offers extensive outreach efforts across Clark County to better reach the targeted population. This year the VETS program enrolled 102 Veterans from the post 9/11 and other service eras.

The VETS program is tailored to meet the specific needs of each participant and includes various workshops on career skills enhancement, OJTs and employment readiness training where the participant can develop positive and productive work skills to help maximize their quality of life.

Lincoln County, Adult and Dislocated Workers

Lincoln Adult Workforce provides career services, training opportunities, and OJT/ Work Experience (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 among the community.

Nevada Partners, Inc., Adult and Dislocated Workers

Nevada Partners, Inc. (NPI) 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 the following sectors and will assist eligible participants with trainings in the following:

- 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 career coaches on a one-on-one basis to eligible participants.



Nevada Department of Corrections (NDOC), Re-Entry



The Women's Opportunity for Work (WOW) Program was designed to reach out to female offenders who are at an extreme disadvantage trying to re-enter the workplace after release from incarceration. The goal of the program is to provide vocational and occupational work skills, supportive services and counseling to increase employability and to improve the offender's chances for success upon release for those who will be residing in the following Southern Nevada counties: Clark, Esmeralda, Nye, and Lincoln. Services include the following:

- Employment preparation
- Basic computer skills
- Mental health and substance abuse resources
- Certified vocational and occupational skills training
- Hospitality, customer service and culinary arts training
- Supportive services



Nevada Partners, Inc., Pre-Apprenticeship

Nevada Partners' Build Nevada Pre-Apprenticeship Program is a construction program designed to prepare individuals to succeed in apprenticeship and construction employment. The program's partnership with the building trade's Southern Nevada Union Apprenticeship Programs (SNUAP) is a direct relationship shared by less than 5% of construction pre-apprenticeship programs nationwide. This relationship is strengthened by the program's associate membership in SNUAP.

This membership affords program participants invaluable access to individual Joint Apprenticeship Training Council (JATC) coordinators. Further benefits to program participants of this direct relationship include: Introduction to Journeymen, Apprentices and Build Nevada alumnae success stories, JATCs site visits, renewable energy and construction site visits, construction related certifications and prompt notification of JATC apprenticeship openings.



Nye Communities Coalition (NyECC), Adult and Dislocated Workers

NyECC Career Connections is committed to delivering quality, accessible service in a number of sectors, including: Tourism; 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 covers almost 22,000 square miles. 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.

ResCare Workforce Services, Adult and Dislocated Workers

ResCare Workforce Services has provided workforce services nationwide since 1968. Today, they operate workforce programs in 362 locations in 27 states. Since July 1, 2015, ResCare Workforce Services has provided workforce development and career services to over 7,000 residents of Southern Nevada.

The following ResCare Workforce Tools are available in the One-Stop Career Center.

- Resume Writing using ResumePro™
- Pre-Vocational Online Training through ResCare Academy™
- Job matching with ResCare Talent Market™
- Labor Market information from Supply Demand Portal™
- In-demand Occupation Career Explorer through Woofound™

Additional services include free daily job readiness workshops, a resource room, job search assistance, career planning, talent development, training and supportive services. Clients are encouraged to use these tools and services to reach their employment goals.

As the One-Stop Career Center operator, ResCare Workforce Services coordinates and hosts monthly onsite job fairs and employer hiring events and provides On-the-Job Training opportunities to fulfill the SNWDA's mission of "Connecting Employers to a Ready Workforce".

With three partner agencies including ResCare Workforce Services, JobConnect and the Bureau of Vocational Rehabilitation, the One-Stop Career Center is a valuable resource for the Las Vegas valley and surrounding communities.



Formula Funds

Program Year 2015 Service Providers for Youth



Goodwill of Southern Nevada, Youth with Disabilities

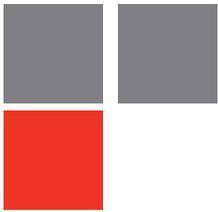
Goodwill of Southern Nevada's Education, Leadership, Independence, Training and Employment (ELITE) Program serves youth with disabilities between the ages of 16-24, targeting out-of-school youth who are either unemployed or under-employed. Services are tailored to meet the specific needs of each individual and can include tutoring, General Equivalency Diploma (GED) test preparation, career planning, WEXs and occupational skills training. 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, Youth Drop-Out Recovery (DOR)

In the past year, HELP of Southern Nevada provided educational and career services to homeless and/or at risk youth who had dropped out of high school. HELP 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. HELP offers on-site services such as residential housing at our Shannon West Homeless Youth Center, Baby First Services for youth parents, substance abuse treatment and support, and Supplemental Nutrition Application Program (SNAP).

Lincoln County, Youth

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, interview skills classes and WEXs for those that have little or no work history. They also provide interest surveys and other assessments to help youth determine career interests and pathways. Due to the lack of summer school, Lincoln County has emphasized tutoring and credit retrieval services. Lincoln County's WIOA staff takes great pride in the success of Lincoln County's youth!



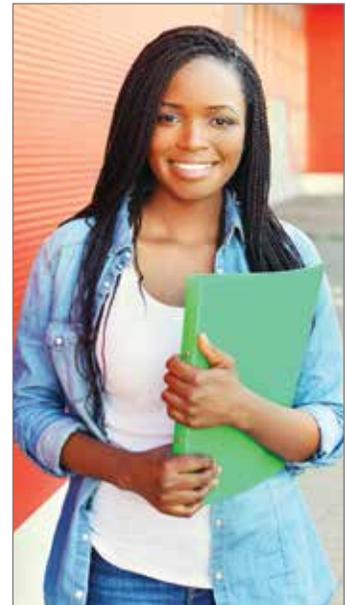
Nevada Partners, Inc. (NPI), Youth

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 that guides 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 well-being, 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 our on-property urban garden where youth learn about supply and demand, marketing strategies and financial literacy.

“I've been given a second chance; I'm going to make sure I take advantage of this gift.”

- Jonathan, Help of Southern Nevada client

Nevada Partners, Inc., Youth Pre-Entry



Nevada Partners' Youth Pre-Entry Program serves low-income individuals ages 16 to 19 that are adjudicated and out-of-school youth from Spring Mountain Youth Camp (SMYC), in partnership with Clark County, Nevada Department of Juvenile Justice Services. The program is designed to provide vocational training techniques where youth learn soft skills such as social skills, communication, empathy, self-management and team work and marketable hard skills such as typing, writing and math. These skills will assist youth in securing employment and/or another vocational experience. To address the needs of these youth, in the pre-entry system, NPI organizes and delivers some or all of the following: education, counseling, employment services and training.

Nye Communities Coalition (NyeCC), Youth

The Youth WERKS program has been in existence for six (6) years serving Nye and Esmeralda Counties. They focus on youth ages 16 to 24 who are out of school or are low-income and have a barrier preventing them from attaining employment or completing their educational goals. Youth WERKS staff works 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: job interview skills, resume building, work experience, life skills classes, group development, and activities involving communication skills, team building and exposure to STEM (Science, Technology, Engineering and Mathematics). The goal is to reach all eligible youth within our communities and provide the structure and support to attain their goals.

