



Nevada's Workforce Investment System

Annual Report

July 2002 - June 2003

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State of Nevada
Workforce Investment System
Annual Report – Program Year 2002
(July 1, 2002– June 30, 2003)

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I. PREFACE

In the 1990's Nevada was the poster child for the unprecedented economic expansion that swept the nation. The state basked in an average employment growth of more than five percent annually during the decade and led the nation in both job and population growth. Southern Nevada (the Las Vegas area) accounted for about eighty percent of that growth as waves of resort construction attracted workers to the area. Hispanic and Asian American populations grew at a much faster rate than the population as a whole.

Not long after the start of the new decade, however, Nevada faced a changing economic reality. The national recession that began in early 2001 put a damper on the state's job growth. The statewide unemployment rate, less than four percent in the spring of 2000, rose to more than five percent by the summer of 2001. Then came the shock of the September 11 terrorist attacks.

Leisure and Hospitality, the state's dominant industry, was especially hard hit by the worldwide reduction in travel that followed the attacks. Within a month, more than 15,000 workers lost their jobs, which is more than one percent of the state's total employment. The Leisure and Hospitality industry accounted for nearly ninety percent of those job losses. The statewide unemployment rate approached seven percent by the end of 2001

It took until October 2002 for employment to return to the pre-September 11 levels in Nevada. During Program Year 2002 the state regained its place among the nation's growth leaders, although at about half the growth rate of the previous decade. The nature of this growth has significantly changed. The Leisure and Hospitality industry has *not* been at the forefront of the gains during the most recent spurt. Casino employment remains below its pre-September 11 levels. Between July 1, 2002 and June 30, 2003, industries that support the state's growing population provided most of the new jobs. Retail trade, professional and business services, health care, and education provided a significant portion of the new employment. The construction industry has been especially vibrant in the urban areas of the state.

A red-hot housing market has fueled job growth in the construction industry. Although the Las Vegas area continues to see the bulk of the activity, housing construction in the Reno area and in parts of the Carson City Labor Market Area (particularly Lyon County) has been robust. There is no evidence of a slowdown in the housing industry in these areas, as plans already on the books should sustain the growth for several years in the absence of an unexpected rise in interest rates or another significant economic shock. A new wave of resort construction and/or expansion in Las Vegas is providing additional support for the construction industry.

Nationally, the manufacturing sector has suffered the brunt of the job losses during the recession, but Nevada has bucked that trend to a significant degree. Since the beginning of 2001, the nation lost more than two million manufacturing jobs. Nevada lost 500. Because manufacturing provides less than five percent of Nevada's jobs, the state has been protected from some of the worst elements of the national recession.

The state's rural areas have faced an entirely different set of issues than the urban areas. Mining is the economic engine for several of Nevada's rural counties, and those counties faced severe challenges while the national economy charged ahead. Metal mining employment in Nevada peaked at around 13,500 in the summer of 1996 when gold was sustaining a price above \$380 per ounce. Over the next three years the price steadily declined to about \$260 per ounce, and mining lost about 1,000 jobs per year in Nevada. Even when the price of gold stabilized, mining employment continued to fall as the economic feasibility of mine operations declined. Metal mining currently employs about half the number of workers that it did seven years ago.

Today the outlook for mining has improved considerably. Gold has again reached the \$380 per ounce level. Mineral exploration has increased, and several new mining projects and/or mine expansions are planned. Mining employment in the state should stabilize and may grow to some degree. However, it is highly doubtful the mining industry will employ as many workers in coming years as it did in the mid-1990's.

With the national economy showing signs of expansion and job market conditions beginning to stabilize, Nevada's Leisure and Hospitality industry now appears poised to fully recover from the jobs lost following the terrorist attacks. Due to the nature of Nevada's economy, many of the employment opportunities in the state will be in traditionally semi-skilled, service sector, and retail jobs. However, work by the state's Local Workforce Investment Boards (LWIBs) and continued economic diversification efforts by regional economic development agencies have been successful in attracting a variety of non-gaming industries to Nevada. Given Nevada's low-cost business friendly environment, access to western markets, and other competitive advantages in terms of site selection, new businesses will continue to locate to the state and offer job opportunities requiring a variety of skills.

II. KEY PRINCIPLES OF THE WORKFORCE INVESTMENT ACT (WIA)

The WIA of 1998 is based on seven guiding principles for a national workforce system. It provides Nevada and other states the opportunity to design and implement a service delivery system that meets the individual state and local needs.

The “Key Principles” of WIA were designed to ensure more coordinated, long-term planning for workforce development, not just for WIA, but all federal employment and training programs.

Throughout this report, we have chronicled our achievements and identified the challenges we are still facing. In addition, we have included our continuous improvement efforts to enhance Nevada’s system to achieve our long-term goal of making **Nevada JobConnect (NJC)** the first choice of employers and job seekers in Nevada.

This section outlines some of the achievements and challenges for each of these seven WIA “Key Principles” for Program Year 2002.

A. State and Local Collaboration

Achievements:

- In May 2003, the Southern Nevada Workforce Investment Board (SNWIB) collaborated with the State of Nevada, Department of Employment, Training and Rehabilitation (DETR) to establish a comprehensive **NJC** to further enhance employment and training services throughout the Greater Las Vegas Area.
- Both LWIBs are actively working with the State to implement a statewide data collection system using America’s One Stop Operating System (AOSOS).
- Implementation meetings are held quarterly between DETR and local workforce partners to work through implementation of AOSOS issues. Three workgroups have been formed to explore reporting, procedure and policy issues, and application security.
- The State Workforce Investment Board (SWIB) has continued to award funds for Pilot and Incumbent Worker Projects in coordination with the two LWIBs.
- The DETR, in collaboration with the two LWIBs, applied for and was awarded a U.S. Department of Labor (DOL) Technical Assistance Grant for training on the following:
 - Creating **NJC**.
 - Financial Management.
 - Performance Management.
- The DETR and LWIB staff have worked together over the past year with DOL Region VI staff to resolve reporting errors which have impacted levels of performance.
- The DETR’s Research and Analysis, the unit responsible for conducting customer satisfaction surveys, identified a number of areas that have impacted the survey response rates. They have been working directly with LWIB staff to address these issues.
- In May 2003, the SWIB awarded a Technical Assistance Grant in the amount of \$55,000.00 to the SNWIB to conduct research and submit a Job Corp Center application to DOL for Southern Nevada.
- All staff in **NJC** are identified on business cards and name badges as members of **NJC** rather than individual programs or entities.

Challenges:

- Accessing additional funds for future training initiatives.
- Meeting the required response rates for both the employer and job seeker telephonic surveys.
- Statewide implementation of AOSOS.

B. Streamlining Services**Achievements:**

- The SNWIB and Nevadaworks contracted with service providers to integrate services in the **NJC** to enhance the level of services being provided.
- Successful collaboration between the Unemployment Insurance (UI) and Employment Service (ES) for both the Reemployment Services and Worker Profiling Programs, which include:
 - Joint training activities for **NJC** and WIA staff.
 - Coordination and sharing of demand occupations and coding techniques.
 - Establishing baseline coding accuracy data and initiating plans for improvement.
- Integration of Welfare-to-Work (WtW) clients into a newly developed program between Temporary Assistance for Needy Families (TANF) and WIA programs called the Image Program.
- The final planning for the job referral express line at the Maryland Parkway **NJC** is in progress. This program will expedite the referral process for those individuals who possess full AOSOS registration. With full AOSOS registration, clients will be able to bring two referrals to the line for immediate referral. The purpose is to decrease waiting times and move customers in and out of the **NJC** as quickly as possible without a loss in the quality of service.
- Elko **NJC** underwent a major remodel. The Bureau of Services to the Blind (BSB), the Bureau of Vocational Rehabilitation (BVR), Job Opportunities in Nevada, Inc. (JOIN), Senior Employment, and the Employment Security Division (ESD) staff participated in the office design. Staff suggestions were incorporated into the design plan and this participatory process provided for a more functional office.
- Reno Town Mall was remodeled, increasing the square footage to 10,000. Included was the expansion of the Resource Center and conference rooms, the rededication of two offices for employers' use in interviewing activities, and the creation of a training room.

Challenges:

- Many of the new service providers have had no previous experience in delivering DOL employment and training services, which has required more intensive training by LWIB staff.
- As identified in last year's report, program restrictions placed on some partner programs have impeded collaboration in the **NJC** environment. This includes inconsistent definitions, differing eligibility requirements, and performance measures/standards.

C. Empowering Individuals**Achievements:**

- The SNWIB established a collaborative workgroup called the "11:43 Meeting" with their service providers to stimulate improved communications with Board members and staff.

- During Program Year 2002, the SNWIB increased its service providers from ten to thirteen.
- Inclusion of America's Job Bank (AJB) in all Resource Centers has encouraged clients to expand their range, exploring occupational and geographical territory that might not have been available to them previously.
- **NJC** provides state of the art Resource Centers for the active job seeker as well as the program resources to assist individuals in overcoming barriers to employment.
- Staffed by many different agencies, programs, and services, **NJCs** have become "one entity" with the mission of providing the best, most efficient and effective services available for employers and job seekers in need of workforce assistance.

Challenges

- Effective meeting agendas driven by subrecipients for the 11:43 Meeting.

D. Universal Access

Achievements:

- The SNWIB has expanded its universal access through the designation of one comprehensive **NJC** in Las Vegas and has two additional sites that will be completed and operational Program Year 2003. A broad array of services and information, such as labor market information, common intake and eligibility of all partners' programs, objective assessments, referral for services and/or training, is delivered to both local area businesses and job seekers.
- The Reno **NJC** expanded its facility to increase the level of on-site services for the growing needs of businesses and individual job seekers. Employers may access training rooms, workshops, conference and meeting rooms, and professional business offices for personnel services and job applicant interviews.
- Employment or career fairs, commonly known as job fairs, can be conducted and coordinated with the assistance of the **NJC's** business services representatives. Job orders, job referrals, and placement services are always available to **NJC** customers.

Challenges:

- Increasing the capacity to offer continued universal access to employment services for citizens with limited resources.

E. Increased Accountability

Achievements:

- Through on-site visits and quality assurance desk reviews, technical assistance, and training by both State and LWIB staff, the delivery of employment and training programs and services has improved.
- The LWIBs have improved their competitive bid process for providers by including specific information on grant recipient requirements and reporting responsibilities.

Challenges:

- Tracking individuals using **NJC** Resource Centers.
- Training of subrecipient and **NJC** staff in using AOSOS for reporting purposes.

F. Strong Role for LWIBs and the Private Sector

Achievements:

- Partnerships with economic development agencies, chambers of commerce, education and local businesses have been Nevadaworks' primary emphasis in strengthening workforce development in Northern Nevada.
- The Nevadaworks Business, Labor and Education Committee issued the 2002-2003 Occupational Outlook Report for the Reno, Sparks, and Carson City areas which doubled the occupations surveyed. A rural 2003 Occupational Outlook Report was issued for all other areas of Northern Nevada.
- The Occupational Outlook Reports were widely distributed and are utilized in economic development initiatives in Northern Nevada. The Occupational Outlook Reports have also been provided to all Northern Nevada school districts, community colleges, and the University of Nevada Reno.
- The SNWIB partnership agreement with Health Care of America (HCA) through the DOL's national partnership initiatives has continued to progress. Nationally, HCA has awarded \$5 million in grants and scholarships to dislocated workers impacted by the tragedies and economic downturn after September 11, 2001. Las Vegas was designated as one of HCA's 16 target areas for this new initiative.
- The SNWIB has added two staff members to target local businesses for input on their industry's required skills-set.
- The SNWIB has formed a workgroup with major entertainment properties in Las Vegas to coordinate gaming and hospitality employment and training services on a national level. This new National Gaming Partnership Initiative will connect employers in the gaming industry to skilled job seekers ready for work in Nevada's **NJC** system.
- Through DOL's national business partnership agreements, the LWIBs also have localized partnership agreements with CitiBank, United Parcel Service (UPS), The Home Depot, Toys R Us, Lowe's, and Starbucks.
- The Carson City **NJC**, in collaboration with other WIA partners, undertook a major recruitment for the new state of the art roasting plant for Starbucks in Carson Valley.

