

2017

workforce CONNECTIONS

Connecting Employers to a Ready Workforce

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Executive Summary

During Program Year 2017 (PY17), July 1, 2017 through June 30, 2018, Workforce Connections (WC) and our partners had many accomplishments. Accomplishments throughout the year include national recognition for two local re-entry programs, Hope for Prisoners and Foundation for an Independent Tomorrow (FIT). Secretary of Labor, Alexander Acosta personally visited and recognized these programs as best practices for the outstanding work they do in our community. Also, in PY17 WC received its third unqualified audit. The hard work continued with integration efforts by opening five new one-stop affiliate centers in partnership with local public libraries and designating JobConnect and Temporary Assistance for Needy Families (TANF) centers as one-stop affiliate centers.

To support access efforts, the geographical footprint of the OSDS was expanded by leveraging significant in-kind library contributions as a result of strong partnerships between the Local Board and library districts. With the opening of new one-stop affiliate centers in the Las Vegas valley, access points within local neighborhoods and collocation of one-stop partners has increased. Our collocation efforts extended to rural areas in Clark, Esmeralda, Lincoln and Nye counties where the unemployed and under employed face significant challenges due to the distance from the employment and training services provided in the Las Vegas valley.

Integration of the OSDS is central to the implementation of WIOA and WC has made significant strides meeting regularly with the core partners, convening Resource Sharing Agreement (RSA) negotiations, and establishing meaningful access to all WIOA one-stop partner programs. Throughout PY17, WC collaborated with a diverse team of agencies from Economic Development, Education, Workforce Development and the Governor's Office to launch the Clark County ACT Work Ready Communities initiative. WIOA integration efforts were guided by executive leadership from the U.S. Department of Labor; Nevada's Department of Employment, Training and Rehabilitation, Department of Education and Department of Health and Human Services; and the other WIOA required partners. This will continue to be a high priority during the 2018 program year in order for the necessary partnerships to be established, where silos once existed. Additionally, in support of integration, the one-stop operator has begun coordinating the OSDS's employer and job seeker service delivery in the local area.

WC continues to focus on our vision of "Full Employment for All Southern Nevadans" and our strategic plan will operationalize our mission of "Connecting Employers to a Ready Workforce".

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Local Leadership to Fulfill Local Needs

Chief Local Elected Officials Consortium

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

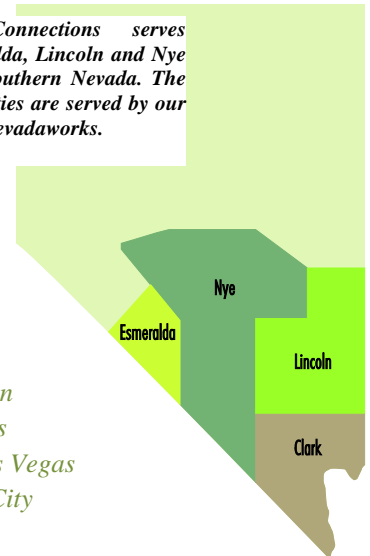
Member

Commissioner Lawrence Weekly, Chair
Councilwoman Gerri Schroder, Vice-Chair
Councilwoman Michele Fiore
Councilman Scott Black
Councilman Warren Harhay
Commissioner Butch Borasky
Commissioner Varlin Higbee
Commissioner De Winsor

Jurisdiction

Clark County
City of Henderson
City of Las Vegas
City of North Las Vegas
City of Boulder City
Nye County
Lincoln County
Esmeralda County

Workforce Connections serves Clark, Esmeralda, Lincoln and Nye Counties of Southern Nevada. The northern counties are served by our sister board, Nevadaworks.



The Workforce Connections Board

During PY17, the Board continued to be enthusiastically engaged in workforce development activities. The 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 are leaders from various areas of the community including:

- Private business sector
- Public workforce organizations
- Labor organizations
- Education and training institutions
- Government and economic development
- Other areas as appointed by the Chief Local Elected Officials Consortium

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

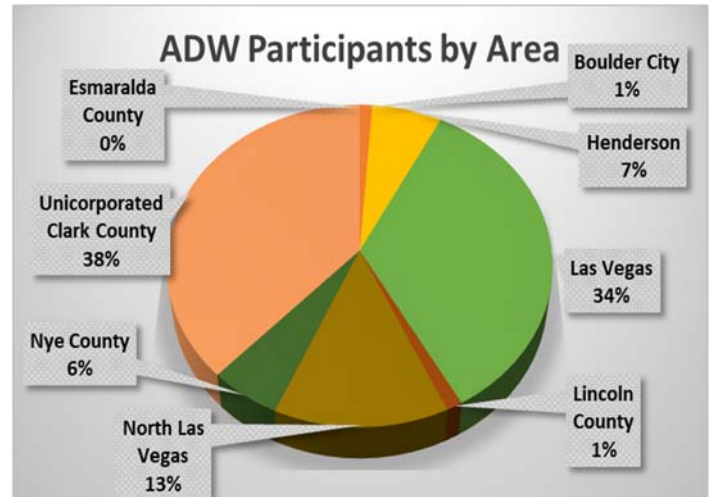
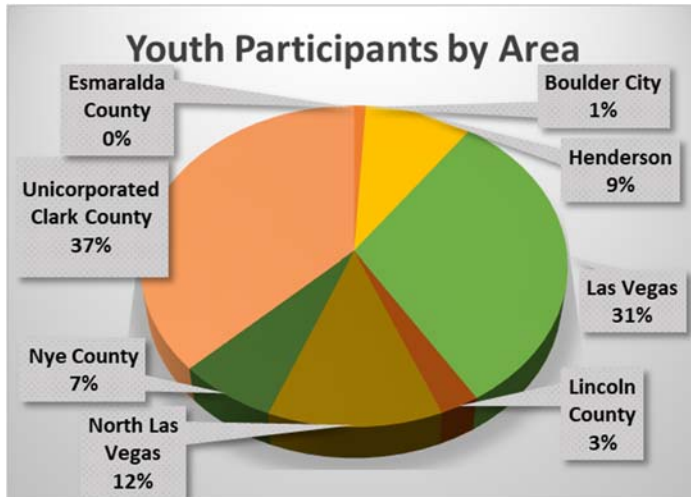
Board Members	Affiliation	Programs Committee	Finance & Budget Committee	Executive Committee
<i>Valerie Murzl, Chair</i>	<i>Station Casinos, LLC</i>	●		●
<i>Jack Martin, Vice-Chair</i>	<i>Clark County Dept. of Juvenile Justice</i>	●		●
<i>Bart Patterson</i>	<i>Nevada State College</i>	●		●
<i>Cecil Fielder</i>	<i>Keolis Transit America, LLC</i>	●		
<i>Charles C Perry, Jr.*</i>	<i>NVHCA Perry Foundation</i>	●		
<i>Eric D. James*</i>	<i>Urban Chamber of Commerce</i>		●	
<i>Janice John</i>	<i>Vocational Rehabilitation</i>	●		
<i>Jerrie E. Merritt</i>	<i>Bank of Nevada</i>		●	●
<i>Jill Hersha</i>	<i>Las Vegas-Clark County Library District</i>	●		
<i>Kenneth Evans*</i>	<i>Urban Chamber of Commerce</i>	●		
<i>Leo Bletnitsky</i>	<i>LBA Networking, Inc.</i>	●		
<i>Liberty Leavitt</i>	<i>Clark County School District</i>	●		
<i>Lou DeSalvio</i>	<i>Southern Nevada Laborers Local #872</i>		●	
<i>Louis Loupias</i>	<i>So. NV Operating Engineers/JATC #12</i>	●		
<i>Marcia Turner</i>	<i>University Medical Center of Southern Nevada</i>	●		
<i>Mark Keller*</i>	<i>Steamatic Las Vegas</i>		●	
<i>Marvin L. Gebers</i>	<i>Plasterers & Cement Masons/JATC</i>		●	
<i>Michael Gordon*</i>	<i>Las Vegas Global Economic Alliance</i>		●	
<i>Paul Brandt*</i>	<i>Solar City</i>		●	
<i>Peter Guzman</i>	<i>Latin Chamber of Commerce</i>	●		
<i>Rebecca Henry</i>	<i>Allegiant Air, LLC</i>		●	
<i>Renee L. Olson</i>	<i>Department of Employment, Training and Rehabilitation</i>		●	
<i>Rob Mallery*</i>	<i>Originate</i>		●	
<i>Tobias Hoppe*</i>	<i>RDI Corporation</i>		●	
<i>Seth Waite*</i>	<i>RevUnit</i>		●	

*Board members whose term expired mid-year

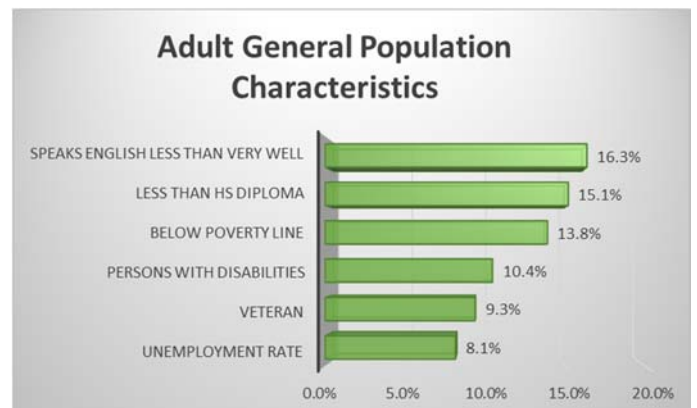
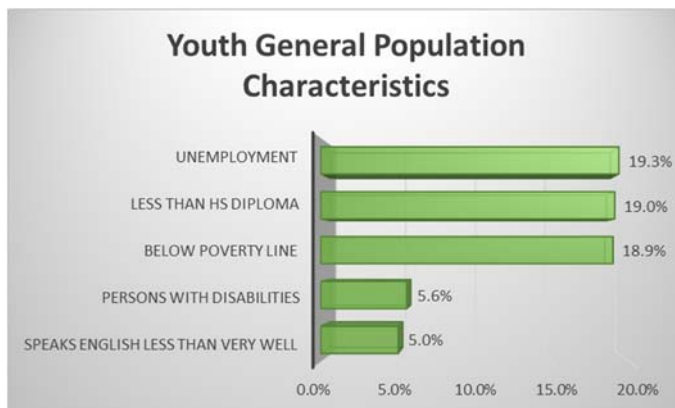
Participants

In PY17, 1,372 youth and 2,427 Adult and Dislocated Workers were served in the Southern Nevada Workforce Development Area (SNWDA).