Olive Crest, Foster Youth

Project Independence is dedicated to serving current and former foster youth of Clark County between the ages of 16-24. The goal of Project Independence is to help youth establish skills and provide support services necessary to be successful independent individuals as they age out of foster care. We focus on three areas to help alleviate potential barriers as youth make this transition—education, work readiness and experience, and transitional housing that will allow youth to gain life skills. Project Independence assists youth with educational barriers related to graduating from high school or obtaining their General Education Diploma (GED)/ High School Equivalency Test (HiSET). This project also helps with enrolling youth into post-secondary education and addressing literacy and numeracy skills deficiencies. One goal is that all youth will attain a high school diploma or the equivalent and enroll

into post-secondary education if they are able to do so. Another goal is that all youth who are basic skills tested and are proven to be deficient will increase at least one grade level within one year of enrollment in the program. Through Project Independence, youth will receive specialized training opportunities in their career area of choice, subsidized work experience, on-the-job training opportunities and career guidance. Lastly, Project Independence will assess for any life skills areas that might prevent a youth from completing their goals and provide applicable workshops to help remove those barriers.

St. Jude's Ranch for Children (SJRC), Foster Youth

St. Jude's Ranch for Children (SJRC) operates a youth career services program for youth seeking to obtain education, work-related training, and employment. Eligible applicants include both in-school and out-of-school youth ages 16 to 24 who are low income and have barriers to employment or education. Barriers may include the following: school dropout, in foster care or aged out of foster care, pregnant or parenting teen, offender or subject to the juvenile or adult justice system, homeless, runaway, has a disability, or deficient in basic literacy skills.

Youth are given assessments to help them identify their career interests and to set education and employment related goals. To assist youth participants in obtaining their goals, SJRC offers the following services: job readiness training, exposure to STEM based fields, work experiences, internships, on-the-job training, occupational skills training, tutoring, alternative secondary school services, leadership development opportunities, comprehensive guidance and counseling, and follow-up services. SJRC also provides supportive services to help remove any additional barriers that may prevent participants from obtaining their goals.



Southern Nevada Regional Housing Authority, Youth

The Southern Nevada Regional Housing Authority (SNRHA) Youth One-Stop Affiliate Site-East (YOSA-East) is an innovative and unique program that is youth lead and youth driven. The program is outcome focused while fostering relationships that allow youth to form bonds and to step into their full leadership potential.

YOSA-East serves primarily out-of-school youth, ages 16 to 24, 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 and wrap-around services to address 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 YOSA-East program also provides developmental support in the areas of leadership, employment-related soft skills, and life skills. While providing services to all youth, we 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. The YOSA-East program provides vocational training in over 32 career pathways utilizing the State Eligible Training Provider List.



Non-Formula Funds

YouthBuild Grant

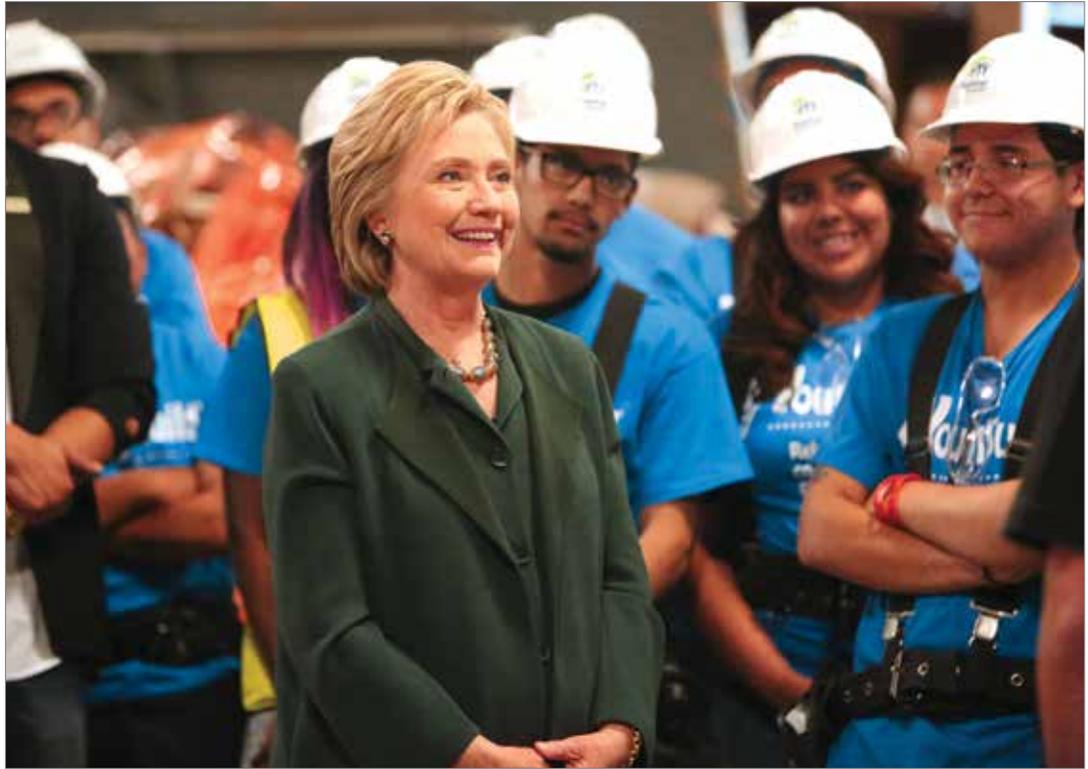
YouthBuild Las Vegas (YBLV) focuses on supporting economically vulnerable youth in achieving academic success and receiving vocational training. Via a partnership with Habitat for Humanity Las Vegas, YBLV continues its emphasis on building and/or rehabilitating low-income housing, while youth commit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

YBLV integrates 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 has 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.

The program has helped many disconnected youth earn their diploma/GED as well as be placed in a job and/or post-secondary education once



“YouthBuild AmeriCorps has given me a better opportunity to be successful.”

~ Wilfred, YouthBuild Participant

completing the program. On average, 65% of the participants earn their education within the 9-month program and approximately 75% of them are placed in unsubsidized employment and/or post-secondary education. YBLV has also built, on average, four Habitat for Humanity homes every year for the past 5 years. This success caught the national attention of YouthBuild USA and it organized a meet and greet with Secretary of State and presidential nominee

Hillary Clinton during a visit to Las Vegas this past February. This was an opportunity of a lifetime for the participants and helped shape their views and attitudes on what they think of success for themselves and their future.