Challenges:

- Marketing to and educating the private sector in the benefits of participating in workforce development, the role of Nevadaworks, the SNWIB, the **NJC**, and the services that are available through the system.
- While the economy in Nevada continues to struggle, e.g., experiencing slow recovery in the travel and tourism industries, other secondary industries continue to suffer major economic downturns, thus creating more dislocated workers.
- Ongoing effort to recruit individuals from the local business community to serve as members on the LWIBs.

G. State and Local Flexibility

Achievements:

- During the aftermath of September 11, 2001, the SNWIB adjusted its supportive services policy to increase services to those most in need. Meetings were scheduled between state and local employment and training officials to ensure effective communication and coordination of services.

- Both LWIBs have implemented a revised “credential” definition for their respective areas. This will meet the needs of local employers and help service providers achieve the negotiated levels of performance for the three-credential measures.
- A full range of services are accessible throughout Northern Nevada as a result of the Nevadaworks **NJC** Consortium. The Consortium not only operates the Reno **NJC** but is also tasked with ensuring workforce services are available throughout the Northern Nevada workforce area. Through the implementation of a new contract strategy for staffing of WIA Title I services, skilled staff and services can be moved or assigned to areas throughout Northern Nevada to address workforce needs immediately.
- The **NJC** WIA Title I staffing contract was expanded to include services in Fallon to serve individuals identified through the State worker profiling system, Rapid Response, Trade Adjustment Assistance (TAA) and the North American Free Trade Act (NAFTA) programs, and the Nevadaworks health care priority of services and pilot projects.
- The Reno **NJC** WIA Title I staff are providing registration and case management services for the Surgical Technician program provided through Western Nevada Community College (WNCC) in Carson City, funded by a DOL earmarked grant.
- The Nevadaworks health care priority of service funding for all Northern Nevada is managed through the Reno Town Mall **NJC** Manager.

Challenges:

- Scheduling meetings around key official’s (State and Local Board) time constraints.

H. Improved Youth Programs

Achievements:

- Nevadaworks met or exceeded all of the younger and older youth performance measures.
- To ensure mandated thirty percent expenditure rate is met, Nevadaworks contracts separately for out-of-school youth programs.
- Two pilot programs funded in Program Year 2001 by Nevadaworks Council have now been awarded competitive funds to continue their programs for the next two to three years.
- All youth performance measures except one were achieved by SNWIB during program year 2002.
- The SNWIB developed and revised its policies providing flexibility so subrecipients may attain youth skills and goals more effectively.
- The SNWIB Deputy Board Manager served on the National Youth Employment Coalition Planning Committee.

Challenges:

- Preparing youth for successful careers and making sure that no youth is left behind in the job market.
- Outreach and recruitment of out-of-school youth.
- Proposed funding cuts for youth employment and training programs funded under WIA.
- To achieve and maintain performance measures.

III. IMPLEMENTATION OF NEVADA'S WORKFORCE DEVELOPMENT SYSTEM

A. Governance

Highlights of Program Year 2002:

Nevada's SWIB has continued to expand its role and responsibilities for the strategic planning and oversight of Nevada's workforce system.

The SWIB has established seven standing committees, each of which have 51% representation from the private sector. These standing committees are:

- Youth Council.
- Chamber of Commerce Committee.
- Governor's Reserve Budget Committee.
- Marketing and Business Support Committee.
- Legislative Committee.
- Individual Training Accounts Workgroup.
- Employment of Persons with Disabilities Committee.

These standing committees prepare written reports that are included in the board packets of all SWIB meetings. Committee chairpersons are asked to provide additional verbal comments to these written reports and the board chairman entertains discussion from the board. All SWIB meetings are open to the public and are posted as required in the Nevada Revised Statute's (NRS) Open Meeting Law. The meetings are also broadcast over the Internet via the Nevada Legislative website.

Membership lists for the SWIB, their seven committees, and Nevada's two LWIBs are included in the Attachments section of this report (Attachments A, B, C and D).

B. Establishment of NJC Delivery System

NJC Criteria

Full Service One-Stop Center

- Must be a consortium, partnership, or program provider representing at least three programs and is a:
 - WIA Partner Program/Agency.
 - Designated program provider under WIA.
 - A grant recipient, service provider, administrative entity, or organization responsible for administering funds of a specified program in the local area.
- Provide access to all mandated WIA partner programs.
- Provide on-site staffing at the **NJC**.
- Provide core and intensive services at no cost to center partners.
- Coordinate activities and services with all other center partners.
- Agree to operate under the management authority of the designated center operator and/or designated center administrator/manager.

- Financially contributes to the general overhead costs of the center through funding authority or in-kind services.
- Enter into an Agreement for Exchange of Confidential Information and the Individual Access and Confidentiality Agreement(s) for access to and use of the AOSOS.
- Assure compliance with the American's with Disabilities Act (ADA) of 1990.
- Commit to performance accountability and reporting requirements of WIA.
- Commit to continuous quality improvement including customer satisfaction.

Affiliate Site

- Provide access to the full range of core services.
- Provide staff-assisted core services.
- Offer intensive services, training services, or any combination of such services.
- Provide timely and seamless referrals to other services and providers.
- Make staff available for appropriate training.
- Enter into an Agreement for Exchange of Confidential Information and the Individual Access and Confidentiality Agreement(s) for access to and use of AOSOS.
- Assure compliance with the American's with Disabilities Act (ADA) of 1990.
- Commit to performance accountability and reporting requirements of WIA.
- Commit to continuous quality improvement including customer satisfaction.

Ancillary Site

- Must be knowledgeable of the NJC network of services and providers.
- Assist all customers in accessing core self-service resources.
- Provide access to local community resource information.

Industry Cluster(s) Marketing/Sales Campaign:

During this program year an exciting new personalized outreach initiative of the **NJC** Employer Service Office in Las Vegas was implemented in Southern Nevada, called the Business Services Representative Program. The mission of the program is to deliver total customer satisfaction to the Nevada business community by offering an increased awareness of, and direct access to, the menu of **NJC** business services and initiatives available to positively impact operating costs, workforce development, and overall productivity.

Business service representatives are assigned an industry cluster(s), whereby they will focus their attention on the workforce development needs, expectations, and service delivery to their respective industry cluster(s).

Northern Nevada Workforce Investment Board - Nevadaworks:

The Nevadaworks Council designated the Nevadaworks Board **NJC** Consortium as the operator for the Reno **NJC**. Nevadaworks employed a manager to coordinate the Consortium activities, workforce initiatives, and center services. The Consortium is also responsible for oversight and coordination of all **NJC** system activities in Northern Nevada.

The Reno **NJC** more than doubled in size, after weathering numerous construction setbacks such as flooding, noxious odors, and scheduling delays, requiring temporary relocation until construction was completed.

In the Reno **NJC**, WIA staff members participate in the Wagner-Peyser responsibilities of job search and providing job referrals to **NJC** customers. Additionally forty percent of the WIA customers are also dual enrolled in the state-funded Career Enhancement Program (CEP).

Nevadaworks continues to support programs that increase growth in Northern Nevada's labor market and enhance the stability in the current labor market. Nevadaworks' initiatives highlighted for Program Year 2002 support the goals to increase the entry rate to employment, prolong job retention, and position incumbent workers to receive higher wages and job longevity.

Nevadaworks' goal to move the system of partnerships beyond coordination of programs to a fully integrated network of workforce development services is supported through the following activities and initiatives:

- Incumbent Worker and Pilot Project initiatives to expand the capacity of the workforce system.
- Health Care Industry designation for priority of training services.
- Expansion of the Work Readiness Certificate Program to all areas.
- Expansion of the Occupational Outlook Report for the Reno/Carson City area and issuance of the Rural Occupational Outlook Report.
- Expansion of Reno **NJC** to better meet the service needs of employers and job seekers.
- **NJC** Consortium established to oversee the **NJC** and workforce system in Northern Nevada.
- Continuation of presentations to County Commissions, Economic Development Agencies, Chambers of Commerce, Business Organizations, and Educational Systems.
- Technical assistance and capacity building activities provided to all WIA service providers.
- Continual on-site visits to all counties to learn from businesses their needs firsthand.

SNWIB:

The SNWIB continues its oversight to ensure employment and training services are delivered in accordance with the intent of WIA. All SNWIB service providers/subrecipients are associated with **NJC** to deliver comprehensive employment and training services. In addition, local and national business partnerships have been established to leverage WIA funds and maximize service delivery. The SNWIB has also established its **NJC** Consortium. This is a standing Board committee and is a group of entities the SNWIB has designated to oversee **NJC** in Southern Nevada.

Other SNWIB committees have been established to streamline oversight and policy effectiveness; i.e., executive, performance and programs standards, incumbent worker, marketing, local elected officials, legislative, strategic planning, and budget. All committees operate according to the guidelines outlined in the SNWIB bylaws, WIA, NRS, and Nevada's Open Meeting Law.

C. Partner Programs

The Career Enhancement Program (CEP)

The Career Enhancement Program was created by the 1989 Nevada Legislature "to establish and administer an employment training program that must foster job creation, minimize unemployment costs of employers, and meet the needs of employers for skilled workers by

providing training to unemployment compensation claimants and other unemployed persons.” The program is financed by a .05% employer contribution of taxable wages paid.

Although CEP is not a required WIA participant, it is a key partner in **NJC** as it provides additional employment and training resources.

Achievements:

- From July 1, 2002 through June 30, 2003:
 - 8,017 clients received services.
 - 5,545 were enrolled in training activities.
 - 4,833 entered employment.
 - Telephonic customer surveys resulted in a 91% satisfaction rate.
- The CEP Policy/Procedures Guide was revised to provide more autonomy and flexibility to the **NJCs** to ensure services are being provided in a more efficient manner.
- The 2003 Nevada Legislature amended the law to allow for CEP funds to be used for incumbent workers. Up to one million dollars per year will be set aside for the next two years for this purpose.

Challenges:

- To meet the increased demand for training.
- The increased cost of providing training.

Continuous Improvement Efforts:

- Continue to educate **NJC** staff regarding other sources of funding and available resources to enhance the services for CEP clients.

The Displaced Homemaker Program

The Board for the Education and Counseling of Displaced Homemakers was created in 1989. Its purpose is to oversee four statewide centers that provide services designed to achieve and support employment independence for disadvantaged and displaced residents of Nevada.

Funding for the four centers is generated through a portion of divorce filing fees collected in each of Nevada’s 17 counties.

Achievements:

- In April 2003, four-year contracts were awarded to the four centers, two of which are also service providers under WIA in Northern Nevada.
- Board members voted to streamline the reporting requirements for quarterly reports, which eliminated the amount of required data to be collected by each center.
- Collaboration efforts with other programs and agencies increased despite a decline in divorce filing fees.

Challenges:

- Due to limited resources, rural centers continue to face obstacles related to outreach and recruitment efforts.
- Fees collected did not meet projected funding levels for two of the four centers.

Continuous Improvement Efforts:

- Truckee Meadows Community College and JOIN, Inc. were awarded contracts for the Western and Northeastern Nevada centers. This increased the number of offices providing services to the target group from two to five.
- Service providers contracted to provide Displaced Homemaker and WIA services are being encouraged to identify clients for dual enrollment in both programs to leverage resources, increase available services, and avoid duplication of services.

Immigration Programs

These programs are designed to assure that the admission of foreign nationals to work in this country on a permanent or temporary basis will not adversely affect the job opportunities, wages, and working conditions of U.S. workers. The foreign labor certification process is the responsibility of the employer. Actual procedures depend on the nature of the visa being requested. Although each foreign labor certification program is unique, there are similar requirements that the employer must complete prior to the issuance of a labor certification.

Achievements:

- Significant reduction in the application backlog (46%) has been achieved through collaboration and assistance from other department staff. Case backlog was reduced from 2043 cases to 1091 cases. This constitutes the largest 12-month total (cases processed) in the history of the program. Reduction-in-Recruitment (RIR) application backlog has been reduced to four months while the national average is approximately nine months.
- Streamlining of internal procedures including development of a housing inspection database/future action system, development of a complaint system database, reassignment of some prevailing wage duties, and moving smaller programs to the state office continues to facilitate the above referenced progress.