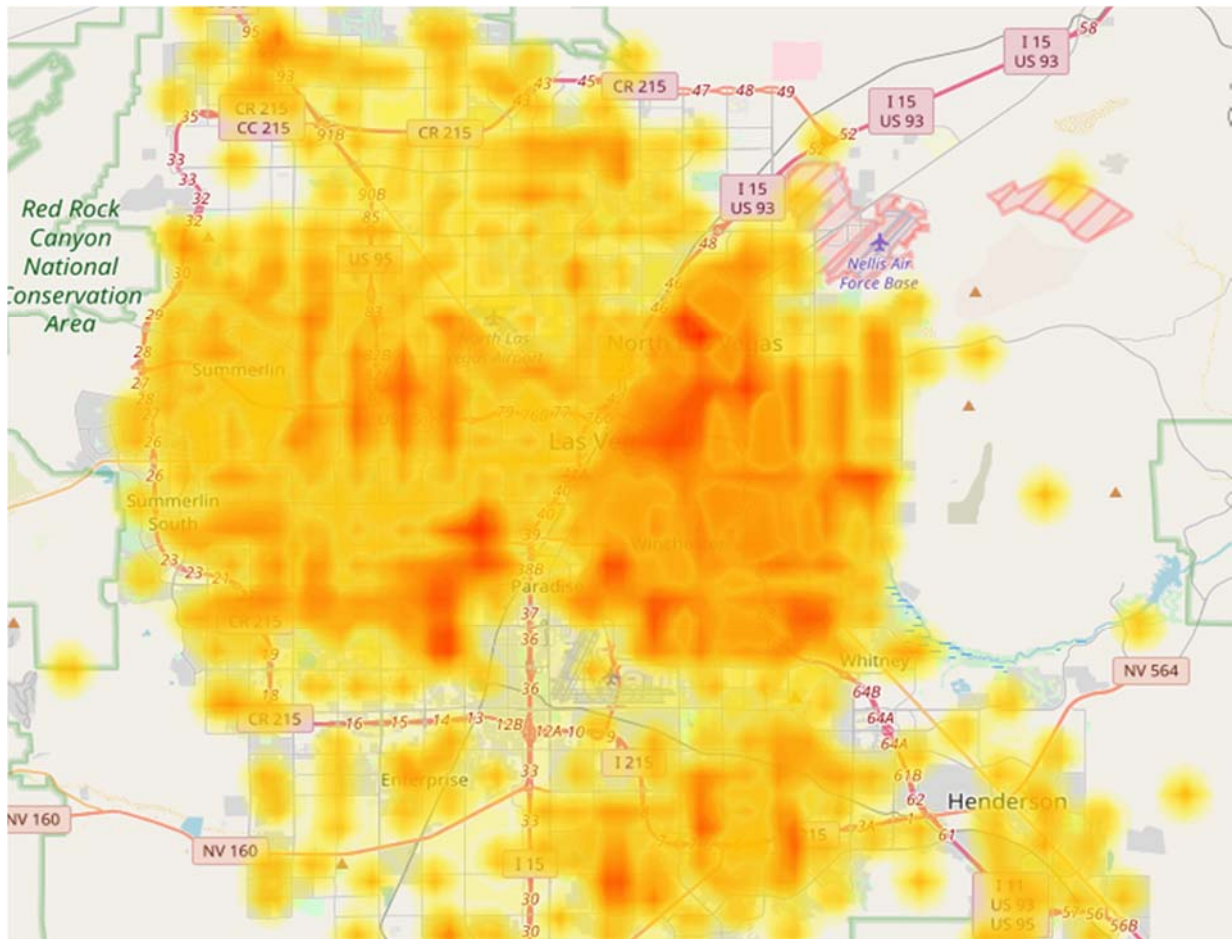
Areas Served: Our Youth and Adult & Dislocated Worker (ADW) programs serve the counties of Esmeralda, Lincoln, Nye, and Clark (including the cities of Boulder City, Henderson, Las Vegas and North Las Vegas).



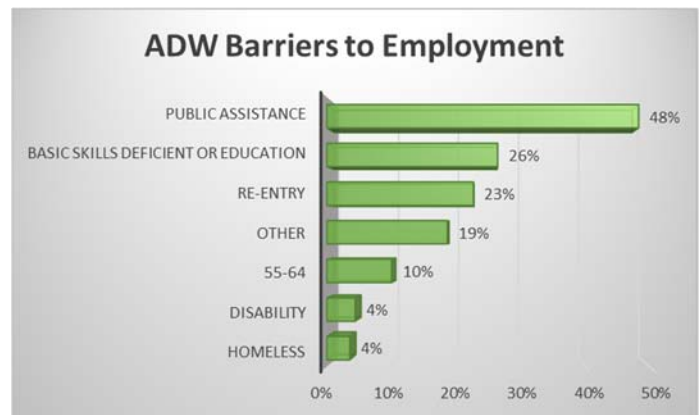
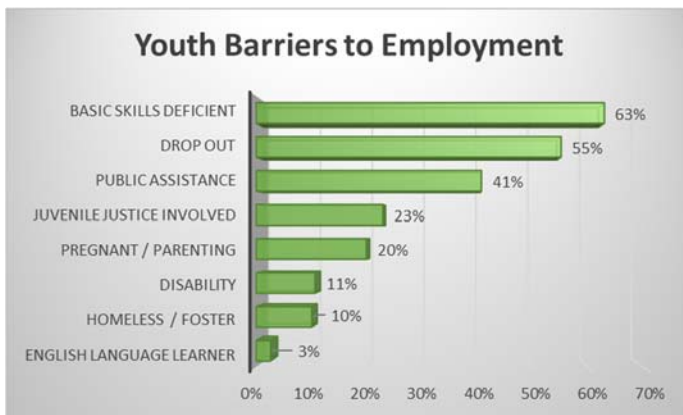
Our Community: The SNWDA faces significant challenges with respect to employment and education. The area has high unemployment, high poverty rates and low education rates. Based on the 2012-2016 American Community Survey 5-Year Estimates the SNWDA's population is comprised as follows:



Geographically, poverty is distributed in the area as follows:



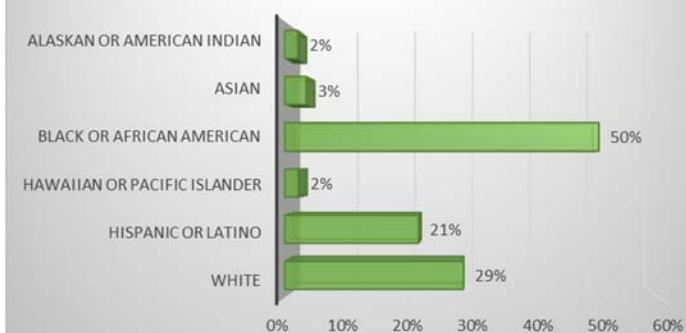
Although not specifically shown on the map, areas of high poverty exist in Mesquite, Laughlin, Esmeralda County, Lincoln County and Nye County.



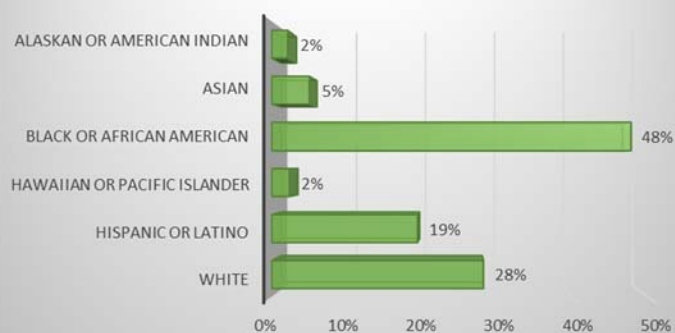
Target population: The target population for the SNWDA consists of youth and adults who are low income and face significant barriers to employment or education. Our programs assist a wide variety of people, offering unique tools and training opportunities to ensure the fastest path to regaining employment and strengthening our workforce. These populations include: Adults & Dislocated Workers, Youth, Veterans, Individuals with Disabilities, Foster Care Youth, At Risk Youth and Re-entry.

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

Youth Participant's Race / Ethnicity

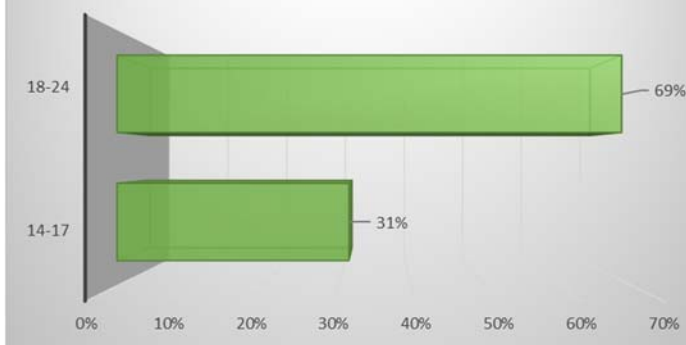


ADW Participant's Race / Ethnicity

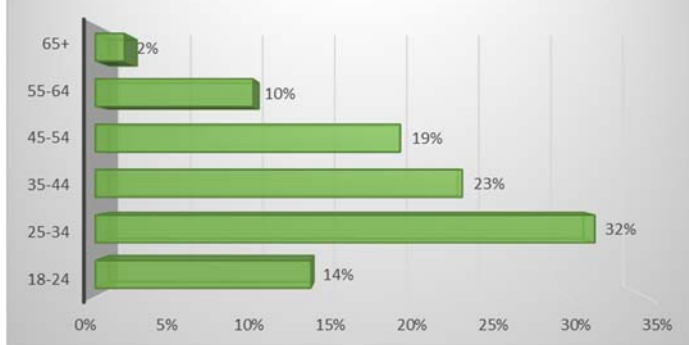


Additional Demographics: Age and gender demographics are listed below.