Over the years YBLV has been nominated and awarded for various national recognition awards. In May 2016, Jennifer Padilla, YouthBuild Program Manager, was recognized at the YouthBuild National Directors Association Meeting

in Washington D.C. and was given the President's Award for "Rising Star". This award was given in recognition for no staff turnover in the past five years. YBLV was nominated for an award at the National AmeriCorps conference in Rhode Island. YBLV strives to help young adults and impact the community year-after-year and will be applying again for the 2017 Department of Labor YouthBuild grant in hopes of continuing great work.



American Association of Retired People (AARP) Foundation Grant

PY15 saw Workforce Connections complete its second fiscal year of services for the Back-to-Work 50+ (BTW 50+) participants, sponsored through a private grant from the National AARP Foundation. AARP Back-to-Work 50+ program at Workforce Connections implemented sector focused, employer-driven strategies to support the unique needs of older workers seeking full-time employment who face specific and challenging barriers to overcome unemployment, underemployment and re-entry into the workforce. WC was selected for the BTW 50+ grant through a highly competitive application process with only four Local Workforce Development Boards receiving funding across the country.

The centerpiece of the program is an intense, focused, 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. As a result of the successful rollout of the program, WC has been chosen to move forward for a third year. Expectations are that WC will be able to increase the number of participants and program services available through expanded outreach efforts that include advertisement paid for by the AARP Foundation.

Coaching participants receive a comprehensive program specifically designed to support them in overcoming uncertainty and often overwhelming

self-doubt and confusion that is associated with individuals who are facing the return to the workforce after being unemployed for several months or years. 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 Workforce Connections and its 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 WIOA services to create a comprehensive program that addresses all barriers to employment.

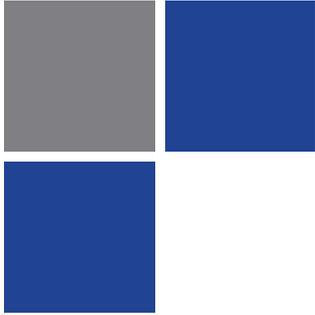
This target group often lacks the technical skills that are required in a modern work environment and often feel challenged or threatened when having to learn new technical competencies. The One-Stop Career Center ensures that job candidates are making progress and participating in One-Stop Career center workshops and hiring events that align with BTW 50+ program goals. 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 in-demand skills of the current labor market. A total of four cohorts were able to participate in the AARP BTW 50+ program. The total number of individuals selected were 89, with 50 placed into employment to date and the remainder still actively searching. The latest cohort recently graduated from the program in June 2016.

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

INDUSTRY SECTOR	PLACEMENTS BY SECTOR	AVERAGE WAGE
Health and Medical Services	26.0%	\$16.55
IT	10.0%	\$12.00
Logistics	10.0%	\$10.45
Manufacturing	6.0%	\$14.67
Tourism and Gaming	16.0%	\$11.94
Other	32.0%	\$14.76
	100.0%	\$14.06

“The support is tremendous and motivational. We share a lot of the same issues, problem solve, help each other, network, make introductions ... and our meetings will continue because we’ve become friends, allies and advocates too.”

~ Kevin, AARP BTW 50+ program participant



workforce **CONNECTIONS**

Connecting Employers to a Ready Workforce

People, Partnerships, Possibilities

STRATEGIC WORKFORCE DEVELOPMENT INITIATIVES

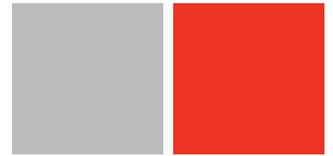
“I am proud to be part of an organization which brings so many people and resources together for the advancement of the community.”

~ Councilwoman Gerri Schroder



“You’ve helped me so much, I consider you more than a career coach, you’re a real friend.”

~ Nick, ResCare Workforce Services program participant



Possibilities Put to Work: Highlights from 2015

One-Stop Career Center

ResCare Workforce Services is a national leader in providing comprehensive services and solutions designed to help put people to work. Our combination of career center operations, Job Corps centers, schools, business services and family support functions are the largest for-profit collection of workforce solutions in the United States.

ResCare Workforce Services has provided workforce services nationwide since 1968. Their mission to “assist people to reach their highest level of independence” has motivated their staff of workforce experts to develop cutting-edge strategies that (1) help job seekers and students prepare for self-sustaining employment opportunities, (2) support businesses in their efforts to secure qualified employees and (3) allows them to function as a trusted community partner in every market where they operate. Today, they operate workforce programs in 362 locations in 28 states. Their team of more than 2,000 workforce professionals uses the industry’s best practices to assist approximately one million job seekers and thousands of employers annually to help reduce poverty, crime and unemployment in the communities served.

The program will be supported by the same service delivery system that is presently creating success in Southern Nevada. It includes six foundational elements: most engaged local leadership, supported and aligned quality, world class job readiness programs, cutting edge technology, intense performance management and their unmatched business briefcase. The service delivery system is built on the foundation of their customer services model. ResCare At Your Service™ (RAYS), based on Disney Institute business strategies, delivers the company mission by creating a positive environment where goals are achieved by guaranteeing a positive and successful environment for customers. All team members are trained and certified through observation initially and annually to ensure competence as a RAYS agent.



To increase the geographical footprint within the SNWDA and provide greater access points for customers into the system, WC continued to deploy the original Mobile One-Stop. 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 SNWDA was coordinated by ResCare Workforce Services (RWS) to reach those who can't or won't come to the One-Stop Career Center or Affiliate Sites. The Mobile One-Stop was used for community service, neighborhood outreach, job seeker engagement, employer services and to increase brand recognition.

WC and RWS had the opportunity to share the Mobile One-Stop as a best practice at the CWA conference held in March. ResCare and WC staff provided conference goers with innovative ways to "get things rolling" and take their services "on the road" to serve both employers and job seekers through a Mobile One-Stop.

ResCare Workforce Services joined with funded partners, Las Vegas Metro Police, the Culinary Academy of Las Vegas, D Street Strong, Corridor of Hope, and Mission Achieves to provide services in the community. Between September 2015 and June 2016, the Mobile One-Stop was deployed 20 times. During these events, 95 job seekers completed interest forms requesting additional information about workforce development services and 12 individuals were enrolled.

Since July 1, 2015, ResCare Workforce Services has provided workforce development and career services to over 7,100 residents of Southern Nevada. Their staff of 26 workforce professionals embodies the ResCare service delivery model that includes talent engagement, talent development and talent delivery.