Challenges:

- The primary challenge over the next year is to eliminate the case backlog that was created by passage of the Life Act of 2000. Counts show there are less than 300 cases to process to eliminate this backlog. Permanent applications received after the sunset of the Life Act (05/01/2001 to the present) represents about 600 unprocessed cases.
- Conducting timely housing inspections across the state now that the inspection window is thirty days or less. Individuals from various **NJC** across the state help to meet these deadlines.
- Funding levels that do not account for the growing population in Nevada continue to tax program staff to “do more with less.”

Continuous Improvement Efforts:

- Cross-training of staff has allowed the coordinator to be away from the office and helps to reduce the response time on inquiries.
- A well-designed DOL website has alleviated some of the informational calls.
- An increasing network of contact individuals at various state and federal agencies, as well as in the private sector, has reduced the amount of time required to obtain information and/or solve problems for clients.

The Reemployment Services Program (RSP)

Achievements:

- Hiring and training five additional temporary employees, bringing the total RSP-funded staff to nine. Staff's primary purpose is to concentrate on selecting, contacting, interviewing, screening, assessing, and referring UI claimants to job openings or training opportunities.
- Completing the programming enhancements to the automated call-in process that allows **NJC** staff to strategically select UI claimants by various claimant information, such as occupation (O*NET) in response to a job opening, industry, area of residence [zip code(s)], length of time collecting UI, and age (when it is a requirement for the opening). One programming enhancement to the call-in process allows **NJC** staff to identify and select UI claimants that are veterans. This will allow **NJC** staff (both veteran and non-veteran) to provide priority of service to those veterans who are currently receiving UI benefits. In addition, **NJC** staff will also be able to identify and select UI claimants affected by mass layoff and business closures using the employer UI account number listed as the last or next to last employer. This enables Rapid Response services to be offered to affected employees when the employer is not required to notify the state through the Workers' Adjustment and Retraining Notification (WARN) Act.
- Continued use of the Interactive Voice Response Unit (IVRU) that provides **NJC** the ability to initiate computer-generated telephone contact with UI claimants. This may be used to advise claimants of employment and/or training opportunities available through **NJC** and contact claimants during business hours. In addition, it offers **NJC** staff a convenient, streamlined method to conduct employment follow-up. They can send a "Work Status" IVRU phone contact to a selected group of UI claimants and obtain information on their current employment status.
- Nevada has undertaken a significant effort to improve the quality of O*NET codes assigned to the UI claimants initial claims. Claims examiners are using the same O*NET Code Connector that **NJC** staff are using to code job orders and conduct job matching activities. The process of assigning more accurate O*NET codes to both the job seeker and employer job orders is expected to greatly facilitate the job match process for UI claimants.
- DAH Consulting, Inc. (DAH) was contracted by DOL to conduct an evaluation of how states used the PY 2001 Reemployment Services grant funds. DAH conducted an on-site review of Nevada's RSP in March 2003. The ultimate goal of the review was to determine if funding resulted in increased services and improved employment outcomes for claimants served. Results of that review demonstrate that Nevada's RSP did improve the quality and quantity of reemployment services offered to selected claimants.
- The IVRU and the Internet-based Automated Claimant Call-in Letter (ACCL) Systems have been cited as "Effective Practices" by DOL as part of the July 2003 federal on-site monitoring review.

Challenges:

- Technical guidance for PY 2003 Reemployment Services funds has not been issued. Department of Labor has released fifty percent of RSP funds to allow states to continue operation of the PY 2003 program in the interim.
- Completion of RSP's reporting tools are still needed.

Continuous Improvement Efforts:

- RSP reporting in AOSOS and generation of RSP federal reports should be fully operational in PY 2003.
- Review of RSP activity in **NJC** will be scheduled in the upcoming months.
- RSP training will be provided to new and existing staff.
- Provide supplemental training to UI staff in O*Net of UI claimants and ongoing training to **NJC** staff in identifying and reporting UI issues which may affect a claimant's eligibility for benefits.

The Trade Adjustment Assistance (TAA) Reform Act of 2002

Achievements:

- Nine TAA petitions were filed in PY 2002.
- Seven petitions were certified covering 291 affected workers.
- Sixty-four TAA clients were served.
- \$209,166.00 in TAA benefits were paid.

Challenges:

- To provide clear and concise technical assistance, and more complete case file documentation, which will greatly improve case management and ensure successful outcomes.
- To ensure consistent funding. Delays in reauthorization of funds have caused problems for administrative planning and provision of services to eligible clients. Two program suspensions have occurred due to the lack of funding.
- To establish a standardized Trade Act procedures guide that addresses all three programs: the Trade Act of 1974, NAFTA, and the TAA Reform Act of 2002.

Continuous Improvement Efforts:

- Completion of program guides and training for NJC staff and partners to ensure quality and timely services are being provided to all eligible clients.
- Streamline Workforce Investment Support Services (WISS) procedures to ensure federal guidelines are being met.
- Create new state level reports to maintain accountability.

Unemployment Insurance

Achievements:

- Unemployment Insurance claimants now have the option of filing new and continued claims via telephone or the Internet from anywhere in the United States. A toll-free line is available for rural and out-of-state claimants.
- O*Net Connector has become the continuous link between Nevada's UI and ES programs. Call Center claims examiners assign claimants O*Net codes that automatically facilitate selection for RSP and Worker Profiling.
- Successful completion of the development and implementation of federally mandated programs including Temporary Extended Unemployment Compensation - Airlines (TEUC-A), Health Coverage Tax Credit (HCTC) and Alternative Trade Adjustment Assistance (ATAA).

Challenges:

- Staff turnover prevented Nevada from achieving benefit payment and nonmonetary determination timeliness performance goals. Nearly fifty percent of Nevada's UI program eligibility staff was hired within the last 17 months. It takes 12 months of training for an eligibility worker to achieve the journey level.
- As reported last year, the global demand for information technology expertise has continued to make it difficult to maintain a full complement of essential UI programming staff.

Continuous Improvement Efforts:

- To improve efforts to prevent and detect identity theft, a claimant cross match with the Nevada Department of Motor Vehicles (DMV) records has been developed and will be implemented by January 2004.
- UI Contributions will concentrate on improved automation via a redesign of the core accounting system. The scope of the project will include the modules for Internet employer registration, electronic transmission of tax payments, and an interactive web application for quarterly tax reports from small employers (less than 100 employees).

Veteran's Program**Achievements:**

- The Veterans Employment and Training Services (VETS) staff "Work Performance Standards" and "Roles and Responsibilities" have been adopted in accordance with the "Jobs For Veterans Act," Public Law (PL) 107-288 and Veterans Program Letter (VPL) 11-02 to align with WIA.
- One main area of focus is the continued effort of the **NJC** staff to provide outreach support to veteran job seekers. Outreach services have been extended to include supporting the Veteran Administration (VA) Clinic area in Las Vegas.
- The US VETS outstation location and cohesive efforts by several partnerships has led to excellent results in both veteran job seekers' training and return-to-work outcomes.
- Access to funding through CEP, Vocational Rehabilitation (VR), and Title I Partners has enabled **NJC** staff to assist numerous veteran job seekers obtain gainful employment.
- The collaborative efforts with partner agencies and programs have resulted in generating new referrals for VETS Program services.

Challenges:

- Seeking out new and effective means to help veterans and other eligible persons compete successfully for better paying positions.
- Assisting veterans to achieve better income stability and growth potential in future years as jobs, systems, markets, and technologies change significantly.
- Collaboration and coordination efforts with partnering programs and agencies within the **NJC** environment in order to provide services to veteran job seekers.
- Nevada currently has two open veteran's staff positions. Due to a lack in funding, these positions will remain unfilled.

Continuous Improvement Efforts:

- **NJC** staff continues to provide priority services to veteran job seekers, ensuring they receive the utmost opportunity to return to work.

- Continue partnering with WIA service providers to increase services to veteran job seekers entering **NJC**.
- Maintain efforts to improve delivery of services to veteran job seekers through the use of technology.
- Develop links with military recruitment to provide information and available services to youth, affording them the opportunity to consider military career opportunities.
- Support programs that assist incarcerated veterans to re-enter the labor force through pre- and post-release employment and training programs. The services include, but are not limited to, labor market information, job search workshops, job finding clubs, vocational counseling, vocational testing, and referral to employment and training opportunities.

Vocational Rehabilitation

Achievements:

- Bureau of Vocational Rehabilitation (VR) staff have been located in each of the **NJC**, which has improved access to VR services for a broader array of applicants.
- Services to family members are enhanced through increased exposure to **NJC** services.
- A benefit to VR clients is the immediate access to partner services including vocational exploration and employment services.
- Resource Centers with assisted technology software and equipment provide an essential tool for VR counselors and clients, which increase job search opportunities and streamline job exploration activities.
- Increased opportunity for coordination of a wide array of services, which enhance rehabilitation plans and outcomes.
- Established SWIB committee on employment of persons with disabilities.
- Established an Office of Disability Employment Policy within DETR on July 1, 2003.

Challenges:

- The WIA partners that do not have a full presence in the **NJC** have increased the financial and workload burden.

Continuous Improvement Efforts:

- **NJC** continue to refine policies and procedures for client registration and referral, which will result in seamless access to all partner services.
- Partners in the **NJC** continue to learn and understand the idiosyncrasies of each other's service delivery system, resulting in better customer service.
- Work is progressing to open a **NJC** Resource Center at the Belrose Vocational Rehabilitation Center in Las Vegas.

Wagner-Peyser

Achievements:

- **NJC** provide universal access of services for businesses and job seekers. Fully functioning Resource Centers with Internet capability and career exploration software are an integral part of every office and provide a gateway to America's Job and Talent Banks.
- **NJC** staff placed 23,563 individuals in jobs in PY 2002.

- Nevada, in concert with six other states and the DOL, is a full partner in the development and maintenance of AOSOS.
- Labor Exchange management reports have been provided to administrative, management, and supervisory staff. Appropriate staff can now access office and staff activity reports for any period any time they wish.
- The Wagner-Peyser funded ES and the Nevada State Welfare Division (NSWD) offices in Southern Nevada initiated a project to develop working relationships between their respective frontline staff for the purpose of enhancing the joint delivery of services to welfare clients. This project entailed the creation and development of ES and NSWD sister offices which collaborate to serve the welfare clients. Management and frontline staff of both offices attend sister offices staff and management meetings. This is done to develop an understanding of the organizational culture of the sister office. The project has improved the working relationship between the staff and is the foundation from which future **NJC**/Welfare Division projects will be launched in Southern Nevada.
- The Maryland Parkway **NJC** was pleased to have been given the opportunity by the National Association of Flight Attendants (NAFA) to provide a WIA orientation and **NJC** tour to the organization's Employee Assistance Program representatives. These individuals represented United Airlines, Alaska Airlines, Hawaii Air, American Eagle, America West, Aloha Airlines, Horizon, and US Airways. These representatives were from various states and were tasked with the responsibility of assisting the members of NAFA who become displaced due to the downturn in the airline industry.
- From December 2002 through June 2003, ES was actively involved with the Venetian Hotel in the recruitment and training of individuals to staff the Guest Room Attendant and Steward position created by the building of the hotel's new tower. The recruitment and training process included on-site orientations at the Maryland Parkway **NJC**. This initiative was a collaborative effort with CEP, Community College of Southern Nevada (CCSN), Nevada Business Services (NBS), and the Venetian Hotel.
- Nevada's ES is integrally involved in the National Business Partnership. During the past year, efforts have been on going to provide excellent service to Lowe's Home Improvement, Toys R Us, The Home Depot, and CitiBank. In May of 2003, ES was proactive in the development of a new and exciting partnership with Manpower Inc., which will add a new dimension to services available in **NJC**.
- In August of 2002 the Carson City **NJC** undertook the recruitment for Starbucks' new state of the art roasting plant located ten miles south of Carson City. The plant was built to supply product to the Southwestern United States. Truckee Meadows Community College (TMCC), JOIN, Inc., and BVR partnered to get applicants the required certifications and computer skills to qualify for the available jobs. In September 2002, Starbucks' human resource personnel used the **NJC** to interview more than 200 applicants. The recruitment was so successful Starbucks utilized **NJC** to recruit more applicants when it was decided to add two shifts to their shipping and receiving operation.
- The Ely **NJC** relocated BVR out of the lower level to the main floor of the office. This allowed JOIN to move into the lower level.
- A Fernley Outreach office was established two years ago by the Fallon **NJC** due to the rapid residential and business growth in that area. During Program Year 2002, the Fernley Outreach office gained enough notoriety that employers started recruiting from that office and have requested space for new employee orientation. Western Nevada Community College, in collaboration with CEP, is filling short, one-day computer classes, UI claimants

that are scheduled for RSP appointments do not have to travel to Fallon, and BVR counselors and JOIN staff can meet with clients to provide WIA services.