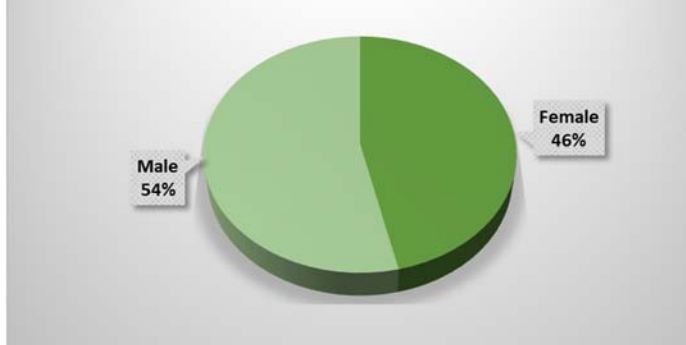
Youth Participants by Age



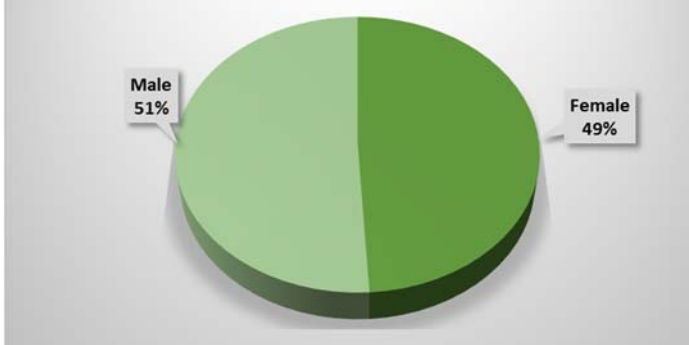
ADW Participants by Age



Youth Participants by Gender



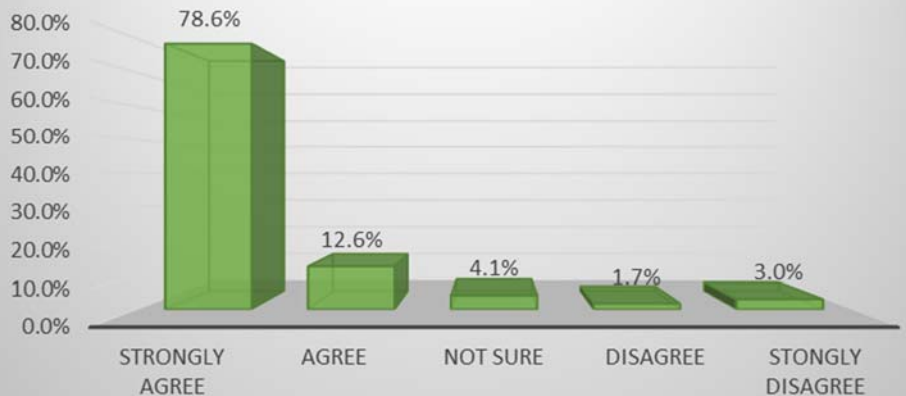
ADW Participants by Gender



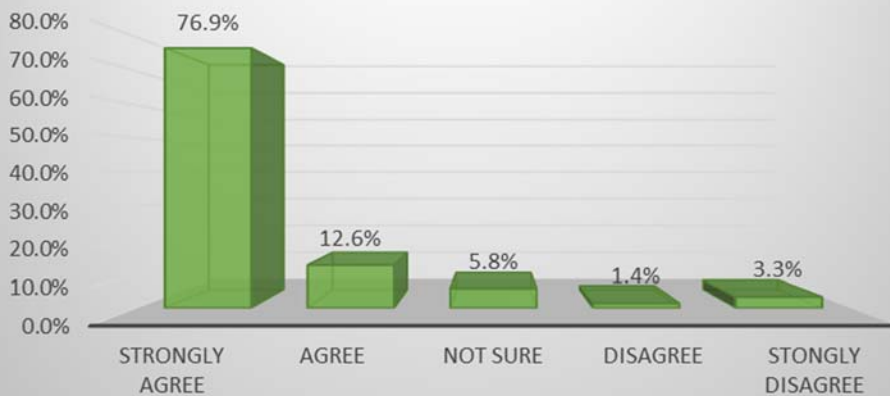
Customer Satisfaction:

Improving customer service continues to be one of the primary areas of emphasis for both WC and its funded partners. To this end, at each visit to the OSCC, job seekers are asked to complete a customer satisfaction and/or workshop survey to help evaluate the effectiveness of services, staff and their overall experience. The survey includes questions

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



Q2 Staff was courteous and knowledgeable?

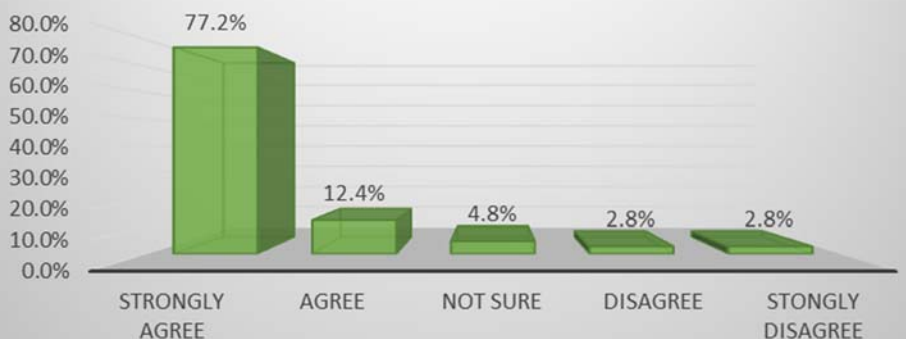


about the client's most recent experience and asks questions about their interaction with staff including courtesy, professionalism and how well services received helped meet their needs.

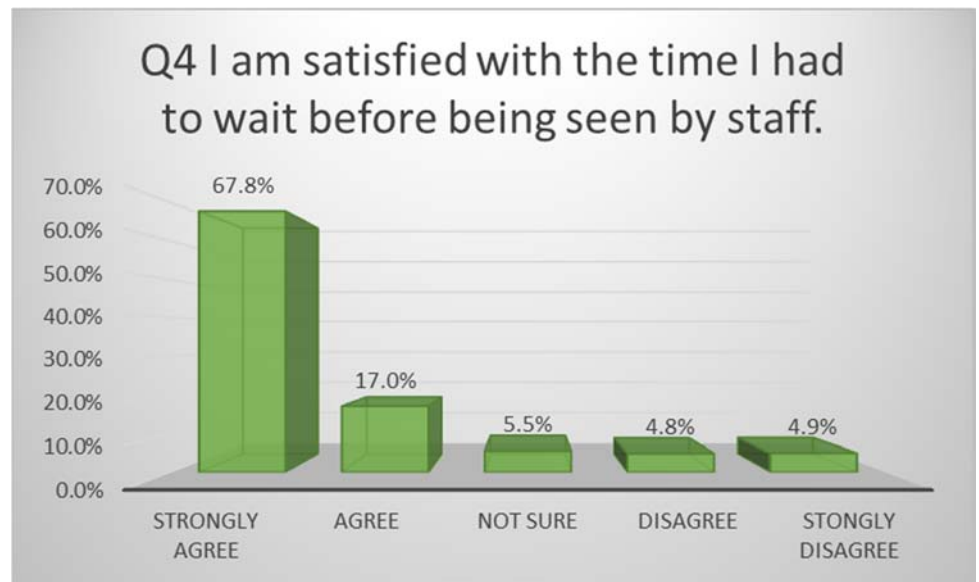
The survey also allows respondents to tell the OSCC what it did well and how it can improve. The survey forms were developed with input from top managers, executives, and middle managers. It also asks respondents about their

satisfaction level based on their most recent visit. Customers were asked to complete the survey online or drop the form in the comment box located at the front desk.

Q3 Staff helped you understand the service process and what your next steps will be?



The data shows that the majority of customers have a positive experience at the OSCC.



PEOPLE, PARTNERSHIPS, POSSIBILITIES

Strategic Workforce Development Initiatives

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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 SNWDA.

The initiatives support the realization of an integrated 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 Statewide Implementation: During PY17, WC staff continued to participate and provide input to the Executive Committee of the Governor's Workforce Development Board and work with staff from the Office of Workforce Innovation (OWINN), Department of Employment, Training and Rehabilitation (DETR), the Department of Health and Human Services (DHHS) and the Nevada Department of Education (NDE). Primary areas of focus were the two-year update to the State Unified Plan and updates of state compliance policies. 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.



WIOA Local Area Implementation Plan: In PY17, WC continued to execute the Local Plan which 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".

Throughout PY17, WIOA implementation activities centered on expanding partnerships with the 17 partners and increasing integration of Title I services into centers. 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. Consistent with WIOA, the LWDA was redesignated by the Governor in July 2017.

System Memorandum of Understanding (MOU) and Resource Sharing Agreement: During PY17, WC staff worked diligently to refine the WIOA compliant MOU with the 17 system partners. The System MOU is an agreement between the partners which supports the Local Plan, defines and shapes how services are delivered in the local area and defines how the costs of those services are shared. The primary focus of the MOU was the comprehensive One-Stop Career Center and the associated infrastructure and resource sharing agreement. The groundwork laid in PY17 forms a strong foundation for future agreements such as: the library partnerships; procurement of the one-stop operator; establishing and strengthening meaningful access; other system building initiatives. The vision for future agreements is to define the system in a broader, more comprehensive fashion with the flexibility to accommodate evolving partnerships and a rapidly changing employment landscape.