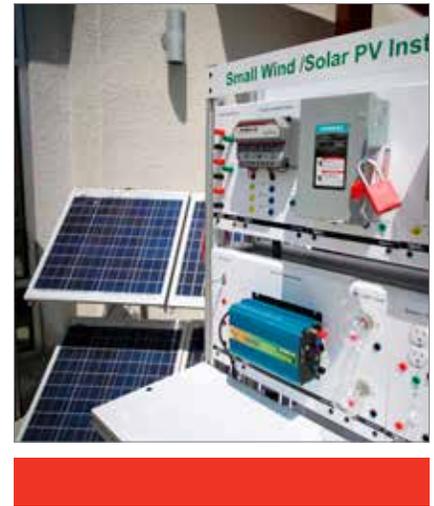


ResCare Workforce Tools available in the One-Stop Career Center include

- Resume writing using ResumePro™
- Pre-vocational online training through ResCare Academy™
- Job matching with ResCare Talent Market™
- Labor market information from Supply Demand Portal™
- In-demand occupation career exploration through Woofound™, STEM activities
- Career path exploration and job attainment resources
 - ~ Resource room for self-directed or staff-assisted job search
 - ~ Individualized job-matching, ResCare Talent Market™
 - ~ Job openings, job clubs, hiring events and job fairs - daily, weekly, and monthly
- Free skill-building workshops
 - ~ Computer basics and advanced functions, Computer Essentials™
 - ~ Foundations of job search
 - ~ Planning for interview success
 - ~ Financial literacy, MoneySKILL™
- Staff guidance and planning
 - ~ One-on-one career coaching
 - ~ Individual employment planning
 - ~ Skills-based assessments to identify unique strengths and abilities
 - ~ Leadership development, mentoring
- Employment training and support
 - ~ Pre-vocational online training, job shadowing, tutors, ResCare Academy™
 - ~ Occupational skills training for in-demand, industry-recognized certifications and credentials
 - ~ On-the-job training and internships - earn while you learn!

As the One-Stop Career Center operator, ResCare Workforce Services coordinates and hosts monthly onsite job fairs and employer hiring events and provides on-the-job training opportunities to fulfil WC's mission of "Connecting Employers to a Ready Workforce". With three partner agencies including ResCare Workforce Services, JobConnect and the Bureau of Vocational Rehabilitation, the One-Stop Career Center is a valuable resource for the Las Vegas valley. PY15 results are noted below:

- Basic career services: 7,166
- Enrollments: 755
- On-the job training: 167
- Individual training accounts: 290
- Credentials obtained: 224
- Job placements: 405
- Customer satisfaction: 98%
- STEM workshop attendees: 100
- STEM enrollments: 50
- Mobile One-Stop events: 20
- Mobile One-Stop basic services: 95
- Mobile One-Stop enrollments: 12



Business Engagement

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



Fire Fighter Town Hall

Workforce Connections and Clark County Commissioner Lawrence Weekly invited job seekers and those looking to advance their careers to a special town hall meeting on Thursday, September 17, 2015 from 6 p.m. to 8 p.m. at the Clark County Government Center, 500 S. Grand Central Pkwy., Las Vegas, 89155, to learn more about becoming an Emergency Medical Technician (EMT), Firefighter or Firefighter Paramedic.



Metro Police/Correction Officer Recruitment Initiative

Workforce Connections, Nevada Partners and Clark County Commissioner Lawrence Weekly invited job seekers interested in a career with the Metropolitan Police Department

to a special town hall meeting on Thursday, June 2, 2016 at the Clark County Government Center. Metro careers offer a competitive salary, great benefits and opportunity for advancement.

Metro desires for the police force to reflect the rich diversity in our community. Metro has a goal of hiring more than 300 officers by the end of 2016.



Holiday Hiring Event

Workforce Connections and Clark County Commissioner Lawrence Weekly hosted a Holiday Hiring Event last November to kick off the holiday season. According to the Retail Association of Nevada, retailers add approximately 7,600 seasonal jobs during the holidays. Seasonal jobs offer first time job applicants an opportunity to gain valuable experience and earn money for an education. Seasonal jobs also offer the unemployed an opportunity to bridge the gap between long-term positions.

The following nine (9) companies conducted face-to-face interviews in an effort to hire for over 200 job openings: Diamond Resorts, Digiphoto, GMT Care, InsureMonkey, R.W. Garcia, SNH, Sting Alarm, Sunrise Children's Foundation, and UPS. Approximately 200 jobseekers were in attendance, 168 jobseekers were interviewed, 59 jobseekers were WIOA participants and there were 19 hires. The median wage was \$10.00 per hour.



Hospitality Hiring Event

With more than 42 million annual visitors that support our booming Tourism, Hospitality and Entertainment sector, Workforce Connections, Clark County Commissioner Lawrence Weekly and Nevada Partners hosted the first ever Hospitality Hiring Event last March at the Culinary Academy. Job seekers had the opportunity to meet face-to-face with hiring representatives from one of the fastest growing industries for job gains in Nevada.

The event hosted 28 employers from the hospitality industry offering more than 1,000 job openings. The following companies were able to find quality candidates: Aliante Casino, Caesars Entertainment, Digiphoto, Holiday Inn Club Vacations, IHOP, Plasticard-Locktech International (PLI), Robert Half, TLC Casinos and Wyndham Resorts. Approximately 320 jobseekers attended and 93 were WIOA participants. The average wage was \$12.30 an hour.



NxGEN Youth Paid Internship Fair

Did you know that if people are provided a meaningful work experience during their teenage years, they are more likely to work consistently as an adult? In an effort to influence and mold the workforce of the next generation, Workforce Connections invited youth ages 16 to 24 to participate in the NxGEN Youth Paid Internship Fair. Youth were given the opportunity to be exposed to a variety of careers and training to better position themselves for future employment and work experience.

Employers including BMC, Station Casinos, PLI, State Farm Insurance, Clean the World Organization, Goodwill of Southern Nevada, Originate, New York Life, and Batteries in a Flash.com offered more than 90 youth an opportunity to earn while learning this summer.