- The Reno Town Mall NJC Manager facilitates the collaboration among all the partners to run the center. The majority of decisions affecting the center are made jointly between the NJC Manager, WIA Supervisor, and Wagner-Peyser Supervisor. The WIA staff members participate in the Wagner-Peyser responsibilities of job search and providing job referrals to **NJC** customers. Additionally forty percent of the WIA customers are also dual enrolled in CEP.
- Smith's, a large supermarket chain in Northern Nevada, requested using the Sparks **NJC** conference room for their recruitment of 150 to 200 people for the new North Valleys store. Staff coordinated with Smith's to correctly identify skills needed and best verbiage for the **AJB** listing so that appropriate candidates would apply. Applicants were pre-screened and over 275 successful candidates were scheduled for in-house interviews with Smith's. At this same time, K-Mart was closing a Reno store. Smith's made a visit to this store and handed out applications. Completed applications were brought to the **NJC**, prescreened, and interviews scheduled. Two employers were served at the same time and job seekers benefited from the combined effort.

Challenges

- Current Wagner-Peyser staffing levels in **NJC** are not adequate to meet the customer demands for services.
- Defining protocols for the sharing of job orders among partner program staff who all use AOSOS will need to be agreed upon and implemented.
- The first Southern **NJC**, located in building owned by CCSN, was closed. Most ESD staff from that facility were transferred to the Maryland Parkway **NJC**, beginning the effort to develop the Maryland Parkway Office into a comprehensive **NJC**.
- Enlisting the cooperation of non-ESD agencies and entities, which have access to the Job Bank, to place job orders received by their organization into the **NJC**. Consequently, all entities can benefit from the job openings.

Continuous Improvement Efforts:

- Expansion the **NJCs** in Henderson and North Las Vegas. The expansion includes additional workstations and significant expansion in the Resource Centers. This expansion will increase the capacity in anticipation of their being certified as comprehensive **NJC**.
- Reno Town Mall, which is the comprehensive **NJC** in Northern Nevada, was expanded from 6,000 square feet to 9,600 square feet.
- The Elko **NJC** was remodeled and provided with new modular furniture. Also, a BSB counselor and technician were added to the staff.
- The Carson City **NJC** was remodeled and included the addition of a conference room.
- The Sparks **NJC** Resource Center was expanded.
- The ES staff, in collaboration with staff from other workforce entities, began holding monthly training sessions in AOSOS. These sessions are made available at no cost to workforce agencies and partners.
- Promotion and marketing of the Toll-Free Help Line and America's Service Locator.
- Monthly AOSOS and **AJB** training sessions are available to all staff.
- Cross-training of Wagner-Peyser staff to enhance their knowledge of other WIA partner programs.

- The Sparks **NJC** is relocating to a much larger facility that will be under the management of Nevadaworks. The focus of this office will be job seekers and will offer extensive services such as assessments, training, and workshops.
- Ely **NJC** is working to expand the RSP and Worker Profiling programs to outlying areas. Staff has been looking into being able to access AOSOS from remote sites with a laptop, which would allow clients to go to itinerant spots in Lincoln, Nye, and Eureka counties.

Welfare to Work (WtW)

The WtW was designed to deliver employment and training services to the hardest-to-serve welfare recipients enrolled in allowable work activities. These activities included job readiness training, vocational education, and post-employment services to help keep participants employed on their way to becoming self-sufficient.

Achievements:

- With limited funds remaining, appropriate WtW clients requiring continued services are being dual enrolled in WIA.
- **NJC** staff continued to work collaboratively with NSWDC Employment and Training staff to resolve issues related to differences in how “job ready” was defined by each department and client’s barriers to employment.
- The Reno and Sparks **NJCs** have assigned a member of staff at each location as the liaison between DETR and NSWDC to coordinate client services.
- In September 2002, ESD and NSWDC began an initiative to enhance the relationships among staffs of the two divisions and to improve the services to clients. Frontline staffs of both divisions are in daily contact with referrals to the **NJC**.
- Nevadaworks focused program efforts on enrolled clients as of December 2002 to facilitate and ensure a successful transition, completion of planned training, and placement in employment. All WtW clients have been screened for WIA and partner program eligibility and a continuation of much needed services to this participant population has been achieved.
- The program has combined efforts with the TANF and WIA programs to integrate the WtW clients into a newly developed program that will provide accountability to the participant. This program is called the Image Program and has been very successful. The Image Program begins with an initial orientation and weekly peer-to-peer support meetings. Each participant is responsible for his or her physical image, which includes hair, make-up, and personal grooming. Many participants are in dire need of dental care before they can become serious about job seeking. Once the participants successfully complete the program, they have a positive outlook on themselves and the way they job seek. This model has been continued under WIA and has proven extremely successful for this specific clientele.

Challenges:

- Referrals from Welfare to the two LWIBs for WtW services were discontinued in December 2002 to ensure sufficient funds would be available to provide services to clients already registered. Referrals for other partner programs continue.

Worker Profiling & Reemployment Services System (WPRS)

Achievements:

- Nevada's standard WPRS group orientation presentation was cited as an "Effective Practice" by DOL as part of the July 2003 federal on-site monitoring review.
- WPRS orientation training was conducted in Southern Nevada in February 2003 and Northern Nevada in March 2003.

Challenges:

- The WPRS automation of quarterly reports ETA-9048 and ETA-9049 is still in the development process.
- No funding exists for program administration.
- No funding exists to update the profiling statistical model.

Continuous Improvement Efforts:

- WPRS reporting in AOSOS and generation of WPRS federal reports should be fully operational this year.
- WPRS orientation review and technical assistance visits were conducted this year and will be conducted annually.
- WPRS training will be provided to new and existing staff.
- Department staff attended the May 2003 Profiling Methods Seminar in Tempe, Arizona to ensure that Nevada remains current on best practices to update the statistical model when the information technology resources become available.

Work Opportunity Tax Credit (WOTC)

Achievements:

- In PY 2002, 7,692 requests for certification were received. In that same time period, 1,579 employer certifications were issued. Of the 1,579 certifications issued, 56 were WtW, 1,264 were WOTC, and 259 were dual certifications.
- If all of the above certifications were used to their maximum, the combination of the 1,264 WOTC, and the 259 dual certifications represent a potential \$3,655,200.00 in tax credits, and the 56 WtW certifications represent a potential \$476,000.00 in credits.

Challenges:

- Nevada does not receive adequate funding to properly administer the WOTC program. Additional funding would provide staffing to improve the timeliness in processing requests, to provide needed technical assistance to employers, and to better market the program.

Continuous Improvement Efforts:

- Review and revision of internal procedures.
- Computer software training in MSAccess will help streamline data processing activities.
- The use of Internet e-mail will eliminate sorting, stuffing envelopes, and applying postage.
- Establish working agreements with other agencies to access data to expedite the eligibility determination process.

- Development of effective marketing strategies will be minimal due to program funding constraints.

IV. SERVICE DELIVERY UNDER THE WORKFORCE INVESTMENT ACT

A. Adults/Dislocated Workers

Nevadaworks:

Nevadaworks continued basic WIA services and extended contracts for those programs that met specified performance criteria to continue programs through June 30, 2003. Request for Proposals (RFP) for Program Year 2003 were issued for Adult, Dislocated Worker, and Youth services as well as **NJC** staffing. The Board RFP - special project workgroup received proposals on an on-going basis and funded 11 new programs in targeted areas during Program Year 2002.

Nevadaworks issued a RFP for Pilot Projects, which has resulted in five new programs and five pilot projects continuing from Program Year 2001 for a total of ten special programs funded under the WIA Adult and Dislocated Worker programs.

The Nevadaworks Nursing Coalition identifies and facilitates a series of initiatives to address the health care services shortages in Northern Nevada. With the support of the Nursing Coalition, Nevadaworks identified health care services as a priority for WIA funding and provided \$40,000.00 for training of non-economically disadvantaged individuals in health care fields.

The priority health care initiative was coordinated through the **NJC** Manager, and individuals located throughout Northern Nevada were able to access training, leading to employment in the health care fields.

A total of 296 individuals have been enrolled in health care related programs, with 147 (50%) enrolled through the health care priority of service category. Of the 159 who have exited the program, 128 have attained employment (81%) with 110 employed in health care fields (86%) at an average wage of \$14.33 per hour.

The Nevadaworks Nursing Coalition has also been active in an advisory capacity for two additional health care initiatives contracted through Nevadaworks: the Orvis School of Nursing fast track Registered Nurse Program and the WNCC Surgical Technician Program. Both programs are in full implementation and will continue through Program Year 2003.

SNWIB:

The SNWIB met all of its established adult and dislocated worker performance measurements during Program Year 2002. In addition to delivering employment and training services to the area's adults and dislocated workers using National Emergency Grant dislocated worker funds, the SNWIB oversaw employment and training services delivered to out-of-state participants displaced as a result of September 11, 2001.

National Airlines was a Las Vegas based carrier with 1,500 employees, 1,000 of which worked in Las Vegas. Due to the shutdown of the company, all employees residing in the Las Vegas area were dislocated in November 2002. Southern Nevada Workforce Investment Board's Title I

service providers and ESD were alerted to ensure quality services were promptly delivered to the impacted job seekers.

All employment and training service providers made noteworthy efforts. On November 11 and 12, the SNWIB joined its **NJC** partners and offered an orientation program to National Airlines' former employees of available employment services. These meetings were in conjunction with a job fair supported by approximately 35 participating employers. Some of the highlights were that when National Airlines announced their closure effective November 6, 2002, the SNWIB promptly generated auxiliary employers' services to assist National Airlines and its employees.

The **NJC** provided information about, and access to, a variety of reemployment services that included job placement, on-the-job-training (OJT), employability workshops, vocational training, group and individual counseling, interviewing skills workshop, and other services as deemed appropriate.

Over a two-day period, approximately 650 former National Airlines employees attended Project The Next Step. As part of the registration process, National Airlines employees received a Rapid Response packet, which included information about reemployment services, the SNWIB subrecipients, and participating employers. Approximately 19 Rapid Response presentations were provided over the two days. The initial presentation was attended by over 500 people, almost all of which were National Airlines' employees.

Additionally, 500 customers signed in on a separate list. It is believed most of these customers learned of the event and job fair through the local media coverage. While some may have been from Raley's, a retail food distributor which also laid off employees, most were general job seekers.

B. Youth

Nevadaworks:

The two construction trades pilot programs for youth, Citizens for Affordable Homes, Inc., in partnership with Rites of Passage; and Academy for Career Education, a vocational charter school, were successfully implemented. The City of Sparks public service internship program was withdrawn by the City of Sparks.

A small rural community provider, Citizens for Affordable Homes, Inc. (CAHI), received Nevadaworks WIA Youth funding. CAHI was relatively unknown in the area and had previously relied on HUD funding resources. With the grant from Nevadaworks, CAHI was able to develop a partnership with the Rite of Passage program (ROP), which houses incarcerated youth from various western states.

The main mission of CAHI is to provide affordable housing to low-income families. In order to do this, each family in the housing community that is being built must provide a minimum of forty "sweat equity" hours of hands-on construction. With this partnership developed, CAHI and ROP have been able to provide over 850 hours of classroom construction instruction along with numerous hours of hands-on construction training to the incarcerated youth. This program developed into a win-win situation for all involved; the families received additional assistance in building their homes, CAHI received much-needed recognition in the community and was able to

use the Nevadaworks funding as a spring-board to gain additional funding from local community contributors, such as Harley-Davidson. The youth received an opportunity to change their lives and become productive citizens in the community. Most of the youth who have completed the program have secured employment in the construction field and are not returning to their previous environment of delinquency.