The Local One-Stop Delivery System: Employment and training services in the local area continued to be anchored in PY17 by the comprehensive OSCC on West Charleston Boulevard. WC continued to execute on its vision by opening multiple OSCCs in local libraries capitalizing on 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 OSCCs
- No “wrong door” for clients
- Centers co-locate WIOA core mandated partners (Titles I, II, III, IV and TANF)
- Centers co-locate other WIOA required partners when possible
- No-cost buildings that will translate into more clients being served

Library Partnership: WC continued to execute the strategy to implement a more effective one-stop delivery system by: establishing additional OSCCs in the libraries; collocating services from the WIOA four core mandated partners; and co-locating services from the 13 additional WIOA partners when appropriate. Additional OSCCs were opened during PY17 based on geography, customer base, accessibility and space availability. The centers were opened in partnership with the four local library districts.

- Las Vegas-Clark County Library District (14 urban and 11 rural locations)
- North Las Vegas Library District (3 urban locations)
- Boulder City Library District (1 urban location)
- Henderson Library District (4 urban locations)

Expanding on the pilot phase opening of OSCCs in Mesquite, Laughlin and Boulder City, five additional locations were opened in PY17: West Las Vegas; Clark County; Alexander; Gibson; and Green Valley Libraries.

One-Stop Operator: During PY17, KRA served as the one-stop operator for the SNWDA. The one-stop operator provided oversight and functional supervision of the day-to-day operations of the comprehensive OSCC and additional centers opened at the local libraries. The one-stop operator continued to build capacity and refine its role with a collaborative, communicative, and holistic approach. Over the past year, the one-stop operator has focused on creating a customer-centered, robust one-stop delivery system that integrates service strategies across all programs, enhances and maximizes access to center services, and results in better outcomes for customers, both job seekers and businesses. Primary areas of focus have been:

- Functional supervision.
- Center hours.
- Customer flow.
- Focus on customer-centered design.
- Alignment, collaboration and integration of center partners.
- Meaningful Access: During PY17, the one-stop operator continued to refine and tailor the feel of meaningful access to the partner programs to best serve both the one-stop customer and the one-stop partners. As a component of meaningful access, the referral process was examined and an

electronic referral form, resource guide and procedures were developed and tested by the partners. Roll out is expected in early PY18.

- During PY17, the comprehensive OSCC continued serving youth ages 16 to 24.

System Building: WC utilized a number of strategies in PY17 to increase integration, partnership and system capacity:

- The Affiliate One-Stop Centers policy was updated and the Chief Local Elected Officials Consortium designated the following partner locations as Workforce Connections One-Stop Affiliate Centers as outlined in WIOA:
 - TANF Belrose
 - North Las Vegas JobConnect
 - Henderson JobConnect
 - Maryland Parkway JobConnect
- Following up on the visit by US Department of Labor (DOL) Region VI Administrator Virginia Hamilton, WC, continued dialogue with DETR, Department of Health and Human Services (DHHS), Department of Education (DOE) and other WIOA partner programs in order to facilitate WIOA system integration planning and implementation.
- WC held a joint Board meeting between the Local Elected Officials Consortium and the WC Board. Direction was given to organize a strategic retreat to discuss major funding decisions and Request for Proposal content for the future procurement of Title I service providers. As a result, the first of a series of strategic conversations with system partners, economic development, education and the business community was held on June 4, 2018 with leaders from: the Governor's Office of Economic Development (GOED); Las Vegas Global Economic Alliance (LVGEA); Nevada System of Higher Education (NSHE); Nevada Department of Education (NDE); Las Vegas Metro Chamber of Commerce; OWINN; and business and industry.

Nevada's Targeted Industry Sectors: WC continued to focus its efforts and align its resources to support the key industry sectors identified by OWINN:

- Aerospace and Defense
- Construction
- Healthcare and Medical Services
- Information Technology
- Manufacturing and Logistics
- Mining and Materials
- Natural Resources
- Tourism, Gaming and Entertainment

ACT Work Ready Communities Initiative: WC led the ACT Work Ready Community Initiative along with OWINN, DETR, DHHS, K-12, public libraries, higher education and Economic Development. The goal is to achieve 5,160 National Career Readiness Certificates (NCRCs) and 351 supporting employers over a two year period. Activities in the year include:

- Submitted a county-led application to ACT to become a Work Ready Community and received approval.
- Members of the team attended four academies in four different states over eight months bringing back information to the entire team and then completing tasks related to each academy.
- Team assembled regularly to define goals, identify challenges and craft solutions.
- Smaller working teams were organized to focus on unique tasks like employer outreach, marketing campaign, collateral, etc.
- Team received certificate of completion for the ACT Work Ready Communities Academy.
- Team submitted Official Support Letter to ACT signed by Clark County Commissioner Marilyn Kirkpatrick and Henderson Councilwoman Gerri Schroder.
- Developed employer collateral and carried out the official launch.
- Participated in Ambassador training in April.
- Presented at the Latin Chamber of Commerce Luncheon on May 18, 2018. This began the outreach stage through local chambers of commerce and industry associations.

Presentations: As leaders in the workforce community, WC and system partners presented to the following organizations:

- WC and Las Vegas Library staff presented at the 2018 National Association of Workforce Boards Conference on March 25. The topic was accelerating the spread of its one-stop career centers by collaborating with local libraries.
- WC participated on a panel for the inaugural Milliken Dialogues and Policy Summit hosted by Communities in Schools on April 25. The topic was successful partnership and using WIOA dollars to serve out-of-school youth.
- Vice Chairman Jack Martin led a delegation of mandated core partners and staff to visit the Texas Investment Council and the Texas Workforce Commission On April 16-18. The purpose of the trip was to learn best practices for a fully integrated system.

Conferences and Outreach: Throughout the year, Local Elected Officials, Board members, board staff and service providers attended a variety of conferences to keep abreast of the latest trends in workforce development.

- Local Elected Officials, Board members and board staff attended NAWB in Washington, D.C. The group also met with both of Nevada's U.S. Senators and three U.S. Representatives.
- WC Staff attended the GEO Solutions Workforce Technology Conference.

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. These areas are separated by large distances and are not serviced by public transportation, have a limited number of employers and lack the social services infrastructure commonly found in urban areas. These communities require a different approach to sustain and develop employment opportunities for residents. To



effectively serve unemployed and underemployed individuals in Nye and Esmeralda County, Nye Communities Coalition has coordinated hiring events, supported efforts to sustain local businesses and developed relationships with new and existing employers in these areas. Nye Communities Coalition was also awarded a grant through Brownfields and leveraged WIOA Title I resources to provide trainings in the areas of solid waste management and recycling, asbestos abatement, Commercial Driver's License, and wastewater treatment. Lincoln County Workforce provided meaningful work experience activities for young adults in various occupations. They partnered with several local employers including Grover C. Dils Medical Center, Bureau of Land Management, City of Caliente, Lincoln County Power District, Panaca Farmstead, Nevada State Parks, Dylan Frehner – Attorney at Law, Pioche Public Utilities, Lincoln County Oversight, Lincoln County School District, CARS, Panaca Market and Lincoln County Library.



During PY17, Workforce Connections continued its partnership with the Las Vegas-Clark County Library District and the Boulder City Library to serve residents in rural areas of Clark County, which include Mesquite, Boulder City and Laughlin. Previously, residents from these areas had to travel to the Las Vegas area to receive Title I services. A grand opening was held for the Mesquite Library location in May where local residents had the opportunity to learn more about employment and training services.

Workforce Development Practitioner Apprenticeship Program (WDPAP): WC launched the first cohort of the Workforce Development Practitioner Apprenticeship Program for the OSDS, its associated workforce development partners, and individuals interested in a career in WIOA workforce development programs. This apprenticeship program received formal approval from the Office of Workforce Innovation (OWINN).

This innovative competency-based initiative counters traditional registered apprentices in construction and skilled trades, such as electricians, plumbers and carpenters. Instead, participants are in the process of completing 2,000 hours to enhance skills in: WIOA Title I regulations, customer service, working with returning to work citizens, job development, mentoring and several other designed disciplines.

One hundred and forty-four hours of related instruction courses were designed to support this groundbreaking endeavor. Apprentices were accepted from WIOA Title I staff including job developers, career coaches, retention specialists, with managers and supervisors in the role of journeymen.

The WDPAP apprentices received technical instruction in a more flexible way, such as through on-line and traditional classroom modes. The model allows the apprentice to immediately start or continue work at the agency while supplementing time at work with classes that may be conducive to supporting work experience. The model supports the latest trends from the Department of Labor, which has an increased emphasis on competency-based programs rather than time-based programs.

Re-Entry

Initiatives: On June 26, 2018, the Secretary of Labor, Alexander Acosta, visited Foundation for an Independent Tomorrow and Hope for Prisoners, Inc. where he recognized both re-entry programs as best practices across the



US. Hope for Prisoners, Inc. hosted a panel discussion with several local elected officials and community leaders where employment barriers for individuals were discussed. Secretary Acosta also recognized Hope for Prisoners, Inc.'s program model as a best practice and indicated that their model is currently being replicated in Milwaukee, WI, and Dallas, TX.



During Secretary Acosta's visit to Foundation for an Independent Tomorrow, he personally announced that they were awarded \$3 million in grant funds directly from Department of Labor. One program will focus on serving youth and young adults who are 16-24 years of age and the other program will serve individuals who are 25 years of age or older.