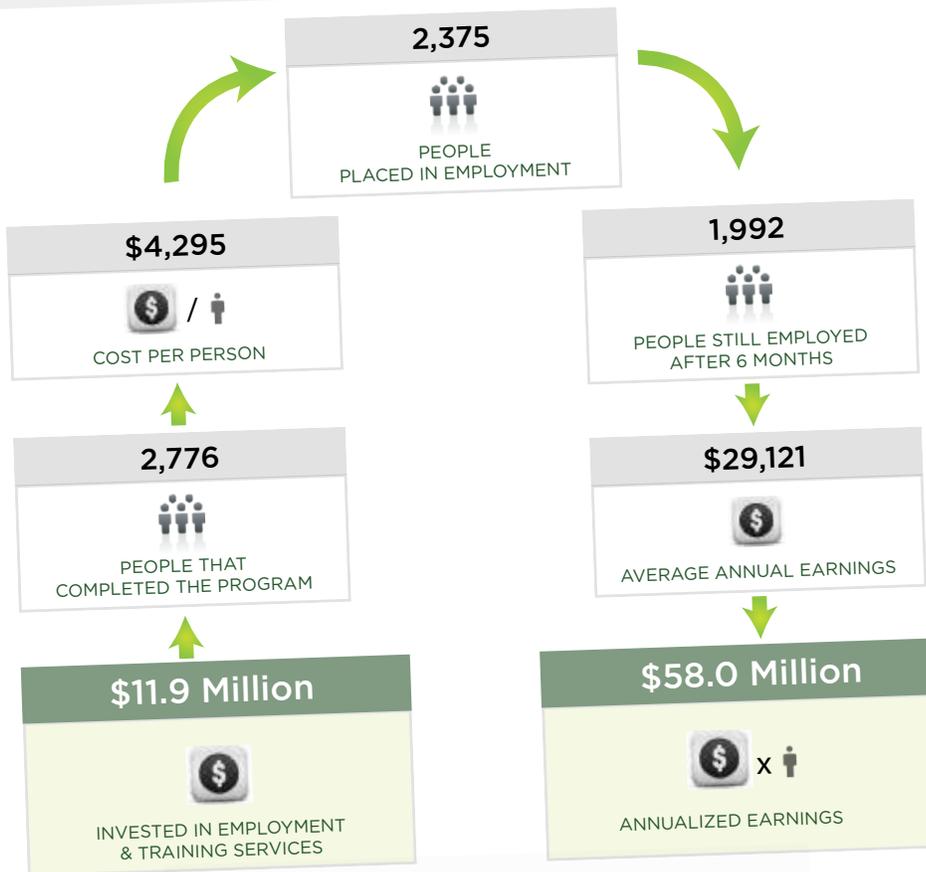


Preliminary PY15 Performance Measures

Preliminary data indicates that the Local Workforce Development Area is meeting or exceeding all common measures.

	Actual ⁽¹⁾	Negotiated	% Achieved	
1) Key % Achieved				
 Failing < 80%				
 Meeting >= 80%				
 Exceeding >= 100%				
Adult Entered Employment				
Numerator	1,217			
Denominator	1,629			
Adult Entered Employment	74.7%	75.5%	99.6%	
Adult Retention				
Numerator	1,481			
Denominator	1,765			
Adult Retention	83.9%	82.4%	101.8%	
Adult Average Earnings				
Numerator	\$21,038,188			
Denominator	1,458			
Adult Average Earnings	\$14,429	\$14,500	99.5%	
Dislocated Worker Entered Employment				
Numerator	527			
Denominator	653			
Dislocated Worker Entered Employment	80.7%	77.0%	104.8%	
Dislocated Worker Retention				
Numerator	539			
Denominator	610			
Dislocated Worker Retention	88.4%	84.5%	104.6%	
Dislocated Worker Average Earnings				
Numerator	\$7,966,447			
Denominator	534			
Dislocated Worker Average Earnings	\$14,918	\$15,922	93.7%	
Youth Placement in Employment or Education				
Numerator	936			
Denominator	1,587			
Youth Placement in Employment or Education	59.0%	69.0%	85.5%	
Youth Attainment of Degree or Certificate				
Numerator	742			
Denominator	1,175			
Youth Attainment of Degree or Certificate	63.1%	61.0%	103.5%	
Youth Literacy and Numeracy Gains				
Numerator	278			
Denominator	490			
Youth Literacy and Numeracy Gains	56.7%	43.0%	131.9%	

HELPING ADULT & DISLOCATED WORKERS



Preliminary data from the period July 1, 2015 through June 30, 2016

Strengthening Southern Nevada's Economy – Return on Investment

Data for Program Year July 2015 – June 2016, was used to compose a new one-sheet collateral piece. It illustrates how federal funds administered by WC help Adult and Dislocated Workers in the local workforce development area and positively impact our local economy.



Success Stories

STRATEGIC WORKFORCE DEVELOPMENT INITIATIVES

“Workforce Connections continues to be a key asset in our community to help people get back to work and advance in their careers.”

- Councilwoman Peggy Leavitt





Participant Success Stories



American Association of Retired People (AARP) Foundation, BTW 50+ Grant

Kevin had been unemployed since November of 2008 due to layoffs at MGM. The program offered through One-Stop and AARP BTW 50+ assisted him in evaluating his personality traits and personal strengths which in turn led to a more focused job search. After completing the coaching program in March, he was able to secure employment with the Clark County School District Construction Management Department as a project manager. He has also started a “Mastermind Group” where many fellow members of his coaching class continue to help each other job search, network and explore business opportunities. Kevin states, “The support is tremendous and motivational. We share a lot of the same issues, problem solve, help each other, network, make introductions ... and our meetings will continue because we’ve become friends, allies and advocates too.”



Easter Seals Nevada, Adults with Disabilities

Meet Diana R. She discovered the Easter Seals Nevada (ESN) Employment Solutions Program after being laid off from a job of 20 years. She felt she and several colleagues were laid off due to their age and the rising costs of their medical coverage. As she started looking for a new job, she discovered how different the job market was and needed help navigating it. Her vision was a challenge, as she had trouble seeing the small print on screens and applications as she applied for jobs online.

Following her instincts that she wanted to help people, she decided on a career of Office Administration and ESN enrolled her at Asher College. She credits her career coach and the flexible schedule offered at Asher for her success. "They bend over backwards to help you," she says of Asher.

With coaching, Diana pursued a new career. She interviewed at AFLAC "just as interview practice." She was impressed with the company and is now a new AFLAC associate. Diana's excited to help people be prepared for the unimaginable and is looking for networking opportunities. She tells others, "The strongest steel goes through the hottest fire."



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

Claire could not have been in worse shape when she found her way to FIT. She had been homeless for the past two years, living in a car with a rescue dog, her sole companion. Surviving through begging and by sweeping up the parking lot where a sympathetic Walmart manager let her stay, Claire survived only from one day to the next, never knowing where her next meal would come from - if it would come at all. Hearing about FIT through an acquaintance, Claire was overjoyed knowing she had, at long last, found the help she needed. Every day, without fail, Claire would be the first through FIT's doors, tirelessly working away at the computers to search for work while she and her career coach strategized on how to rebuild her life. With the patient coaching of her career coach and the FIT staff, Claire was able to obtain training in solar energy and, shortly after, an entry-level position with a local solar employer. The training and renewed hope that FIT had given her helped rekindle Claire's passion for work and within 30 days she had obtained a promotion to lead her own crew. Claire now rents her own home and continues to serve as a rising star within her company. "It's all thanks to FIT", Claire says, "They showed me I could have my life back, and I couldn't have done it without them."



Goodwill of Southern Nevada, Adults

Natalie had endured the unimaginable. At the age of 12, Natalie was a victim of sex trafficking and was beaten, sold, thrust into prostitution, forced to undergo a gender reassignment surgery, and was tattooed as property.