Nevadaworks has a contract for Youth Construction Services with the Academy for Career Education (ACE), Nevada's first construction charter school. The mission of ACE is to meet the needs of individual students to be prepared for work and post-secondary education through advanced technical education that leads to self-sufficiency and personal fulfillment and instills the belief that throughout their lives, students will use and apply what they learn. Students participating in the ACE charter high school receive tutoring and dropout prevention in the form of hands-on education with individuals in the construction field, alternative education services by receiving direct assistance from ACE instructors, and summer employment opportunities through the ACE Board of Directors and construction contractors. Paid and unpaid work experience is required for every student at ACE. Each student will complete a minimum of three hours of unpaid job shadowing. Students will also be exposed to and required to work hands-on with concrete, framing, plumbing, electrical, heating and ventilation, roofing, insulation, drywall, cabinets, fixtures, painting, finish work, tile, and landscaping; thereby completing a house from start to finish and obtaining occupational skills training. Students will participate in leadership development by having access to industry professionals, and opportunities to job-shadow and intern. The ACE employs a certified vocational counselor to provide comprehensive guidance and counseling. Under the ACE charter, students will receive up to five years of follow-up and support services. A certified ACE teacher provides adult mentoring.

SNWIB:

The SNWIB has developed and revised its policies adding flexibility for subrecipients to attain youth skills and goals more effectively. Beyond this, subrecipients have instituted several youth initiatives to improve skill and goal attainments. For example:

Nevada Partners, Inc., offers an "In School Youth Signal Light System" program whereby academic progress is monitored on every youth through a signal light system that motivates and encourages skill and goal attainment. Youth students who are in the "Red Light" category will be contacted weekly and be required to report to tutoring at least three times per week. "Red Light" youth are monitored much more closely than youth in the "Yellow and Green Light" categories.

Greater New Jerusalem (GNJ) Family Life Center hosted the Third Annual 2003 Ford Ultimate Black College Football Road Trip over the Silver Classics Weekend. The Ford Motor Company sponsored the "Ford Roadies," where two Howard University graduates shared their Historically Black Colleges and Universities experience with youth participants.

Nevada Business Services, Inc., had one client who participated on a national panel discussion emphasizing the importance of youth involvement in youth services programs. During the panel discussion a keynote speaker indicated it is essential that youth providers plan youth services from a holistic support point of view. The executive director of the National Youth Employment Coalition stated that these comments were right on target

with the National Youth Employment Coalition's Promising and Effective Practices Network (PEPNet) Conference theme of "Connecting to Youth, Improving Our Work" in Washington D.C.

The SWIB provided additional youth funding to the SNWIB to train high school students for the Certified Nursing Assistant (CNA) profession in collaboration with the Clark County School District and the CCSN. The program provides high school and college credits plus a health care career credential to disadvantaged youth.

C. Success Stories

- Effective delivery of employment and training services to dislocated workers and others impacted by the tragic events of September 11. The SNWIB was recognized with several honors for its employment and training oversight and participation in Southern Nevada community activities such as the Senatorial Certificate of Appreciation and Congressional Recognition for support and participation in the Southern Nevada Hispanic Employment Program's First Annual Career Fair.
- Sasha was a two-month resident who relocated to Las Vegas from the State of New York. She had a short work history in the medical field as a back office general clerk and retail, coupled with 18 months of medical assistant externship and nine additional months of work experience. However, Sasha was experiencing difficulties in obtaining employment in Las Vegas as a medical assistant. Then she heard about the Certified Nurses Assistant Training Classes at CCSN. With the health care service being critically short staffed in Las Vegas, Sasha saw this as a viable career opportunity. Sasha met with a Workforce Services Representative who assisted her in getting into CNA Training to obtain certification in Nevada. The Career Enhancement Program paid for the training portion of the class while the Title I Partner, West Care, paid the non-resident tuition cost. Sasha successfully graduated from the class on May 15, 2003, and obtained employment as a nursing assistant.
- Robert was seeking training in the Information Technology field. The total cost of the training he was seeking was \$5,880.00. Robert did not have the resources for the desired training, so he contacted Rosita of Living Well, Inc. Rosita told Robert that Living Well, Inc., could assist with a portion of the training cost but not the entire amount. Rosita then contacted a CEP Representative and asked if she could assist. Robert was scheduled for an interview and orientation session and it was concluded that Robert would be a good candidate for the Career Enhancement Program. CEP agreed to fund \$997.50 of the \$5,880.00 leaving \$4,882.50 for Living Well to fund. Robert successfully completed all of his classes in early July 2003 and began working July 21, 2003 at Computer-Ed Institute earning \$28.00 per hour.
- Maryland Parkway NJC partnered with Living Well, Inc., to put a client into Heating, Venting and Air Conditioning (HVAC) technician training at Quality Tech Training. A CEP Representative interviewed the client and agreed to assist. Living Well paid \$2,540.00 and CEP paid \$500.00. The client successfully completed training and became certified and employed on June 2003 at Rebel Refrigeration as Refrigeration Technician.
- Several local community organizations referred Michael to the Fallon Job Connect Office for assistance. The situation that presented itself was that Michael not only had a physical disability of his foot, but he also appeared mentally challenged. A Workforce Services Representative tried to solicit information as to how to help Michael. When Michael

became agitated, staff determined that Vocational Rehabilitation (VR) might be able to communicate more effectively. A VR tech was able to calm Michael down and found out that he needed a day-labor job where he could make enough money to take the bus to Lovelock where he was to undergo foot surgery. The time was just a little after 3:00 PM, and there were no day-labor jobs available. After a few minutes of brainstorming with the staff members of **NJC** and Michael himself, it was determined that possibly the Kiwanis club could help him.

- The CEP and NBS assisted Gladys with funding for a Customized Housekeeping Training Class through CCSN. Gladys successfully completed the training on April 4, 2003 and went to work for the MGM Grand Hotel and Casino as a Guest Room Attendant at \$11.15 per hour full-time.
- A Workforce Services Representative was contacted by a customer who was working with Title I Partner, Bridge Counseling, for truck driving school. The client had previously possessed a Commercial Drivers License (CDL), but needed current training to obtain a new license. Bridge Counseling funded \$2,000.00 of the cost of training and CEP funded \$1,150.00. The training was successfully completed, test passed, and the customer was hired by Casino Ready Mix almost immediately.
- Mike was a 21-year old Out-of-School-Youth. He participated in the electronics program offered by Great Basin College (GBC). Mike was very successful in the course and grasped the concept of electronics very quickly. He received a certificate of completion for the program and has recently moved to North Carolina where he works for Eklund Pump & Drilling. Mike has said that his electronics training has been essential to his fixing electronic equipment on drilling rigs. Mike is earning \$15.00 per hour, enjoys what he is doing, and he fully anticipates moving up in the company as he gains more experience.
- Sally, recently divorced and supporting her children, was in need of training to assist her in developing a career. JOIN Inc., enrolled her in Microsoft Word and Excel computer classes and also work experience with the City of Ely doing accounts payable. Shortly thereafter, a position came open at Nevada Bank and Trust for a Loan Officer Trainee. Sally was interviewed, hired, and began an OJT as a Loan Officer Trainee at \$8.00 per hour and is now making \$13.25 per hour with full benefits including health, life insurance, and retirement. She recently sent JOIN an e-mail which stated:

“When I first made the decision to go to JOIN, I was a newly divorced mother of two and waiting tables to make ends meet. I wanted to do better for my children and myself. I want single mothers out there to know that you don’t have to wait tables for the rest of your life in order to make it. There are opportunities out there waiting for you if you are willing to make an effort and want to succeed. I will always be grateful to JOIN for giving me that chance. Thank you!”
- Ruth was a single parent living in Winnemucca with two children. She had always expressed a desire to become a nurse but did not have the means to make her dream become a reality. With the help of JOIN and financial aid from the college, she completed her pre-requisites at GBC in Winnemucca and was accepted into the Registered Nursing (RN) program at GBC in Elko. Ruth drove round-trip, 250 miles, four days a week, for two years while maintaining an A/B average and caring for her family. In May she received her Associate of Applied Science, her RN status, and was recognized for being first in her class. Over the summer she applied for a position in the Home Health Service.

She was hired at \$17.00 per hour during her training period and was given a raise to \$21.00 per hour when her training was completed. She is now taking the State Nursing Exam and will earn \$31.00 per hour with Home Health upon issuance of her license. Ruth has been approached to pursue a Bachelor's degree in Nursing at the University of Nevada Reno, while holding down a job locally. Through all of her training, her children have been with her every day and their lives have continued on an even keel.

- Mary Jo, a TANF recipient with four children, entered the Image Program with no work experience and lacking a high school diploma. Mary Jo attended classes for GED preparation and obtained her GED on her first attempt. She has since been accepted into CNA training at Evergreen Center, an assisted living program, and will be hired upon successful completion of training.
- Karla, a referral from Project CARE, came to the Image Program with a poor work history and a criminal past that included alcohol/drug abuse. Karla had a rough start at the beginning of the program and missed workshops and meetings due to dental problems and a lack of commitment. Her case managers worked together to improve her attendance and attitude, and provided funding to correct the dental issues. Karla is now working at Washoe Medical Center on a work experience assignment. Her supervisor is impressed with her commitment to doing a job well and her eagerness to take on more projects. Recently, she was put in charge of organizing and signing up donors for a blood drive. She did an excellent job and broke the hospital record for the number of donors that signed up.

V. STATEWIDE/LOCAL ACTIVITIES

A. Eligible Training Provider List/Consumer Report

- WISS Staff continued to work closely with both LWIBs to ensure that a wide variety of training programs and occupational choices are available to WIA clients.
- Both the Eligible Training Provider List (ETPL) and Consumer Report (CR) are available on the DETR and LWIBs websites.
- Developing and maintaining the ETPL and CR has proven to be a very time-consuming activity at both the state and local levels.
- As required under NRS, all WIA training providers must be post-secondary approved and/or approved by another governing body.
- The number of approved providers has continued to expand providing more customer choice.

B. Rapid Response

Achievements:

- Nevada's Rapid Response Unit served a total of 89 employers and 9,396 affected workers during Program Year 2002. (Source: Rapid Response database)
- Began using AOSOS to track Rapid Response business customer (employer) activity.
- Rapid Response Service Delivery Plan includes:
 - Media Coverage.
 - Coordination.
 - Planning and Approaches to Employer Services.
 - Planning Design and Arrangements for Services to Dislocated Workers.
 - Layoff Assistance.

- On April 29, 2003, a fire destroyed the Mountain View Casino & Bowling Center in Pahrump, leaving approximately 200 employees unemployed. The **NJC** system in conjunction with business customers, local community partners, and state agencies coordinated the Rapid Response service. To accommodate the dislocated workers and as part of **NJC**, ESD prepared an informational flier explaining how workers may file their UI claims by phone or the Internet. Rapid Response presentations were conducted on May 2, 2003. Workers were provided with an overview of the services available including information about and access to a variety of re-employment services that included job placement, OJT, employability workshops, vocational training, group and individual counseling, and interviewing skills workshops.
- American Airlines announced the closure of their Las Vegas Telephone Reservations Center effective April 4, 2003. Approximately 350 employees were affected with the closure of the Las Vegas operations. Three Rapid Response presentations were conducted for American Airlines. **NJC**, private non-profit agencies, and community-based organizations participated to provide employment and training information and supportive services. American Airlines also held a job fair for affected employees in February 2003 and the **NJC** system (in cooperation with American Airlines) arranged for two additional job fairs held in March. Approximately 750 job openings were presented to American Airline employees at these job fairs.
- On November 6, 2002, **NJC** staff participated in a comprehensive Rapid Response effort directed at assisting employees who were displaced as a result of the closure of National Airlines. This closure displaced 1,500 employees nationally and 1,000 in Las Vegas. In addition to Rapid Response presentations, **NJC** partners organized a job fair and provided follow-up services for these individuals to ensure that they were receiving needed services.