TESLA: The comprehensive One-Stop Career Center (OSCC), in partnership with Jobs for America's Graduates (JAG), helped assist 22 young adults, most of whom were recent high school graduates, on their employment journey to begin work at TESLA's Gigawatt factory in Reno, NV. TESLA was recruiting workers from Southern Nevada to help meet their employment needs. Through the WIOA Title I Youth and Adult programs, Career Coaches with ResCare Workforce Services were able to provide career preparation services, transportation assistance and, more importantly, funds to cover the first month's rent for these young adults – removing the barrier often faced by new employees where housing costs are present prior to receiving their first paycheck. Due to the time sensitive deadline for these new workers to begin employment, ResCare Workforce Services partnered with the Southern Nevada Regional Housing Authority (another WIOA Title I Youth Provider) to ensure that the maximum number of young adults could be assisted. Fifteen new TESLA employees received assistance through the OSCC, with an additional seven receiving support via Southern Nevada Regional Housing Authority. The support of all these partners – a shining example of how our system is meant to operate and thrive – made possible the goal of these young adults to begin a new career pathway in a stable and successful way.



Clark County Summer Business Institute: Workforce Connections has partnered with the Clark County Summer Business Institute (SBI) for over 10 years, providing summer internships for juniors and seniors in high school. During program year 2017-2018, Goodwill of Southern Nevada and Nevada Partners, Inc. worked closely with SBI staff to recruit and prepare youth interested in summer employment, mentorship and civic activities. The SBI program accepted 123 youth into the program and 23 of those youth were enrolled under the WIOA Title I Youth program. Youth were placed in various positions throughout the Las Vegas valley and gained invaluable workplace knowledge, leadership skills and long-lasting relationships. Three Title I Youth were awarded a \$500 scholarship each for their hard work and dedication over the summer.



Ironworkers Apprenticeship: On May 16, 2018, Nevada Partners developed a partnership with the Ironworkers Apprenticeship program. The Ironworkers Apprenticeship program creates opportunities for individuals to gain the needed skills, knowledge and training necessary to be competitive in the workplace and satisfied in their careers.

The Ironworker Apprenticeship program offers countless opportunities in the construction industry with a starting wage of \$14.00 to \$21.00 dollars per hour. With the new collaboration, Nevada Partners was able to provide wrap around support services and employment tools to twenty-four new ironworker apprentices. Through the collaboration, thirteen of the individuals were provided training and training materials, leadership development, and accreditation.



MyPath Savings Program: Workforce Connections, in partnership with United Way of Southern Nevada and Charles



Schwab Bank, piloted MyPath Savings with three WIOA Title I Youth service programs: Nevada Partners Youth Program; Nevada Partners Pre-Entry Youth Program; Goodwill of Southern Nevada Youth Program. Youth participants earned income/stipends from work experience activities at various worksites. Phase one of MyPath Savings included: tested financial education curriculum, a youth money management tool called MyPath Money (which is mobile-responsive and online accessible), a train-the-trainer session for 2-5 program staff from each WIOA Title I youth service provider, planning and implementation tools and personalized technical assistance for each program by a MyPath representative. Workforce Connections also received a grant from Charles Schwab Bank in May 2018 to support phase two, which will begin in PY18.



Comprehensive Update of Policies &

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

Procedures: In an

- 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 administrative processes.
- Structured analysis of WIOA final regulations, webinars and conferences.
- Assessment of the local workforce development system towards continuous improvement, effectiveness and accessibility including the Comprehensive OSCC certification process.
- Enhance program coordination and align programs across common goals within the OSDS to increase accountability and transparency.
- Alignment of operating guidance and policies and procedures with WIOA, its associated regulations; State policies and guidelines; and the four-year local plan.
- Focus local resources on improving performance and outcomes at the local level while ensuring the financial integrity of awarded funds and consistency among implemented processes.

Established policies are structured in five different categories: administrative; fiscal; program services and activities for adult and dislocated workers; program services and activities for youth; and general, with the intent to support an integrated workforce development system that promotes strong partnership among system partners and universal access for jobseekers, employed individuals and employers.

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:

- Return on investment.
- Geographical analysis of need in the community.
- Priority of service tracking.
- Employment and training activity.
- Training effectiveness.
- Program management.
- Data validation.
- Youth high poverty areas were identified and re-designated.
- Continued support of indirect cost rate structure for providers and WC.

The State went live with a new integrated case management information system name “EmployNV” in October of 2017. The system provides a large suite of tools and resources for all workforce stakeholders including job seekers, employers, training providers and career coaches. Working with DETR, WC participated in the accelerated conversion process to launch the system which included user acceptance testing, data conversion and training. WC has worked diligently with DETR to align policy, business processes, the Eligible Training Provider List (ETPL) functionality and reporting requirements through regular monthly calls.

Formula Funds

Program Year 2017 Service Providers for Adult, Dislocated Workers and Youth Title I Services

Adult, Dislocated Worker and Youth Title I services are provided by a network of providers throughout the SNWDA. The services are provided in multiple locations ranging from the comprehensive One-Stop Career Center to Nevada JobConnects. Populations served include:

- Adults & Dislocated Workers
- Youth
- Veterans
- Individuals with Disabilities
- Foster Care Youth
- At Risk Youth
- Re-entry

These populations often face additional barriers to employment such as: lack of education; insufficient skills; homelessness; single parenthood; exposure to domestic violence; extended absence from the job market; and substance abuse. All services are provided by skilled career coaches on a one-on-one basis to eligible participants. Services provided include:

- Career planning
- Job search assistance
- Application assistance
- Resume preparation
- Interview skills
- Financial support for occupational skills trainings, as determined on a case-by-case basis using assessments that take into account: employment goals, barriers to work, current aptitude and skillset, and previous work experience
- On-the-job training
- Job readiness workshops that focus on time management skills, effective job searching and interviewing techniques
- Individualized and intensive case management and career counseling, along with follow up retention services for one year after employment has been obtained
- Tools, uniforms, work cards and other items required for employment once a person has been hired for a job
- Courses in basic computers and digital literacy
- On-site access and referrals to system partner programs such as Adult Ed, Wagner-Peyser, etc.
- Access to comprehensive wrap-around services for substance abuse, mental health and others

During PY17, the following organizations provided Title I services within the SNWDA.



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 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/HiSET, as well as be placed in a job and/or post-secondary education once 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 an average of four Habitat for Humanity homes every year for the past eight years. This program reached its conclusion with WC on June 30, 2018.



American Association of Retired People (AARP) Foundation Grant



PY17 saw Workforce Connections enter its fourth year of the Back-to-Work 50+ (BTW50+) program, sponsored through a private grant from the national AARP Foundation. The AARP BTW50+ Program at Workforce Connections implemented sector focused, employer-driven strategies to support the unique needs of older workers seeking employment.

The centerpiece of the program is an intense, six-week series of one-on-one and group coaching workshops provided by Joy Huntsman, Master Life Coach, that addresses the fears associated with being a 50+ job seeker. Coaching participants receive a comprehensive program specifically designed to support them in overcoming the uncertainty and self-doubt mature individuals feel when needing to 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, which raises their self-esteem and supports their growth and success.

Participants also receive practical training that ultimately leads to increased employability. This target group often lacks technical skills that are required in today's job market, so Workforce

Connections partnered with Las Vegas Professional Institute of Technology and Accounting for a fourth



Master Life Coach Joy Huntsman (L) with a BTW50+ graduate (R)

year to provide basic computer classes to each cohort of coaching participants. As an additional resource, the One-Stop Career Center (OSCC) provides job readiness workshops, such as ResumePro and Foundations for Job Search. Participants also have access to all of the resources of the center, including job clubs and job search activities, at no cost. Further, through co-enrollment into the WIOA program based at the OSCC, participants access the full array of WIOA wrap-around services to create a comprehensive program that addresses all barriers to employment.

The BTW50+ program helps participants not only gain employment; it also gives them the support to pursue their dreams.

To date in 2018, WC has provided *Seven Smart Strategies* job search workshops for 144 people, provided the coaching program for 71 participants, and placed 38 participants in jobs.

Workforce Connections has recently applied for funding from the AARP Foundation and hopes to continue the program for a fifth year in 2019.



John on the job in 2018 – living his dream!

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Possibilities Put to Work: Highlights from 2017

Comprehensive One-Stop Career Center

The comprehensive One-Stop Career Center is considered the flagship for Southern Nevada. The center is staffed by over 30 workforce development professionals representing ResCare (Title I), the CALL program (Title II), JobConnect (Title III), Bureau of Vocational Rehabilitation (Title IV), and Temporary Assistance for Needy Families (TANF). Meaningful access has been established to the additional 12



partners. In PY17, the One-Stop Career Center had 37,067 visits by 9,534 distinct individuals seeking employment and training services. The center partners are moving beyond co-location to a more collaborative approach to service delivery and are working together to create a customer-centered, integrated approach. The following tools and services are available in the One-Stop Career Center:

- Resume writing
- Pre-vocational online training
- Job matching
- Labor market information
- In-demand career exploration through Traitify™
- Career path exploration
- Skill-building workshops
- Staff guidance and planning
- Employment training and support
- On-the-job training & internships

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 the one-stop operator 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. In PY17, the mobile one-stop was deployed 10 times. During these events, job seekers completed interest forms requesting additional information about workforce development services.

With four partner agencies co-located at the One-Stop Career Center, ResCare Workforce Services, JobConnect, the Bureau of Vocational Rehabilitation and TANF, the One-Stop Career Center is a valuable resource for the Las Vegas valley.

Affiliated One-Stop Career Centers

Job Connects



The Wagner-Peyser funded labor exchange in each JobConnect office provides a comprehensive range of employment services for job seekers that include employment assessment, counseling, job readiness workshops, resume assistance, short-term skill training, and job referrals. A number of JobConnect offices designated as affiliate sites have a full time presence of Title I WIOA services. Services available to the business customer include recruitment assistance, applicant screening services, labor market information, and access to hiring incentives.

All JobConnect offices in the system are equipped with state-of-the-art resource centers which provide customers the choice to perform a self-directed job search. If the customer prefers, each office has mediated one-on-one services available from experienced and knowledgeable JobConnect employment specialists.