However, Natalie knew she could have a different life and eventually escaped her tormentors. After escaping her past, Natalie struggled to create the life she wanted. Finding employment seemed impossible as a result of convictions related to her past. Natalie came to Goodwill seeking assistance, determined to create her own destiny. She was enrolled into Goodwill's WIOA program and received nursing assistant training. Natalie's goal was to provide compassion and care for others. Natalie completed her courses at the top of her class and is now in the process of becoming board certified for nursing. Though Natalie is still dealing with the emotional and physical scars of her past she has chosen to create her own path of healing. Natalie expressed, "I will continue to be a survivor dedicated to saving and educating as many lives as possible in every way. Thanks to Goodwill, I have chosen a different path in my life."



Goodwill of Southern Nevada, Youth

Sean, a young adult with a disability, came into the ELITE program with no work history, no income, no transportation, and facing eviction, but with the hope of a bright future. Sean had graduated from high school at the top of his class and was hoping to go to college, but needed direction. Sean visited multiple colleges in Nevada and California through ELITE's College Campus Tour and learned about the enrollment process, financial aid, and resources for students with disabilities. Following the tour, Goodwill worked with Sean to guide him through the application process for UNLV. Sean was accepted, will be starting in the fall, and is seeking part-time employment. In order to gain more experience, Sean is currently participating in a WEX opportunity as a file clerk and is gaining valuable training. Sean's life trajectory has dramatically changed from facing eviction to entering college. Sean expressed, "The ELITE program has given me options and opportunities I otherwise would've never been able to get or achieve on my own... I am able to pursue my ambitions, and I feel fulfilled with my life thanks to Goodwill and the services they have provided."



Help of Southern Nevada (HELP), Adults

Jeffery is a 47 year old, single, returning citizen who was unable to secure employment despite having work experience in welding, management and customer service. Friends encouraged him to seek assistance with HELP of Southern Nevada's ADW Program to get additional training and secure employment.

Jeffery attended and successfully completed the AGS Truck Driver Training and recently passed the Nevada Department of Motor Vehicles (DMV) Commercial Driver License test.

Even though most employers require 2 to 3 years of over-the-road driving experience before considering an individual for employment, Jeffery persistently applied the work readiness tools and secured a full-time, local

driver/technician position making \$13.00 an hour. Jeffery is feeling hopeful toward his future, not allowing the label of “ex-felon” to define him and will continue his positive road to self-sufficiency. Jeffery credits his “success to persistence, hard work, training and the assistance he received from HELP!”

Help of Southern Nevada (HELP), Youth

Johnathan is a 20 year old who currently resides at our Shannon West Homeless Youth Center (SWHYC) and enrolled into our Drop-Out Recovery program early in 2016. Johnathan dropped out of high school in the ninth grade, is an returning citizen, and lacked job skills, transportation, and career goals.

Johnathan attended job readiness and STEM career workshops. He took his pre-test for the High School Equivalency (HSE) exam and scored so well CCSD allowed him to test the next day and he received his HSE certificate. Jonathan started out with a paid work experience (WEX) as a maintenance worker and began a second WEX at MGM Properties where he will have access to leadership development, adult mentoring, and a component of occupational education. MGM management interviewed Johnathan and offered him a full-time, permanent position after completion of his WEX as they were so impressed by him during the interview process.

Johnathan hopes to take what he learns at MGM to move forward into a pre-apprenticeship program in a construction trade, a highly in-demand occupation. Jonathan recently stated, “I’ve been given a second chance; I’m going to make sure I take advantage of this gift.”

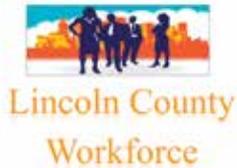


Las Vegas Urban League-Veterans Employment and Training Services (VETS), Adults

Veteran Barcher came to the VETS program in August 2015 seeking assistance to restore his nursing license. Veteran Barcher’s license was revoked from the Nevada State Board of Nursing in 2012 due to a violation. The VETS team worked with Veteran Barcher to get a hearing from the Board of Nursing. He was granted a provisional plan for recertification, which included classes he needed to take at College of Southern Nevada (CSN). The VETS team covered the costs for his classes. Veteran Barcher complied with the requirements from the Board of Nursing.

The VETS Team worked with the Nursing Division at College of Southern Nevada (CSN), and counselled Veteran Barcher through his practicals. Veteran Barcher successfully completed his practicals and continues to meet his compliance requirements.

In January 2016, Veteran Barcher’s license was restored by the State nursing board with restriction. The VETS team helped Veteran Barcher seek employment opportunities throughout the state. Veteran Barcher’s license is restricted to only allow him to work under supervision. The VETS team is



proud to announce that Veteran Barcher was hired in March as a nurse with Sierra Health Services making \$32.00 per hour. Veteran Barcher says that he is very grateful for the support he received from the VETS program.

Lincoln County Workforce, Youth

This story is about a young man named Tristan who entered the program in need of full-time employment. Tristan and the program manager went to every business in the county. Working together they were able to find an on-the-job training for Tristan at the Historic Silver Cafe. Due to the opportunities and support provided by the Lincoln County Workforce, Tristan was able to start and finish the OJT. Tristan is now gainfully employed and has been telling everyone he comes in contact with about the program and how it has changed his life.

Lincoln County Workforce, Adults

Janis was a single mother and a dislocated worker. Although OJT's can be a challenge to arrange in Lincoln County, Janis was successfully placed and gainfully employed. The local business has been in contact with other businesses telling them how Lincoln Adult Workforce works to help the individual. We now receive regular referrals from local businesses.



Nevada Department of Corrections, Re-Entry

Leslie is currently incarcerated at the Florence McClure Women's Correctional Center. Since her arrival at the facility, she has taken full advantage of completing "Sisters Together" achieving sobriety, and has thrown herself into her post-transitional studies.

Leslie was enrolled in the last WIOA WOW program taking instruction in classes facilitated by post-secondary schools. She received her certification for line cook and ServSafe Management through the Hospitality International Training (HIT). She also advanced in studies facilitated by CSN for vocational computers skills, WorkKeys assessments, their professionalism job readiness workshops, and additional workshops facilitated by the Equity Foundation, IAM Powerful.

Leslie felt she had been given tremendous guidance and support from her career coach. She had been given a chance when others said, "no, not her". Leslie states, "The WOW Program has provided me with so many opportunities and I am eternally grateful and look to the future with confidence and hope, feelings that I did not have before."

Upon release, Leslie plans to attend her orientation with the Foundation for an Independent Tomorrow (FIT), WOW's partner for post-release services, and HIT to complete her knife skills and receive job placement assistance.



Nevada Partners, Adults

Scott had worked at Citi Bank for 26 years as a call center manager. He lost his job when the center was closed. He was seeking training assistance to become a professional cook and was placed into the professional cook's training program. After completion of training, he was offered a job as a cook with the Rio Hotel and Casino, even before he had completed the training. He obtained his certificate from the Culinary Training Academy (CTA) and is now working full-time at a wage rate of \$20.50 per hour.