Challenges:

- Collaboration and coordination efforts with partnering programs and agencies within the **NJC** environment in order to provide timely Rapid Response services to affected employers and workers.
- Obtaining complete and timely collection of notification information on Rapid Response activities from business customers.
- Developing and entering Rapid Response data into AOSOS on affected workers. This will allow Rapid Response affected worker activity to be tracked through AOSOS. It will also enable **NJC** staff to use the IVRU system to call in those affected workers and provide them with services available through Nevada's **NJC** system.

Continuous Improvement Efforts:

- Perfect the process by which Nevada provides rapid, accurate, and user-friendly services to the affected businesses and workers of both WARN and non-WARN plant/company closures and layoffs.
- Continuous revisions will be made to Rapid Response workshop, job fair, booklets, and presentation materials in order to reflect current labor market information.
- Continue data entry and tracking Rapid Response business customer activities through the use of AOSOS.
- Ensure that Nevada's business customers are aware of their obligation to affected workers covered under WARN.

- Continue to stress with business customers the significance and positive benefits of providing services to all affected businesses and employees under WARN and non-WARN layoffs and closures.
- Complete development of program guides and training modules for department staff and partners to ensure quality and timely services are being provided to all affected businesses and employees.
- Vigilant attention to market status. Continuous training of **NJC** staff to be on the alert for affected companies.

C. Evaluation Activities

State Activities:

The evaluation of WIA activities at both the state and local levels by the WISS Compliance Assurance Team (Team) is an on-going process. The evaluation of WIA programs is reviewed at a minimum quarterly, when WISS staff conducts an analysis of programmatic reports, including actual levels of performance versus negotiated levels. The results of the comparison of the analysis determines whether or not the LWIB(s) will be required to outline, in writing, the steps to be taken to resolve any identified issue(s).

In addition to conducting quarterly desk reviews, the Team conducts at least one annual on-site review of all WIA programs at the LWIB and service provider levels. During these on-site visits, the Team provides technical assistance as required or requested by LWIB staff and to ensure any previous findings have been resolved. Follow-up visits to the LWIB(s) are scheduled within a short time frame to review the corrective action taken and to resolve any outstanding issues.

The Compliance Assurance Guide and Compliance Instrument are reviewed and revised as needed to conform to policies, procedures, and regulations.

The DOL Region 6 staff has been working closely with WISS and LWIB staff over the past year to determine if the data needed for evaluating program performance is accurate. This activity will continue into PY 2003 to ensure the Workforce Investment Act Standardized Record Data (WIASRD) submission includes all the completed fields to accurately calculate PY 2002 performance.

The WISS staff is currently researching software packages from the Employment and Training Administration (ETA) and Futureworks to reach a decision on a more formalized approach to the evaluation process.

Nevadaworks:

The Nevadaworks RFP – special project workgroup and the Board's Finance Committee developed and implemented a program evaluation process to assist in tracking and reporting status of individual contractor administrative and service delivery systems. This annual standardized evaluation process will be utilized in the determination of continued funding for Program Years 2004 and 2005.

The Nevadaworks staff held an off-site retreat to evaluate agency and program successes, individual achievements, and evaluate past and future activities. Prior year goals were reviewed and new goals identified in relation to agency and Nevadaworks Board goals.

On-site monitoring was conducted of all contract programs to ensure compliance with program requirements. Monitoring often included technical assistance due to the expansion and diversification of service providers.

Monthly program narrative reports are required to be provided by all Nevadaworks' contract providers and the **NJC**. Through consistent contact with providers, board members, agencies, and businesses, the effectiveness of local service delivery systems, service providers, and local workforce investment needs are continually evaluated.

SNWIB:

The SNWIB provides effective oversight and evaluation of its employment and training activities. The SNWIB staff conducted on-site monitoring reviews in September and October 2002 and March and April 2003. Oversight follow-up and technical assistance was conducted throughout the program year.

D. Incentive Awards

The SWIB has set aside \$200,000.00 for incentive awards for Program Year 2002. Current state policy specifies that performance data for the fourth quarter will be used to determine incentive awards.

Nevadaworks received an incentive award in the amount of \$65,000.00 for meeting performance levels for PY 2001. The Incentive Award was utilized to promote capacity building and training for the Nevadaworks Board and staff, purchase of furniture and equipment necessary for relocation of the Nevadaworks office, and to support Nevadaworks Board initiatives in the areas of marketing, labor market surveys, and youth council activities.

As a result of not meeting or exceeding all of the negotiated levels of performance for Program Year 2001, the SNWIB received \$30,000.00 from the SWIB to acquire technical assistance and capacity building activities for LWIB staff and providers. A request for proposal has been issued to provide case management training for all service providers, which is being conducted in the fall of 2003.

E. Marketing

Statewide Activities:

- Achieved more than four million website hits, with some months reaching more than 500,000 hits. These hits translate to more than 75,000 unique visitors since its inception.
- Average website visit lasts more than five minutes.
- Corporate sponsorship achieved from Nevada State Bank, the leading, local bank in Nevada. Additional corporations are showing a strong interest in supporting **NJC** and discussions are underway to gain their sponsorship.
- New television and radio spots developed for second year of the campaign.
- Media outlets continue to match **NJC**'s investment – with 1:1 match well underway overall.
- KLAS television in Las Vegas and KOLO television in Reno are matching **NJC**'s investment at more than 2:1 ratio.

- Research reveals that more than seventy percent of Nevada businesses are aware of **NJC**, and fourteen percent have used the system.
- Research reveals that more than thirty percent of Nevada public knows about **NJC**, and more than ten percent have used the system.
- Over 250 businesses responded to the direct mail campaign initiated in 2002 requesting information and contact.
- The SWIB allocated \$140,000.00 for marketing activities, which included \$50,000 to each LWIB for local area marketing and permanent signage for the **NJC** in Southern Nevada.

Nevadaworks:

Marketing of Nevadaworks' workforce investment system and program activities has taken a wide variety of forms. The Nevadaworks Board held a retreat in June focusing on marketing of workforce development and Nevadaworks in Northern Nevada. The Board approved contracting with a professional marketing firm to assist with and coordinate Nevadaworks marketing efforts. A new professional logo was developed and adopted and graphics standards issued to facilitate a professional business appearance.

Nevadaworks moved to a new location, in the heart of the business community, with easy access from all major freeways and streets. The Nevadaworks logo will be placed strategically on the outside of the building for ease in identification and viewing from Interstate 395 as well as Reno's main street. Nevadaworks new location is directly across from Meadowwood Mall, Reno's premier retail shopping.

The Chief Executive Officer has conducted rural tours to every county, meeting with local elected officials, business individuals, economic development authorities, and attended various functions at Chambers of Commerce in Reno, Battle Mountain, Virginia City, Yerington, Carson City, Fernley, and Sparks. Presentations on the role of Nevadaworks have been made to all thirteen county commissions. In addition, Nevadaworks is actively participating in on-going projects with Economic Development Authority of Western Nevada (EDAWN), Northern Nevada Development Authority (NNDA), Sierra Pacific Power Company (SPPCO), Elko County Economic Diversification Authority (ECEDA), and has met with Washoe Legislative Delegation and U.S. Senate and House staffs in Reno and Washington, D.C.

SNWIB:

Through the SNWIB marketing efforts, continued employment and training services demonstrations were presented to employers, highlighting the value of the Workforce Investment System and how its services can help them attain and maintain a steady workforce to increase profits and assets. As the SNWIB moved forward into the new program year, it prepared plans to create more partnerships with businesses. The SNWIB launched a marketing initiative to package and illustrate its services to both employers and job seekers, including employer and job seekers' career weeks, which were conducted throughout the program year. Employers made on-site visits to the Southern Nevada's **NJC** to accept applications, conduct interviews, and hire qualified job seekers.

F. Technical Assistance/Capacity Building

State Level Activities:

In November 2002 DETR staff worked with the DOL, LWIB staff, and Social Policy Research (SPR), a DOL contractor, to develop a WIA Performance Enhancement Project Technical Assistance Plan. Although the plan was finalized in December 2002, little progress was made due to priority being given by SPR to states that were in jeopardy of failing the same performance measures two years in a row. Contract and RFP training was conducted in August 2003 in Las Vegas.

Additional training by SPR was arranged for the SNWIB board members, staff, program managers, and case managers. The training was held on November 5 & 6, 2003 and the main topics covered were:

- Enhancing WIA Performance Outcomes for Adults, Dislocated Workers, and Youth.
- Understanding Performance Measures.
- Performance issues to consider during intake, enrollment, program participation, exit, and follow-up.

The State and the two LWIBs will identify technical assistance needs at all levels as part of the continuous improvement efforts for Nevada's workforce development system.

Local Level Activities:

Nevadaworks Service Providers:

Representatives of all program providers participate in mandatory training on WIA program requirements and the Nevadaworks Reporting System. Regularly scheduled training was provided to contractors to address additional questions and training of contractor new staff. Program Guides for Youth, Adult, and Dislocated Worker programs were updated and provided to all program operators during the mandatory training sessions.

During the first three months of every new contract period, on-going intensive technical assistance is provided by Nevadaworks to program providers followed by monthly contact and provider program narrative reporting. Monthly meetings between Nevadaworks program and finance staff and contractors are held as needed to address program status, expenditures, and any problems or needs for technical assistance.

To enhance the capacity of staff, Nevadaworks has adopted a policy that rewards staff for completion of a minimum of forty hours of job related training.

Nevadaworks Board:

Nevadaworks provided an orientation to their new Board members on the workforce investment system. The training session was videotaped and has been made available to all Board members. In addition, each Board member has been provided a Nevadaworks Board Manual. Staff continually provides technical and operational support for the Board.

Members of the Nevadaworks Board actively engage in expanding their programs and initiatives. The members participate in community events, represent and market Nevadaworks programs through economic development to community and business organizations.

Nevadaworks Board and staff participated in the Nevada Association of Counties (NACO) Annual Convention, attended the National Association of Workforce Boards and National Association of Counties annual meeting in Washington D.C., and were requested to be presenters at the NACO Rural Leadership Conference and Rural Conference 2003.

Board members provide technical assistance to Nevadaworks staff through participation on Board committees, program evaluation committees, identification and development of new initiatives, operational issues, and in conducting outreach and marketing efforts.

Each Board member is assigned to a working committee of the Board that meets between regularly scheduled Board meetings. Through interactive participation, Board members are able to learn and provide expertise to Nevadaworks and the workforce system.

SNWIB:

Through its Board and staff development initiatives, Board members and staff attended and participated in several DOL and workforce trade agencies technical assistance and training seminars, workshops, and conferences. An example was Workforce Innovations Conference, National Association of Workforce Boards Conference, National Youth Employment Coalition Workshops, and DOL's National Association of Job Training Assistance.

The SNWIB staff provides ongoing technical assistance to each contracted subrecipient and through its monthly 11:43 Service Providers' Meeting, the SNWIB staff provides quality assurance feedback to subrecipients in an informal setting.

G. Reporting and Data Collection

America's One-Stop Operating System (AOSOS):

Achievements:

- The **NJC** management information system, AOSOS, was implemented in Nevada on July 2, 2001. The total number of partner staff using the system exceeds 400.
- The system now imports all Nevada AJB job orders and allows staff to record referrals to those jobs.
- Enhancements have been added to the AOSOS application allowing staff to navigate more quickly.
- Office and staff activity management reports were created with the ability for management to access those reports for any reporting period and be able to print out those same reports.
- A new staff position was created to administer the AJB site and to process the resumes received from job seekers who had an interest in the jobs posted on the AJB site.
- Field staff computers were upgraded to better handle the AOSOS application.
- The sharing of data on the AOSOS application is more secure with implementation of signed confidentiality forms for individual users as well as confidentiality agreements between partners.
- Groups have been formed in **NJC** called the "Code Talkers." These groups are charged with reviewing customer AOSOS registrations and employer job orders for correct O*Net coding. Correct coding will improve services to both employers and job seekers.
- Wallet-size cards are being issued to all clients who are registered in AOSOS. The cards have the customer's user ID and password. The card also includes an e-mail address and

voice mailbox telephone number where job seekers can leave job search information relating to whether or not they acquired employment within ninety days of receiving **NJC** services.

Challenges:

- Producing reports that meet all programs' needs.
- Providing technical assistance to additional agencies and programs (VR, NSWDC, the City of Las Vegas, etc.) with limited staff.
- Implementing a monitoring system to maintain the security of the data in AOSOS across all programs.
- Use of AOSOS as the only WIA reporting system.