Each Nevada JobConnect office provides a full range of reemployment services including Wagner-Peyser Labor Exchange Employment Services (ES), State funded Career Enhancement Program (CEP), Work Opportunity Tax Credit (WOTC), Rapid Response, and Trade Adjustment Act (TAA). In addition each JobConnect also has services available from the Bureau of Vocational Rehabilitation. Offices which are designated as one-stop affiliate sites have WIOA Title I services available from a co-located service provider or have a convenient linkage to Title I services.

- Labor Exchange/Employment Services-Labor Exchange is the driver of 86% of all the activity in the three JobConnect offices.
- Career Enhancement Program-The Nevada Career Enhancement Program (CEP) is an integral part of the menu of services that JobConnect makes available to businesses and job seekers. The CEP program focuses its limited training dollars on improving the skills of the Nevada workforce by targeting key industry sectors identified by OWINN. The basic components of the CEP Program include the following:

- Vocational classroom training
- Training related expenses
- Academic enhancement training
- Reemployment related expenses
- Customized training and workshops
- **Pathway 2 15** Pathway 2 15 is a new CEP funded service which had a soft launch last year. The program is designed to assist individuals with significant barriers to employment become employed at a wage of \$15 dollars an hour or in a job with a pathway to \$15 per hour.
- Salvation Army Culinary Training Program
- Ex-Offenders/Re-Entry Services - The growing national concern with businesses providing second chance opportunities for men and women leaving our city, county, state and federal correctional facilities is shared by Nevada JobConnect. This outreach includes both individual and group meetings with inmates to prepare them to reenter the labor market. The goals of this outreach are:
 - Labor Market Awareness
 - Workforce system awareness
 - Resume preparation
 - Skill assessment
 - Point of contact-post release

JobConnects have the following collaborative partnerships:

- One-Stop Career Center
- Foundation for an Independent Tomorrow (FIT) Re-entry Program
- Western Area Council of Apprenticeships (WACA)
- Statewide Re-Entry Coalition
- US VETS
- Division of Welfare and Supportive Services (DWSS)

JobConnects are co-located or provide extended services in the following locations:

- Title I service provider offices
- Three Square Community Food Bank / Supplemental Nutrition Assistance Program
- Work for Warriors
- Vocational Rehabilitation

TANF Belrose



Workforce Connections and the Division of Welfare and Supportive Services (DWSS) began a co-located partnership in June of 2017 when the centrally located Belrose District Office became an affiliate One-Stop site. Within the Belrose Office, the assigned Workforce Connections One-Stop Career Coach was provided a dedicated private office with the essential equipment to conduct daily business.

The Career Coach at this site can see customers through walk-in or scheduled appointments. Due to the potential for shared customers, a work flow process and communication plan was developed by DWSS Employment and Training (E&T) staff and the one-stop career coach. This plan helps to prevent duplication of services and improve coordination of customer's activities.

The DWSS E&T staff have direct access to the one-stop career coach and can do in-person handoffs allowing for a smooth transition for the shared customers. The DWSS staff provide the career coach with the verification of DWSS benefits to qualify the shared customer for enrollment in the One-Stop program. The career coach can contact and refer customers to the various program partners and resources in the community.

The shared customers who are receiving TANF benefits may be eligible for support services through the DWSS NEON program (TANF Employment and Training program). These supportive services include but are not limited to:

- Child care
- Bus passes or gas reimbursement
- Car repair
- Vouchers for clothing, tools, or items required to work or attend vocational training
- DMV vouchers for state ID, NV driver's license, vehicle registration

A shared customer participating in NEON may also be eligible to receive funds to pay for vocational training opportunities up to \$2,500. Through the partnership, funds from both programs can be leveraged to provide opportunities to additional customers. The DWSS E&T staff evaluate the shared customer's appropriateness for the vocational training opportunity prior to entering into a contract with a WIOA partner.

Library Centers

The Southern Nevada Workforce Development Board's commitment to providing workforce services across Southern Nevada in the most needed communities resulted in a strong partnership with the four local area library districts. With the common vision to expand access to employment, education and training services through leveraged resources, the partnership has been successful in establishing eight affiliate one-stop career centers located in Alexander, Boulder City, Clark County, Gibson, Green Valley, Laughlin, Mesquite and West Las Vegas libraries. The one-stop operator led the opening of five of the one-stop locations and has been instrumental in co-location of partner agencies and coordination of service delivery. Over 2,700 residents have received services through the library locations.

- Alexander – Provides needed workforce services in a high poverty area with high unemployment rates. The center offers Title I, Title II, and Title III services. LV PITA offers basic computer skills. The library also serves as an AARP worksite to assist participants with gaining valuable work experience.
- Boulder City – Offers Adult and Youth Title I services. In addition to the Title I services, Las Vegas PITA offers basic computer classes to assist individuals with the foundational computer skills required for employment. The Las Vegas Urban league (LVUL), a recipient of the Community Service Block Grant (CSBG) funding, also provides resume assistance workshops.
- Clark County – The location offers workforce and education services through Title I and Title II funded agencies. DWSS also provides onsite services for TANF, SNAP, and Medicaid. Additional services include Three Square food pantry, English Language Learner classes, HSE prep classes, citizenship classes, entrepreneur classes, and mortgage assistance programs. The library district was recently awarded a Best Buy Foundation grant to open a Best Buy Teen Tech Center. The center is a hub for local youth to come and experience hands-on STEM programs such as the live recording studio, a quilting center, 3D printing and more.
- Gibson – Offers Title I, Title II, and Title III services. LV PITA and LVUL are both present in the center offering their services. LV PITA provides basic computer classes that include registration into EmployNV. The LVUL provides resume classes with their CSBG funding. The location also serves as an employment training site for AARP participants.
- Green Valley – The library serves as the host for a number of education and workforce-related activities, such as fairs and STEM events. Title I and II workforce and education services are provided at the site. Basic computer classes are offered by LV PITA and AARP 50+ employment workshops are available for seniors who are trying to re-enter the labor force.
- Laughlin Library – Located in rural Clark County, Laughlin is a smaller town that thrives on casinos in the area. Title I employment and training services are provided to the local community.
- Mesquite Library – Located in rural Clark County, the one-stop offers an energy assistance program, SNAP, a food pantry, and other wrap around services. The new campus has a 3D printer to engage participants and library patrons in STEM activities.
- West Las Vegas Library – this affiliate location brings needed services to the historic Westside of Las Vegas; an area that struggles with double digit unemployment and high poverty levels. Staff representing Titles I, II, and III provide employment, education and training services. DWSS is also present to assist with the application process for TANF, SNAP, Medicaid, and childcare

funding. This site also has a 3D printer, provided by WC, and collaborates with the seated staff from the one-stop center to engage participants from their programs in STEM activities. Through this partnership the library is often the site of hiring events, community events and resource fairs.

Specialized Centers

Foundation for an Independent Tomorrow (FIT) – Re-entry Program

FIT Re-entry Initiative provides individuals with a criminal background 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 bio-psycho-social assessment which takes into account: employment goals, the nature of previous charges and convictions, current aptitude and skillset, and previous work experience
- On-the-job training
- “Stages of Employment” FIT evidence-based re-entry job readiness workshop that focuses on motivation, time management skills, effective job searching, resume writing, and interviewing techniques
- Individualized and intensive case management and career counseling, along with follow-up retention services for one year after employment has been obtained
- Tools, uniforms, work cards and other items required for employment once a person has been hired for a job
- Courses in basic computers, digital literacy, and keyboarding
- Partnership with Bank of America to provide financial literacy
- On-site access to Clark County School District Adult-Education High School Equivalency prep course
- On-site JobConnect representative
- On-site Department of Welfare and Support Services representative
- On-site Alcoholics Anonymous and Narcotics Anonymous meetings
- On-site access to mental health resources
- Partnership with Health Plan of Nevada to provide information regarding Medicaid

Hope for Prisoners (HFP) – Re-entry Program

Hope for Prisoners is a reentry program that assists men and women that are exiting various arenas of the judicial system navigate the challenges they might face during the reintegration process. Working with clients both pre- and post-release, the HFP organization is committed to providing the tools necessary for each of client to successfully reenter their families, the workplace, and the local community. Services provided include evidence-based career and occupational training services along with intensive case management, job development and long-term mentoring. Along with 40 hours of life skills and job readiness training, the 18-month program requires clients to attend financial literacy, parenting, and substance abuse courses, as needed. The goal, using a holistic

approach, is to see participants healthy, employed, self-sustainable, and positively contributing to the community. Partnering with DETR JobConnect offices and other service providers in the community, the program provided services to more than 120 WIOA clients during PY17. The training efforts inside the Clark County Detention Center have expanded to include on-site hands on forklift certifications through Moving Forward Centers for the enrolled participants who are still in custody.

Spring Mountain Youth Camp – Nevada Partners Inc.

Nevada Partners' Youth Pre-entry program serves out-of-school and adjudicated youth ages 16 to 19 that are currently at Spring Mountain Youth Camp. This program works in collaboration with Clark County School District and the Clark County Department of Juvenile Justice Services (DJJS). In extensive efforts to assist these youth, pre-entry's goal is to address specific needs and transition participants back into the community. Nevada Partners' Pre-Entry staff organize and deliver the following: college prep, high school re-engagement, adult education, guidance counseling, employment preparation, supportive services and vocational training to the youth enrolled with the pre-entry program. The program is specifically designed to provide vocational training and work-based learning opportunities pre- and post-release. Youth learn soft skills such as organization, customer service, communication, empathy, self-management and team work. Participants also obtain marketable hard skills and leadership development. Vocational training is offered to all participants throughout their tenure with the program. In addition, Hospitality International Training provides an opportunity to receive a nationally recognized Managerial ServSafe and Line Cook Certification upon completion of the vocational training at the facility. The program's partnership with My Path Financial Institution has made financial literacy classes available to all enrolled participants. The University of Nevada Las Vegas, in conjunction with the program, affords weekly mentorships to clients currently attending Spring Mountain Youth Camp in an effort to assist them with post-secondary preparation. The qualitative and quantitative outcomes of the participant's enrollment in the program will result in securing employment, confidence building, increased motivation, and the ability to receive their high school diploma or its equivalent.