Nevada Partners, Pre-Apprenticeship

Mr. Jordan enrolled February 2016 in the Build Nevada Pre-Apprenticeship program with barriers to employment such as reliable transportation and family support. Nevada Partners' career coach was able to assist Mr. Jordan with bus transportation and through his hard work and dedication he was the only student from his class to pass the electrical math exam. Mr. Jordan is expected to graduate upon completion of his Cardiopulmonary Resuscitation (CPR) certification in July and is now on his way to pursue a career in the trades.

Nevada Partners, Youth

Guadalupe became a youth program participant in January 2016. When she first came to NPI, she had just moved to Las Vegas from Apple Valley, CA and wanted assistance enrolling in post-secondary education. She had a high school diploma, but she wasn't confident in her English speaking skills. Since enrolling in the youth program, she has completed the housekeeping training through the Culinary Academy, found employment at Caesars Palace as a housekeeper and has also enrolled in a summer course at the College of Southern Nevada. Guadalupe has been very determined to succeed in spite of not having the best support system. Prior to relocating to Las Vegas, she had been living with relatives. Her parents had been forced to move back to Mexico due to their immigration status. She has been a great example for other clients, showing them that just a bit of guidance and self-motivation can take you a long way.

Guadalupe said, "After receiving housekeeping training, I am confident enough to look for and secure employment, with the support and guidance from Nevada Partners' youth career coach."

Nevada Partners, Youth Pre-Entry

Mr. Andrews was released from Spring Mountain Youth Camp on June 3, 2016. While meeting with his career coach, they reviewed his Individual Employment Plan (IEP) and identified that he needed four credits to receive his high school diploma. With support and guidance, he enrolled in summer school

and began attending. A few days later, Mr. Andrews started a work experience (WEX) opportunity with the Culinary Academy of Las Vegas working in the kitchen. He has been coming to NPI in the mornings to complete his online classes and goes to work afterwards. Mr. Andrews has shown drive and has been an exemplary role model for the other youth participants. With his continued commitment, Mr. Andrews will graduate in August.



Nye Communities Coalition (NyeCC), Adults

Kenia came to NyeCC Career Connections in early 2015. Kenia was seeking financial assistance for the paralegal course which is offered in Las Vegas. At that time, Kenia had just graduated high school and was living at home with her parents. Kenia was committed and completed the paralegal course a few months later. While still attending, she received a job offer from Law Offices of Steven J. Parsons, working on traffic cases. She has expressed her gratitude at every opportunity and has been a dedicated participant for the past year. Kenia is growing within the firm; most recently she received a promotion to Head of Traffic Department. Kenia now lives in Las Vegas and is doing what she is passionate about and will continue to pursue her career by enrolling in law school.

Nye Communities Coalition, Youth

Heather enrolled into Youth WERKS as a high school dropout and tested basic skills deficient in math. Not only was Heather battling to finish school and find employment, but she was also faced with many issues at home. Heather made the difficult decision to leave her home and family behind in Utah in hopes to find a new beginning in Pahrump. After moving in with her boyfriend, reality set in and Heather realized she needed help. No one would hire her, she couldn't find motivation to finish her diploma, and wasn't receiving much support from her boyfriend. After Heather enrolled into the program, she worked hard and diligently to complete her goals. Since her enrollment Heather has obtained a work experience, established a resume, graduated with a high school diploma, raised her Literacy / Numeracy scores, gained and held employment at Denny's Restaurant and has gained a stable and healthy home on her own. Heather is now working on getting her permit and enrolling in the Certified Nursing Assistant Program at Great Basin College to start her occupational career path.

Heather's quote: "If your dreams don't scare you, they aren't big enough."



Olive Crest, Foster Youth

Trielle had very low self esteem when entering the program as well as little to no energy to do the littlest things around the house. Trielle was placed into foster care at the young age of 3 and was in and out of foster care until she aged out of care. Trielle never had a female role model/mentor and was never taught

the right way to care for herself. Trielle came into our program a little over four months ago and, with the help of her Project Independence team, she was able to work on her barriers that were preventing her from moving forward toward her employment goal. Today, Trielle has come a long way and is now working on building herself up and now is a happy young woman. Trielle is expected to be starting a work experience within the next month or so, and is very excited about working. This work experience will be Trielle's first job experience. Also, since entering the program, Trielle has returned to school and soon will be getting her diploma. Trielle has also increased in her Literacy / Numeracy scores by two grade levels since starting the program. As Trielle stated to the program manager, "All I needed was for someone to show me and guide the way and I will do the rest. Without Olive Crest's belief and dedication to actually believing in me I don't think I would be where I am today."



ResCare Workforce Services, Adults

Nick, an unemployed Army Veteran recently relocated to Las Vegas and was struggling to find full-time work. He had been utilizing the resource room for job searching for several weeks when he met with a ResCare career coach. The career coach inquired about Nick's career goals, the type of employment he was seeking, and his transferrable skills so he could better assist with the job search. He encouraged Nick to find a career with opportunities to advance since he had a family to support. Nick was interested in a warehouse position, but after discussion told the team member he also had an interest in Heating, Ventilation and Air Conditioning (HVAC). Although Nick had been a visitor of the OSCC for several weeks, he had not considered a training program until that day. With assistance, Nick was enrolled and successfully completed HVAC training. With help from Business Engagement, Nick started an OJT shortly after graduation. Through supportive service dollars, Nick was assisted with tools and safety equipment to start his new job. He's been on the job since May doing very well and is now earning \$17/hour. Nick stopped by to share his great news with his career coach and stated, "You've helped me so much, I consider you more than a career coach, you're a real friend."



St. Jude's Ranch for Children, Foster Youth

Frank was a 17-year-old high school dropout. He was unemployed and living on a limited income with his mother when he enrolled in the WIOA youth program. Frank was found basic skills deficient when he completed the Test of Adult Basic Education (TABE) and scored low in math. Extensive individual tutoring was provided to help Frank increase his basic skills. After the tutoring services were provided, Frank completed a post test on the TABE and increased his score by three grade levels. He is no longer basic skills deficient. He successfully passed the HISET exam and obtained his high school equivalency and walked with the 2016 graduating class. Frank and his family have shared that they are so happy that he was able to overcome many



obstacles and receive his high school equivalency. Frank has since enrolled in post-secondary education and plans to pursue his dream of obtaining a degree in graphic design. During this educational journey, Frank has grown substantially and has developed confidence. He is now taking the necessary steps to find summer employment. Saint Jude's Ranch for Children is honored to assist Frank in achieving his educational goals.

Southern Nevada Regional Housing Authority (SNRHA), Youth

A participant came to this program in February 2016, at age 19. At age 15 he was convicted as an adult and sentenced to four (4) years in prison. Upon being released on parole last year, he found a few temporary jobs, but lacked real work experience.