Continuous Improvement Efforts:

- Ad hoc reporting system, Discoverer, continues to be expanded with new data elements.
- AOSOS development and enhancements continue to be implemented by the members of the consortium of states through the submission of the change control process.

Nevadaworks:

The Nevadaworks Reporting System continues to be utilized to capture and report WIA and other program specific reporting and performance information. The Nevadaworks Reporting System captures and generates all WIASRD required elements, in addition to management reporting features.

Nevadaworks is actively working with the State in the implementation of AOSOS and will be transitioning into the AOSOS system over the next two years.

SNWIB:

Reporting and data collection for the SNWIB continued to improve. With the full implementation of AOSOS and the SNWIB customized client-tracking system (START), employment and training services practitioners are able to generate reports that analyze both customer demographics and the types of services delivered.

H. Nevada's Statewide 18 – 24 Year Old Initiative

Nevada has one of the highest percentages of 18-to-24-year-olds without a high school completion in the nation (National Center for Education Statistics, data from the US Census Bureau). The purpose of this initiative is to increase the high school completion rate of this target population by ten percent by the end of each fiscal year. Included in the educational plans for this population are referrals to service providers that provide opportunities for training programs with skill certificates awarded upon completion.

The Initiative consists of a three-pronged plan that includes building on existing local infrastructure, coordinating at state level with other agencies, and partnering with business and industry in a joint collaborative. At the state level, the following agencies are collaborating with the Nevada Department of Education (NDE): the Governor's Office, DETR, the Commission on Economic Development, the Department of Human Resources, and the University and Community College System. The local infrastructure includes, but is not limited to, service providers in Adult Basic Education, English as a Second Language, GED preparation, and Adult

High School Diploma programs through school districts, community colleges, community-based organizations, the LWIBs, and the **NJC**. The Chambers of Commerce, as well as many small and large businesses across the state, are also partners in support of the Initiative as well.

One of the strongest, most active partners with the NDE in the Statewide 18-24 Year Old Initiative is DETR. Besides ongoing communication and collaboration between the two entities, DETR went the extra mile by sending Initiative information to all employers of Nevada. By printing Governor Kenny Quinn's letter of support for the Initiative on the back of the *Partnerships for Employment* insert to employers, DETR raised employers' awareness of the seriousness of Nevada's undereducated workforce. The NDE is also very appreciative of DETR's excellent Nevada Career Information System (NCIS), which is partially funded under Section 118 of the Carl D. Perkins Vocational and Technical Education Act, Amended 1998. Under DETR's management, the system continues to improve and will be going web-based in the near future.

VI. PERFORMANCE ACCOUNTABILITY

A. State Performance

Nevada met or exceeded 14 of the 15 negotiated levels of performance and failed the Younger Youth Diploma rate by only one percent for the program year 2002. Steps are being taken by LWIB staff to validate data and to identify the cause for failing to meet negotiated levels of performance on the younger youth measure.

B. Local Area Performance

Nevadaworks:

Nevadaworks performance, under the criteria of WIA and coupled with expansion and diversification of the **NJC** system and service providers, reflects the flexibility of Northern Nevada to meet the challenges of workforce development.

Each local program provider is held accountable with specific performance objectives established, monitored, and measured, which creates the cumulative effect of Nevadaworks program performance. The efforts, dedication, and creativity of all Nevadaworks providers and WIA partners are reflected throughout the Northern Nevada workforce investment system.

Nevadaworks training instructs program providers on specific program performance and monitors all providers on a continual basis to ensure performance compliance.

During the first three months of every new contract period, ongoing intensive assistance is provided to program providers followed by monthly contact and provider narrative reporting. Monthly meetings between Nevadaworks staff and contractors are held as needed to address program status, expenditures, and any problems or needs related to the programs performance. Nevadaworks met or exceeded performance standards for all WIA programs for Program Year 2002. On a cumulative score basis for all programs, Nevadaworks performance was at 114% of established goals.

SNWIB:

For Program Year 2002, the SNWIB had a much improved performance record over years past. With the exception of one youth performance measure, the SNWIB met or exceeded eighty percent of all established measurement goals. The improvement is a result of increased on-site visits to provide technical assistance to its subrecipients with focus on achieving performance standards.

With the crafting of RFPs and contracts to focus on specific performance measures, the SNWIB staff and management team developed key performance indicators in subrecipients' case management activities and addressed performance shortfalls. With continued technical assistance, the SNWIB anticipates continued improvement by meeting and exceeding all established levels of performance.

VII. Performance Tables A through O

- A. Customer Satisfaction Results**
- B. Adult Program Results at a Glance**
- C. Outcomes for Adult Special Populations**
- D. Other Outcome Information for the Adult Program**
- E. Dislocated Worker Program Results at a Glance**
- F. Outcomes for Dislocated Worker Special Populations**
- G. Other Outcome Information for the Dislocated Worker Program**
- H. Older Youth Results at a Glance**
- I. Outcomes for Older Youth Special Populations**
- J. Younger Youth Results at a Glance**
- K. Outcomes for Younger Youth Special Populations**
- L. Other Reported Information**
- M. Participation Levels**
- N. Cost of Program Activities**
- O. Tables O for both Nevadaworks and Southern Nevada Workforce Investment Board**

**Table A – Workforce Investment Act Customer Satisfaction Results
July 1, 2002 – June 30, 2003**

CUSTOMER SATISFACTION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL [ACSI]	NUMBER OF CUSTOMERS SURVEYED	NUMBER OF CUSTOMERS ELIGIBLE FOR SURVEY
Program Participants	72%	80.3%	1,579	3,021
Employers	70%	79.8%	532	743

**Table B - Adult Program Results At A Glance
July 1, 2002 – June 30, 2003**

PERFORMANCE MEASURE	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	72%	64.20%	1,234
			1,922
EMPLOYMENT RETENTION RATE	81%	72.36%	1,131
			1,563
EARNINGS CHANGE IN SIX MONTHS	\$3,700	\$ 2,870.02	\$4,485,847
			1,563
EMPLOYMENT & CREDENTIAL RATE	45%	45.06%	278
			617

**Table C – Outcomes for Adult Special Populations
July 1, 2002 – June 30, 2003**

Reported Information	Public Assistance Recipients Receiving Intensive Or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	58.12%	136	66.67%	98	54.55%	72	51.28%	60
		234		147		132		117
Employment Retention Rate*	73.42%	116	61.54%	72	71.59%	63	73.24%	52
		158		117		88		71
Earnings Change in Six Months*	\$4,175.71	\$659,762	\$2,235.49	\$261,552	\$1,976.93	\$173,970	\$2,377.86	\$168,828
		158		117		88		71
Employment and Credential Rate	46.98%	70	32.43%	12	26.42%	14	25.64%	10
		149		37		53		39

**Table D – Other Outcome Information for the Adult Program
July 1, 2002 – June 30, 2003**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	65.13%	340 522	63.86%
Employment Retention Rate *	73.24%	301 411	72.05%	830 1,152
Earnings Change in Six Months *	\$3,084.90	\$1,267,893 411	\$2,793.36	\$3,217,954 1,152

**Table E - Dislocated Worker Program Results At A Glance
July 1, 2002 – June 30, 2003**

PERFORMANCE MEASURE	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
		Entered Employment Rate	76%
Employment Retention Rate	86%	82.35%	681 827
Earnings Replacement Rate	88%	83.56%	\$9,346,017 \$11,184,288
Employment and Credential Rate	44%	46.85%	238 508

**Table F – Outcomes for Dislocated Worker Special Populations
July 1, 2002 – June 30, 2003**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	72.84%	118 162	61.54%	32 52	68.10%	111 163	45.00%
Employment Retention Rate*	85.59%	101 118	90.62%	29 32	88.29%	98 111	66.67%	6 9
Earnings Change in Six Months*	77.03%	\$1,544,580 \$2,005,200	70.07%	\$295,466 \$421,692	76.01%	\$1,185,444 \$1,559,525	856.56%	\$51,094 \$5,965
Employment and Credential Rate	45.83%	33 72	52.17%	12 23	38.89%	28 72	0.00%	0 5

**Table G – Other Outcome Information for the Dislocated Worker Program
July 1, 2002 – June 30, 2003**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core And Intensive Services	
	Entered Employment Rate	72.05%	366 508	75.45%
Employment Retention Rate *	84.70%	310 366	80.48%	371 461
Earnings Replacement Rate *	79.76%	\$4,166,517 \$5,223,792	86.90%	\$5,179,500 \$5,960,496

**Table H - Older Youth Results at a Glance
July 1, 2002 – June 30, 2003**

Performance Measure	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70%	60.42%	58
			96
Employment Retention Rate	81%	78.95%	45
			57
Earnings Change in Six Months	\$2,550	\$2,486.33	\$141,721
			57
Credential Rate	25%	33.33%	36
			108

**Table I – Outcomes for Older Youth Special Populations
July 1, 2002 – June 30, 2003**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out Of School Youth	
	Entered Employment Rate	58.33%	7 12	0.00%	0 0	77.78%	14 18	60.24%
Employment Retention Rate *	77.78%	7 9	0.00%	0 0	90.91%	10 11	76.00%	38 50
Earnings Change in Six Months *	\$1,325.44	\$11,929 9	0.00%	\$0 0	\$2,017.45	\$22,192 11	\$2,397.28	\$119,864 50
Employment and Credential Rate	35.71%	5 14	0.00%	0 0	50.00%	9 18	35.11%	33 94

**Table J - Younger Youth Results at a Glance
July 1, 2002 – June 30, 2003**

Performance Measure	Negotiated Performance Level	Actual Performance Level	
		Percentage	Count
Skill Attainment Rate	68%	69.52%	1,063
			1,529
Diploma or Equivalent Attainment Rate	40%	33.89%	81
			239
Retention Rate	45%	78.5%	135
			172

**Table K – Outcomes for Younger Youth Special Populations
July 1, 2002 – June 30, 2003**

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out of School Youth	
	Percentage	Count	Percentage	Count	Percentage	Count
Skill Attainment Rate	69.01%	118	79.68%	455	55.87%	157
		171		571		281
Diploma or Equivalent Rate	29.63%	8	62.90%	39	16.67%	20
		27		62		120
Retention Rate	100%	7	68.6%	35	74.5%	79
		7		51		106

**Table L – Other Reported Information
July 1, 2002 – June 30, 2003**

	Placements for Participants in Non-Traditional Employment		Wages at Entry Into Employment for those who Entered Unsubsidized Employment		Entry into Unsubsidized Employed Related to the Training Received of Those Who Completed Training Services	
	Percentage	Count	Amount	Count	Percentage	Count
Adults	1.86%	23	\$3,529.10	\$4,351,380	39.08%	34
		1,234		1,233		87
Dislocated Workers	2.31%	10	\$6,281.03	\$5,181,847	44.85%	87
		433		825		194
Older Youth	0.00%	0	\$2,148.14	\$124,592		
		58		58		

Table L Continued

	12 Month Employment Retention Rate		12 Month Earnings Change or Earnings Replacement	
	Percentage	Count	Amount	Count
Adults	65.9%	609	\$4,830.00	4,462,702
		924		924
Dislocated Worker	85.1%	538	99.5%	7,175,042
		632		7,207,920
Older Youth	77.8%	49	\$4,277.00	269,469
		63		63

**Table M – Participation Levels
July 1, 2002 – June 30, 2003**

	Total Participants Served	Total Exiters
Adults	3,312	2,473
Dislocated Workers	1,690	1,176
Older Youth	454	230
Younger Youth	1,881	959

**Table N – Cost of Program Activities
July 1, 2002 – June 30, 2003**

Program Activity		Total Federal Spending
Local Adults₁		3,801,385
Local Dislocated Workers₁		3,125,541
Local Youth₁		2,803,754
Rapid Response₂		231,877
Statewide Required Activities		115,410
Statewide Allowable Activities	Program Activity Description	
	• Marketing⁽¹⁾	0
	• Pilot/Incumbent Worker Projects⁽¹⁾	17,882
	• Youth Activities⁽¹⁾	51,233
	• Admin/Misc.⁽²⁾	438,058