Youth Advocate Programs (YAP)

YAP - WIOA Title I program serves youth aged 16 to 24 in Henderson, NV. The purpose of the program is to serve Henderson individuals who have barriers to employment, education and life skills. The program provides an array of services with the focus on employment and education such as work readiness, supportive services, incentives, occupational skills trainings, work based learning opportunities, mentorship, and more. The program focuses on the needs of the individual based on their goals and barriers. The staff consists of hands-on career coaches, assigned to an individual to provide support, mentorship and career guidance as well as a job developer that connects young adults to career pathways, employment and WBL opportunities.

The program has office space in Henderson for the convenience of WIOA participants and a main office in North Las Vegas with computer labs, conference rooms, and office spaces that are accessible to the WIOA program participants. The main office houses Clark County Adult Education for youth 16 years old and up, the YAP Advocacy program contracted through DJJS and the Harbor (diversion program), and YAP's Safety Services program contracted through Department of Family Services (DFS).

The program has collaborative efforts with agencies throughout Southern Nevada and has co-enrolled participants in WIOA Title II services for the purpose of secondary education. Referrals are obtained in the valley from secondary education sites, Title III service sites, DJJS and Youth Parole. Additional efforts include Department of Health and Human Services assistance in childcare enrollment, TANF, SNAP, housing, and SSI benefits. Partnerships exist with employers and agencies willing to provide work based learning, occupational skills training and employment opportunities. Provider partner Goodwill has offered collaboration on WBL opportunities as well as field trips and STEM opportunities.

Wraparound services include collaboration with DJJS, DHHS, DFS, behavioral health agencies, and educational entities. YAP assists in case management of participants in active plans with other partners to ensure compliance, completion and success in services. During PY17, YAP-WIOA has made many collaborative efforts and partnered with various community partners for participant and program successes.

Foster Youth - Olive Crest

Operation Independence is dedicated to serving current and former foster youth of Clark County between the ages of 16 and 24. The goal of Operation Independence is to help youth establish skills and provide support services necessary to be successful independent individuals as they age out of foster care. The 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. The program assists youth with educational barriers related to graduating from high school or obtaining their GED/HiSET; enrolling into post-secondary education; literacy and numeracy skills deficiencies. The 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. 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 the program, youth receive specialized training opportunities in their career area of choice, subsidized WEX, OJT opportunities and career guidance. Lastly, the program assesses for any life skills areas that might prevent a youth from completing their goals and provide life skills workshops to help remove those barriers.

Rural Centers

Lincoln County Adult Workforce

ADW - Lincoln Adult Workforce provides career services, training, OJT and WEX opportunities 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 County 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 County Adult Workforce is growing and becoming well known within the community.

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

Nye Communities Coalition

ADW - 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.

Youth - The Youth Work, Education, Responsibility, Knowledge and Skills (WERKS) program has been in existence for seven years serving Nye and Esmeralda Counties. We focus on youth ages 16 to 24, both in-school and out-of-school. These youth are low-income and have a barrier preventing them from attaining employment or completing their educational goals. Youth WERKS staff work closely with youth by building positive work ethics, strengthening their personal development, and helping them become successful young adults. Staff is able to do this by providing trainings on: job interview skills, resume building, WEX, life skills classes, group development, and activities involving communication skills, team building and exposure to STEM. It is our goal to reach all eligible youth within our communities and provide the structure and support to attain their goals.

Business Engagement

WC continues to collaborate on the transition of business engagement activities with DETR Business Services and the one-stop operator. The overarching goal is a “no wrong door” approach for businesses which eliminates duplication of services and confusion. Throughout the year, WC facilitated and participated in events and initiatives which brought the community together and put people back to work:

Whitney Recreational Center Event: Nevada JobConnect partnered with Workforce Connections, Clark County Commissioner Jim Gibson, and the STOP Coalition to host a job fair held in May at the Whitney Community Center which saw over 100 job seekers and 25 businesses participate. The event targeted individuals in or around the 89122 ZIP code area.

Department of Corrections: Nevada JobConnect partnered with State of Nevada Department of Corrections to host a job fair inside the Casa Grande Transitional Housing Center in Southern Nevada. The event hosted 8 businesses and 70 inmates and featured jobs from construction to hospitality. This job fair inside a correctional facility was the first of its kind in the State of Nevada.

Careers in Motion Career Fair: In collaboration with the Regional Transportation Commission (RTC), Laborers International Union 872, OWINN, Nevada Department of Transportation, SUMNU Marketing, DETR and the Nevada Contractors Association, WC participated in the Careers in Motion career fair and hiring event on May 16, 2018. The career fair focused on career opportunities in transportation, construction, engineering and design and there were 6 employers conducting interviews on site.

Success Stories

TITLE I PARTICIPANT SUCCESS STORIES

Comprehensive One-Stop Career Center

ADW

Carlton came into the Comprehensive One-Stop Career Center seeking assistance for employment and training. Carlton was a dislocated worker and had found himself in a position where he was lacking the resources to find new employment. Carlton's career coach assisted and encouraged Carlton in both his career research and in exploring potential training providers. Carlton enrolled into Southwest Truck Driving School and successfully completed the program to re-train into a new, in-demand field. During his WIOA enrollment, Carlton was assisted by his career coach in building up his employment soft skills, as well as helping him overcome his lack of computer skills, so that he would have a greater chance of maintaining his employment long term. As a WIOA participant, Carlton was also able to access support services during his training, including transportation funds that allowed him to attend and complete his training on-track and on-time. Carlton was recently offered a position with Schneider Trucking and is on his way to a new and stable career.

Youth

Tylar is a 21 year old, high school dropout that was referred to the WIOA Youth Program by his mom to receive help with employment, obtaining his GED and to gain job readiness experience. With the assistance of his youth career coach, Tylar was able to explore career options and discovered an unexpected interest in the medical field. His career coach helped him utilize the ResCare GED Academy and also a GED study guide to prepare for his test. After a month of preparation, Tylar took all sections of the GED assessment at CSN and passed successfully.

During his participation in the youth program, Tylar was continually supported by his career coach, received supportive services and successfully participated in a paid work experience while gaining valuable knowledge and work readiness skills. Through attending one of the one-stop hiring events, he was able to secure employment and now works part time while he pursues future employment and educational opportunities.

AARP Foundation BTW 50+

John came into the program in 2016. He had been unemployed for several months and finally got a job as a driver in an asphalt company. His dream job was to be an engineer

with a railroad company. He was so passionate about locomotives that he volunteered at the train museum in Boulder City. John stayed in touch with Joy and shared his dream of working around railroad cars. Joy encouraged him to persevere despite several setbacks, and John was hired as a railroad engineer in 2018. The ongoing support provided by the AARP Foundation BTW 50+ program helped John reach his goal and secure his dream job.

Affiliated One-Stop Career Centers

North Las Vegas JobConnect

Ms. Guzman-Valdez is 40 years of age and a single mother of three children. She was previously employed as an accounts receivable clerk at a local company, earning \$13.00 per hour, but was laid-off in October 2017. She had an interest in working in the hospitality industry and came to Nevada Partners, Inc. on December 13, 2017, seeking funding assistance for Professional Cook training. Ms. Guzman-Valdez completed Nevada Partners orientation and completed the Traitify assessment, which showed a high interest in the hospitality industry as a professional cook.

Upon reviewing the ETPL for schools offering professional cook training, Ms. Guzman-Valdez chose to attend the Culinary Academy of Las Vegas and enrolled into their professional cook training. Ms. Guzman-Valdez started training in January. She was successful and completed the course with zero absences. Ms. Guzman-Valdez was hired at Caesars Palace, as a head cook, receiving a wage of \$21.57 per hour and is now employed full-time. She has achieved self-sufficiency and can support herself and her family.

TANF Belrose

Gabriel was a low-income unemployed job seeker who was referred to our program through our partnership with the DWSS-Belrose office. He was seeking assistance with employment and training services in order to increase his employment opportunities and earn a self-sufficient wage. Gabriel was interested in becoming a HVAC technician, but didn't have formal training and lacked an EPA certification. Gabriel was enrolled into the WIOA adult program and after receiving career guidance, and career exploration assistance, was able to attend and successfully complete a 12-week HVAC training through a local training provider. Following his training, Gabriel continued to receive assistance from his career coach, and has now secured employment with Ultra Heating and Cooling as a HVAC technician. Gabriel was thankful for the help provided by the one-stop career center and is now working in a job that he loves.

Library Centers

Alexander Library

David is a 19-year-old client from the Alexander one-stop. He had been laid off from his job and was interested in finding employment and going to school to become an emergency medical technician. The client set very strict and defined goals that he would have a job within three weeks of enrollment, and he gained part-time employment that would accommodate his possible school schedule. The client searched the eligible training provider list and found the EMS Training Center of Southern Nevada, toured the school and completed the Work Keys assessment.

Unfortunately, he was not able to immediately start EMT training. In the interim, he was promoted to a full-time position as a machine operator at a screen printing company. He continued to work towards his goal and received his Basic Life Saver for Healthcare Providers certifications through the College of Southern Nevada so he could potentially start working for one of the local ambulance companies that was hiring for drivers. He has since begun his emergency medical technician program and looks forward to completion and a new career.

Clark County Library

Ilse enrolled with HELP of Southern Nevada at Clark County Library in need of assistance finding employment after being unemployed for quite some time. After meeting with her career coach she discovered that WIOA provided the opportunity to further her education and at that point decided that she wanted to pursue training to become a professional chef. In May, Ilse began culinary training at the Culinary Academy of Las Vegas. Throughout the next three months of training, Ilse received numerous support services like transportation, clothing, resume building and professional development workshops to better assist her in achieving her goals. Ilse completed her training in August and has since had several interviews or auditions for line cook positions in several different high profile hotel/casinos. She is also working with the WIOA job developer for possible placement in an OJT to help her gain long term stable employment. Ilse is very determined to be successful, and she is very thankful for the opportunity to get training assistance, career planning and, most importantly, career coach support.