He enrolled into Youth One-Stop Affiliate (YOSA), and attended the youth leadership workshops and engaged in the program. His chosen career path was to obtain a commercial driver license (CDL) and to become a truck driver. He wanted to drive local so that he could care for his growing family. In April, he was enrolled in one of the local truck driver training providers through funds made available to SNRHA YOSA through Workforce Connections. During this same month his girlfriend gave birth to a beautiful little girl, weighing only one pound. The new baby still resides in the Neonatal Intensive Care Unit (NICU) to this day.

Despite another hurdle and regularly spending time in the wee hours with his hospitalized newborn, the participant still found time to come to YOSA, work on resumes and soft skills, all while attending classes. He completed training on May 4, 2016 and was provided appropriate clothing and skills to obtain employment.

Proudly, we announce that on May 26, 2016, he interviewed with a trucking company and was hired full-time, Monday-Friday, even with their knowledge of his past and current situation. The participant stated that he is grateful and considers the staff and other YOSA participants his family and support.



YouthBuild Las Vegas/AmeriCorps, Youth

Wilfred moved to Las Vegas from Hawaii last summer to live with his grandmother and aunt, looking for a better life and more opportunities. He had minimal contact with his mother who lived in the Philippines and his father was deceased. Things were not going well living with his brother and he was also dealing with substance abuse issues. He was hoping that moving to Las Vegas would give him a fresh start. Wilfred got a job at 7-11 making minimum wage, but wanted to do more with his life. He knew the only way to make more money and have a better future was to go back to school and earn his high school equivalency. Wilfred discovered the YouthBuild AmeriCorps (YBLVAC) program by searching for new job opportunities on Craigslist. He was excited

to come across the YBLVAC advertisement and thought it was too good to be true since it offered educational and career services.

When Wilfred joined the program, he was still drinking heavily and was dealing with substance abuse issues. He was also extremely quiet and reserved. After he failed the initial drug test, he diligently worked with his career coach and drug counselor. After 6 weeks of attending substance abuse classes, he passed the drug test. Only a few months into the program, he earned his HiSET. The YBLVAC staff noticed a huge change in Wilfred's attitude and demeanor as the months passed; he gained confidence and was much more outgoing. By the end of the program, Wilfred had earned his HiSET, OSHA 10, OSHA 30, CPR and First Aid, "What's it Mean to be Green", forklift license, and his HBI PACT (pre-apprenticeship for carpentry). He also completed 457 community impact hours which earned him a \$1,500 educational scholarship through AmeriCorps. Wilfred earned every certificate that was offered within the 9 month program.

Wilfred excelled on the construction site and was a great leader. The construction site exposed him to many different jobs and he became interested in plumbing. He has applied for the Plumbing, Heating and Cooling Contractors of Nevada and is now waiting to hear back for an apprenticeship opportunity. Wilfred has been an outstanding participant and has completed every component of the program as well as maintaining his full time job, attending every day of the program and contributing financially at home.

At age 22 Wilfred has accomplished a lot in the past 9 months and told us that, "YouthBuild AmeriCorps has given me a better opportunity to be successful!"



Success Stories Employer Testimonials



We have an outstanding working partnership with the Workforce Connections' Business Engagement Specialist Team (BEST). Expanding to a new location is a huge challenge for any company, but BEST helped us with office space, conference rooms for our interviewing/staffing needs, and on-the-job training for over 100 employees.

JOE MAGLIOZZI, SUTHERLAND GLOBAL SERVICES INC.



Workforce Connections' Business Specialist Team is extremely responsive, respectful and pro-active to our requests. Their commitment to Wyndham Resorts has been nothing short of excellent when it comes to sourcing, developing and placing their valuable clients in our career hospitality resort positions.

DAVE SWANSON, REGIONAL RECRUITER,
HOSPITALITY SERVICES, WEST COAST



In partnering with Workforce Connections and the Business Engagement Specialist Team, it is a pleasure to agree to be a Compact Member. Referring BEST to other business partners is one of the easiest recommendations I can make.

JAMES MCKENZIE, DELTA GLOBAL SERVICES RECRUITING



We appreciate the Business Engagement Specialist Team for their support with our initial and ongoing talent acquisition needs. They are a pleasure to work with; always willing to assist with our needs-especially with the OJT program.

LEO GOBBO, HUMAN RESOURCE MANAGER



I am grateful to be able to utilize your knowledge of the local employment market, your candidate profiles/screening services and, as always, the ability to host job fairs in a welcoming and professional manner with consistent and exceptional results.

ZARINA HARRISON, RECRUITER



The Business Engagement Specialist's availability, knowledge, and pool of resources provides a platform to reach several job seekers in a short amount of time. The BEST team is always professional, organized, and hospitable. They go above and beyond our expectations. Our BEST Specialist took a tour of our facility at 6:00 AM to become better acquainted with our staffing needs. From that day I knew we found the right employment resource.

LATOYA VAUGHN, HUMAN RESOURCE RECRUITER



I appreciate the BEST team's dedication in identifying potential candidates for our open positions in a fast and efficient manner.

KIRSTEN DERASMO, HUMAN RESOURCE GENERALIST II



I'm happy to have a professional business relationship with BEST and look forward to our partnership to grow even more. They are a pleasure to work with and responsive to our needs.

ELMA C. PAGADUAN, RECRUITMENT SPECIALIST, ALIANTE CASINO



The services provided by BEST are critical to the successful placement for the individual seeking a job and to the business owner seeking the most appropriate candidate. BEST's pre-screening saves entrepreneurs precious time. I believe it also saves the job seeker disappointment from mismatches. Once an individual is matched with the job, the other major expense is the training required to help that new employee become successful. The OJT component makes it possible for the business owner to justify the time and expense of hiring additional staff.

DONNA CRISWELL, ACCOUNTING DEPARTMENT



BEST has provided excellent service to Jensen Precast throughout the course of the year with our staffing needs. They have an extraordinary commitment to excellence in customer service, support and always go the extra mile.

NELLIE RECIO, HUMAN RESOURCE MANAGER



The Business Engagement Specialist Team is very professional, organized and knowledgeable. I highly recommend them for your hiring needs.

DIANA DAVILA, HR REPRESENTATIVE, RED ROCK CASINO



Quality Investigations has been a Workforce Connections' Business Engagement Team Compact member since its inception. BEST does an awesome job in helping us with finding employees for Quality Investigations. I appreciate all their hard work.

KATHY ROBINSON, H.R. REPRESENTATIVE



On behalf of our Solar City team, we appreciate Workforce Connections for its role in the development of our region and growth of our company.

TINA DORTCH, WORKFORCE DEVELOPMENT SPECIALIST



Workforce Connections generated outstanding results and generated a large amount of interest in our police and corrections recruit positions. We are especially appreciative of the hard work and contributions of the Business Engagement Specialist Team (BEST).

LARRY DOUGLAS, LVMPD RECRUITER

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