Gibson Library

Michelle is a young mother who relocated to Las Vegas from southern California several years ago with the intent of going to college and pursuing a degree in nursing. Unfortunately, when Michelle moved here she was unable to attend school and find employment and she began working in the adult entertainment industry. Michelle stated

she was making good money so she decided to continue for several years until recently when she decided that she didn't want her daughter to follow in her footsteps. Michelle sought out medical training and was referred to Gibson Library to meet with a HELP of Southern Nevada career coach for assistance with career planning, training costs and generalized support to meet her goals.

Michelle enrolled in the Adult WIOA program earlier this year and began looking for other employment with the assistance of her career coach. Within two months of enrollment and with career coach guidance, Michelle was hired at Ethel M Chocolate factory in Henderson as a full-time employee making \$16.00 an hour. Michelle is still looking forward to attending a medical training program and hopes to start training later this year after her daughter returns to school.

Michelle is elated that she has been able to transition out of the adult entertainment industry and into a more suitable job that her daughter would be proud of. Michelle's goal is to be a licensed practical nurse and believes she'll be able to achieve that goal within the next five years.

Laughlin Library

Troy moved out from the midwest to Laughlin hoping to secure employment to support his family of five. He picked up part-time employment at a local casino and eventually got a part-time position at one of the largest growing new businesses in Bullhead City - DOT Foods. DOT Foods offered Troy an opportunity to become a truck driver. At the time, he did not have the means to afford CDL training in order to obtain this position.

Troy was referred to the Laughlin one-stop by Arizona@Work since he was a Nevada resident. Troy was accepted into our program and went straight into CDL training in Kingman, Arizona. Troy is now a full-time truck driver at DOT Foods and was able to move his family closer to him.

This was a winning opportunity for both Troy and for the one-stop, as a partnership was forged between the one-stop and Arizona@Work to cross refer participants across state lines. DOT Foods was grateful that we could assist with training for one of their employees, as they foster a culture of in-house advancement. Troy's story reflects the success that comes from a developed and open partnership.

Boulder City Library

In April, a young, confident woman came into the Boulder City one-stop looking for assistance with employment. She had recently been laid off and was looking for a position where she could make a difference and continue to work directly with people. She had two young children to support and had just filed for unemployment.

The one-stop assisted with preparing her resume and saw that she had a wide range of experience in different fields. She had a passion for working with veterans and needed employment quickly. A position for a one-stop career coach had recently become available, and although she did not have prior experience, she was encouraged to apply for the position.

She had what is at the heart of being a career coach, a passion for helping people. She had confidence. She knew first-hand what it is like to lose a job.

She presented herself well in the interview and was hired as a career coach where she gets to touch lives every day. She recently returned to college to complete her degree and is looking to advance in this field.

Mesquite Library

Fatima was enrolled in the Mesquite program as a 21 year-old out-of-school youth. New to the area, she had not been able to find a job. From the first day we met her we knew that she would be a success. She kept her appointments, attended workshops, and completed her STEM activities. Fatima's Tratify results revealed that she is a mentor/visionary, excels in leadership roles, and looks out for the needs of others – and how accurate that turned out be!

Her interest in the tourism, gaming and hospitality sector made her an ideal candidate for a WEX at the front desk of the Eureka Casino Resort. Fatima thrived in this activity, regularly receiving complementary employer evaluations. Upon successfully completing her WEX, Eureka offered her unsubsidized employment. As she grew in her new position, she was asked to take on additional responsibilities. Fatima credits her WEX activity for helping her to develop her social skills and self-confidence. She remains in contact with her career coach and has spoken publicly about the positive impact the program has had on her life. Fatima says that she will always be grateful for the assistance she received.

West Las Vegas Library

Richard was a referral from the Southern Nevada CHIPs program where they offer a range of services to local homeless individuals. Through our partnership, Richard was referred to the West Las Vegas Library one-stop location to assist him with getting wrap-around and employment services. Richard met with the staff at the one-stop who assisted him in developing his individual employment goals. Richard disclosed he had an interest in construction and wanted to get assistance with pursuing a career. After assisting him with developing a resume and attending employability workshops, the one-stop staff was able to get Richard prepared and comfortable to look for work again. The JobConnect staff at the West Las Vegas Library was able to provide Richard a job referral to KBL Reinforcing. Richard submitted his resume, interviewed and was hired on the spot. The one-stop staff

provided work clothes, certifications and the support he needed to get back on his feet. Richard is now employed full time and is regaining control of his life with the support of the Southern Nevada CHIPs program and his career coach at the West Las Vegas Library.

Specialized Centers

Spring Mountain Youth Camp

Nathan enrolled with the pre-entry program credit deficient and was not on track to graduate high school. While at Spring Mountain Youth Camp, Nathan participated in several workshops the pre-entry program offered, such as Rights of Passage Experience (ROPE), Life Skills, employability and My Brother's Keeper Mentor program. Upon release, he participated in a WEX.

After completing the WEX, he received full-time employment with the Las Vegas Mini Grand Prix. Nathan has since graduated from Las Vegas High School and has continued to work with the pre-entry program to increase his knowledge in hopes of becoming successful. Nathan is currently in the process of joining the United States Army and will be receiving his boot camp orders soon. He is joining the military as a certified line cook and has stated that he will be furthering his culinary training in the military.

FIT

Nathan has overcome many challenges within his life and is so excited to be on a new journey.

Before coming to FIT, Nathan struggled with substance abuse for years. Even though he was working as a restaurant manager, his addiction began to lead him down a self-destructive path. He eventually lost his job, his family, and his pride. Nathan was at a point in his life where he did not know where to turn. In 2015, he decided to get sober in order to be the father his daughters deserved. He successfully completed intensive out-patient treatment and made sufficient life changes. In 2017, Nathan was ready to pursue his dream career of working in beverage management for a local Las Vegas casino.

FIT was able to help Nathan pursue a career in beverage management by providing him with the tools necessary to do so. With FIT's assistance, he was able to attend Beverage Management Training at Crescent School of Gaming and Bartending.

Since coming to FIT and finishing his training, Nathan has found full-time employment as a manager at a local restaurant making \$20 hourly. Nathan has been sober for two years, has reconnected with his family, and continues to make life strides for success.

Hope for Prisoners

Dwayne enrolled in the Hope for Prisoners program while incarcerated at Clark County Detention Center. He expressed interest in becoming a chef and completed six weeks of culinary training while still incarcerated. Dwayne is a humble young man that was eager to learn and always asked questions. He completed his training along with parenting, anger management, and financial literacy classes before he was released in July. Since he had limited work experience, Dwayne participated in a work experience at Lo-Lo's Chicken and Waffles after completing the Hope for Prisoners 40-hour leadership workshop. He continued to show enthusiasm and diligence and obtained his ServSafe Managers card with a great attitude. Upon completing his work experience, he was offered full-time employment as a prep cook with Lo-Los Chicken and Waffles which he accepted. He excelled at his job and was promoted to culinary manager at Lo-Lo's where he is still employed today. We are incredibly proud of Dwayne and excited to see the progress that he will continue to make. He is a wonderful example of someone who has overcome many challenges with the proper motivation and determination to change.

YAP

Ms. Matthews enrolled in YAP-WIOA Title I services in October. Ms. Matthews entered the program as a homeless youth, enrolled in a transitional housing program through Southern Nevada Children's First. She had just given birth to her first child in July and had hopes of finding immediate employment and entering back into education/training in her desired career pathway. She was interested in the human services or the healthcare industry sector. The program worked with Ms. Matthews on workplace preparation and contracted with Serenity Mental Health to offer a paid training opportunity as an administrative assistant. She was exposed to behavioral health and clerical experience while in the WBL opportunity.

Ms. Matthews began to explore the ETPL list and expressed interest in Milan Institute's CNA course. She was enrolled and completed occupational skills training. The program continues to work with her in exploring career opportunities in healthcare and assisting in elimination of barriers that arise. Ms. Matthews is seeking long-term career opportunities and exploring housing programs that best fit her and her child's need. She expresses continued gratitude for all opportunities provided through WIOA partners.

Olive Crest

Mark enrolled in Operation Independence in 2013, but drifted away from the program. When Mark returned to the program in the fall of 2016, he was in a more stable housing situation and was taking care of his identified barriers that had previously prevented him from engaging in services. Mark completed two work experiences successfully and was hired as a result of his second placement. Mark also completed his

high school diploma through Parkridge Private School. Mark recently identified he would like assistance looking for a new job which doesn't involve manual labor and staff has been assisting him in this process. He currently lives in his own apartment for the first time and enjoys his new found independence. This year Mark was honored at the Operation Independence graduation ceremony for all his success and achievements in the program.

Rural

Lincoln County Youth

A young woman came into Lincoln County Workforce hoping to get her HiSet and possibly a job. In the past, she had encountered legal issues and was having trouble finding work. Her program manager arranged a work experience at the BLM office and the BLM staff were great with her. They helped her with her interview skills and appropriate office conduct and attire. She attended several STEM activities and soft skills workshops. During her work experience she was able to pass the HiSet. After all the hard work and with a great reference from the WEX employer, she was able to secure a full-time position with a local business. She is still currently employed with the same company.

Nye Communities Coalition

The 2017-2018 was a successful year for many clients but one client really stood out. Ryan came into our program seeking fulltime employment and help to increase his education within the manufacturing industry. He was 22 with a high school diploma and little employment history. Shortly after his enrollment, Ryan co-enrolled into Brownsfield, our Environmental Training Program. Through this, Ryan received hours of training and attained multiple certifications. After attending courses for six weeks, Ryan interviewed and attained fulltime employment as a building inspector with Onyx Building Sciences. He is now employed in his field of choice, in one of Nevada's top sectors of employment, he holds a position above entry-level, and strives to grow through the company.