1 Spending is based on outlays reported by LWIBs on their June 30, 2003 quarterly Financial Status Report.

2 Spending includes accruals as reported on WIA Expenditure Analysis worksheet.

**Table O – Local Performance
July 1, 2002 – June 30, 2003**

Nevadaworks Northern Nevada	Total Participants Served	Adults	784
		Dislocated Workers	716
		Older Youth	120
		Younger Youth	544
ETA Assigned Number 32010	Total Exiters	Adults	449
		Dislocated Workers	485
		Older Youth	53
		Younger Youth	376
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Participants	72%	83.9%
	Employers	70%	79.2%
Entered Employment Rate	Adults	72%	69.4%
	Dislocated Workers	76%	75.5%
	Older Youth	70%	64.4%
Retention Rate	Adults	81%	75.4%
	Dislocated Workers	86%	88.4%
	Older Youth	81%	100.0%
	Younger Youth	45%	78.5%
Earnings Change Replacement Rate in Six Months	Adult	\$3,700	\$3,081
	Dislocated Workers	88%	84.7%
	Older Youth	\$2,550	\$3,148
Credential Diploma Rate	Adults	45%	43.6%
	Dislocated Workers	44%	47.6%
	Older Youth	25%	33.3%
	Younger Youth	40%	53.9%
Skill Attainment	Younger Youth	68%	73.8%
Overall Status of Local Performance		Not Met	Met
		0	7
			Exceeded
			10

**Table O – Local Performance
July 1, 2002 – June 30, 2003**

Southern Nevada Workforce Investment Board	Total Participants Served	Adults	2,528	
		Dislocated Workers	974	
		Older Youth	334	
		Younger Youth	1,337	
ETA Assigned Number 32010	Total Exiters	Adults	2,024	
		Dislocated Workers	691	
		Older Youth	177	
		Younger Youth	583	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Participants	72%	78.7%	
	Employers	70%	89.9%	
Entered Employment Rate	Adults	72%	63.3%	
	Dislocated Workers	76%	72.3%	
	Older Youth	70%	56.9%	
Retention Rate	Adults	81%	71.8%	
	Dislocated Workers	86%	78.2%	
	Older Youth	81%	60.0%	
	Younger Youth	45%	100.0%	
Earnings Change Replacement Rate in Six Months	Adult	\$3,700	\$2,832	
	Dislocated Workers	88%	82.6%	
	Older Youth	\$2,550	\$1,891	
Credential Diploma Rate	Adults	45%	45.2%	
	Dislocated Workers	44%	46.5%	
	Older Youth	25%	33.3%	
	Younger Youth	40%	22%	
Skill Attainment	Younger Youth	68%	66.9%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	8	5

GOVERNOR'S WORKFORCE INVESTMENT BOARD

NAME	REPRESENTS:
Amodei, Senator Mark	Senate – Northern Nevada/Business – No. Nevada
Batjer, Marybel	Chief of Staff, Office of the Governor
Bertoldi, Michael	Business – No. Nevada
A.Hunewill, Phyllis	LEO – No. Nevada Workforce Investment Board/Business – Rural Nevada
Brewer, Robert E.	Chair-Southern Nevada Workforce Investment Board/Business – So. Nevada
Carpenter, Assemblyman John C.	Assemblyman-Northern Nevada/Business – Rural Nevada
Chairsell, Chris	Nevada's University and Community College System
Chowning, Assemblywoman Vonne	Assembly – Southern Nevada/Business – So. Nevada
Fisher, Judie	Small Business – No. Nevada
Florence, Myla	Director, Department of Employment, Training & Rehabilitation
Ghanem, Elizabeth	Business – So. Nevada
Hadfield, Robert	Nevada Association of Counties
Ham, Vicki (Ronna Timpa)	Business – So. Nevada
Hickey, Liliam (Debra Baez)	Small Business – So. Nevada
Jones, Jeanne	Small Business – So. Nevada
Kelley, Kara	Southern Nevada Chamber of Commerce, President Business – So. Nevada
Kelly, Kathryn	Small Business – No. Nevada and Seniors
Mathews, Senator Bernice	Senator – No. Nevada/Business
McComb, Karla	Safe and Drug Free Schools and Vocational Rehabilitation Advisory Council
McLaughlin, Jack	Nevada's Department of Education, Superintendent of Public Instruction
Millard, Dwight	Business – No. Nevada
Mullet, Craig (Cam Sorenson)	Business – No. Nevada Nevada's Manufacturing Industry
Murphy, Aleta	Business – No. Nevada Nevada's Banking Industry and Carson City Chamber of Commerce
Nathan, Arthur (Chair)	Business – So. Nevada
Ranney, Bob	So. Nevada Community-Based Services and Youth
Vacant (Michael Peltyn)	Business – Rural Nevada
Vacant (Cass Palmer)	Business – So. Nevada
Shriver, Robert	Director, Commission on Economic Development
Taylor, D.	Business – So. Nevada Culinary Worker's Union
Thomas, Stan	Chair, Nevadaworks Board/Business – No. Nevada
Thompson, Danny	Nevada's Labor Unions
Willden, Mike	Director, Department of Human Resources

YOUTH COUNCIL TASKFORCE COMMITTEE MEMBERS

Name and Title	Role and Title
Rich Bentley, Chairman Youth Council Taskforce Committee	Nevadaworks Youth Council Board, Chairman
Richard B. Blue, Jr., Board Manager SNWIB	Southern Nevada Local Workforce Investment Board, Board Manager
Willie Fields, Jr., Vice Chair Youth Council Taskforce Committee	Southern Nevada Local Workforce Investment Board Youth Council
Ardell Galbreth, Deputy Board Manager SNWIB	Southern Nevada Local Workforce Investment Board, Deputy Board Manager
Stuart Golder, Grants Manager The Children’s Cabinet	Nevadaworks Youth Council Board, Member
Barbara Kneiblher, Quality Analyst Youth Council Taskforce Committee	Nevadaworks Youth Council Board, Member
Paula Naegle, Teacher Youth Council Taskforce Committee	Southern Nevada Local Workforce Investment Board, Member
Bob Ranney, Chairman Youth Council Taskforce Committee	State Workforce Investment Board Youth Council Taskforce, Chairman
Ross Whitacre, Deputy Administrator Department of Employment, Training & Rehabilitation	State Workforce Investment Board, Member

WIA GOVERNOR’S RESERVE FUND BUDGET COMMITTEE

Name and Title	Role and Title
Stan Thomas, Chair	State Workforce Investment Board – Business/Northern Nevada Chair, Northern Nevada Workforce Investment Board
Jeanne Jones	State Workforce Investment Board – Business/Southern Nevada
Robert Brewer	State Workforce Investment Board Business/Southern Nevada Chair, Southern Nevada Workforce Investment Board
Judie Fisher	State Workforce Investment Board Business/Northern Nevada
Aleta Murphy	State Workforce Investment Board Business/Northern Nevada

MARKETING & BUSINESS SUPPORT COMMITTEE/WORKGROUP

Name and Title	Role and Title
Jeanne Jones	State Workforce Investment Board Business/Southern Nevada
Robert Brewer	State Workforce Investment Board Business/Southern Nevada Chair, Southern Nevada Workforce Investment Board
Judie Fisher	State Workforce Investment Board Business/Northern Nevada
Aleta Murphy	State Workforce Investment Board Business/Northern Nevada
Vicki Ham	State Workforce Investment Board Business/Southern Nevada
Robert Shriver	State Workforce Investment Board Economic Development
Richard B. Blue	Marketing Workgroup Southern NV Workforce Investment Board
Sidney Hendrickson	Marketing Workgroup Chambers of Commerce
Tom Fitzgerald	Marketing Workgroup Northern Nevada Workforce Investment Board

LEGISLATIVE COMMITTEE

Name and Title	Role and Title
Myla Florence (Chair)	State Workforce Investment Board

CHAMBER OF COMMERCE COMMITTEE

Name and Title	Role and Title
Liliam Hickey (Chair)	State Workforce Investment Board
Aleta Murphy	State Workforce Investment Board Carson City Chamber of Commerce
Sidney Hendrickson	State Workforce Investment Board representing Kara Kelley; Las Vegas Chamber of Commerce
Myla Florence	State Workforce Investment Board
Robert Shriver	State Workforce Investment Board Economic Development

INDIVIDUAL TRAINING ACCOUNTS WORKGROUP

Name and Title	Role and Title
Phyllis Dryden (Chair)	State Workforce Investment Board representing Jack McLaughlin
Dr. Greg Richens	
Sharon Nipp	Northern Nevada Workforce Investment Board
Kathryn Kelly	State Workforce Investment Board
Connie Williams	DETR Workforce Investment Support Services
Mike Rainey	
Richard B. Blue	Marketing Workgroup Southern NV Workforce Investment Board
Valorie Hopkins	DETR Workforce Investment Support Services
Norma Bucelato	
Ana Acevedo	Southern Nevada Workforce Investment Board
Myla Florence	State Workforce Investment Board
Tom Fitzgerald	Marketing Workgroup Northern Nevada Workforce Investment Board
Dr. Anthony Calebro	
Larry Clark	

NOMINATIONS COMMITTEE

Name and Title	Role and Title
Judie Fisher (Chair)	State Workforce Investment Board Business/Northern Nevada
Vicki Ham	State Workforce Investment Board Business/Southern Nevada
Karla McComb	State Workforce Investment Board

EMPLOYMENT OF PERSONS WITH DISABILITIES

Name and Title	Role and Title
Karla McComb (chair)	State Workforce Investment Board Vocational Rehabilitation Advisory Council Persons with Disabilities
Moshe Bialac	State Workforce Investment Board representing Danny Thompson
Ed Guthrie	Opportunity Village
Dr. Tom Venardos	Department of Education
Gayle Rodgers	Chambers of Commerce
Mike Willden	State Workforce Investment Board
Jane M. Williams, Ph.D.	Special Education

NEVADAWORKS BOARD

Nevadaworks Council			
NAME BOARD POSITION	TERM DATES START/END	TITLE	COMPANY
Adair, Dennis (O)	7/02 6/04	Northern District Manager	NV Bureau of Vocational Rehabilitation DETR
Annis, Jim (B, C)	9/03 6/04	Owner	Applied Staffing Solutions LLC
Bass, Bob (B)	7/02 6/05	Area Manager	SBC
Bentley, Rich (B)	7/02 6/04	Distribution Center Manager	TNT Logistics
Brandt, Joy (C)	7/02 6/04	Member	Austin Chamber of Commerce
Brasfield, Tom (B)	7/02 6/05	President	Personnel Services, Inc.
Clark, Nathan (B, E)	7/02 6/04	President	Career College of Northern Nevada
Clausen, Kirk V. (B) CENVC	7/01 6/04	President/CEO	Wells Fargo Bank
Conkey, Gail M. (D)	7/03 6/06	Director of Support Services	EDAWN
Darney, Alan (L)	7/01 6/04	Administrator	No. NV Electrical Apprenticeship
deOliveira, Joe (B)	7/02 6/05	Learning Manager	amazon.com
Dugan, Kenneth (O)	7/03 6/06	Center Director	Sierra Nevada Job Corps Center
Durham, Keyth (B)	7/03 6/04	Owner	Durham & Associates
Fox, Lawson (B)	7/03 6/06	President and General Manager	KTVN – Channel 2
Glenn, Valerie (B)	7/03 6/06	President/CEO	Rose Glenn Group
Hager, Ph.D., James (E)	7/03 6/06	Superintendent	Washoe County School District
Holt, Kris (D, B)	7/02 6/04	Senior Advisor	Grubb and Ellis NV Commercial Group
Hunewill, Phyllis (O) (LEO)	1/03 12/03	Commissioner	Lyon County
Killpatrick, Dr. Paul (E)	7/03 6/04	President	Great Basin College

Krugerud, Leland (B)	7/03 6/06	Vice President North American Operations	Newmont Mining
Lees, Patricia (B)	7/01 6/04	Director of Training Services	Nichols Consulting Engineers, CHTD.
Lucey, Ph.D, Carol A. (EE)	7/03 6/04	President	Western Nevada Community College
Miller, Wayne (C, B)	7/02 6/04	Manager of Human Resources	Day Zimmermann Hawthorne Corp.
Nelson, Jim (B, C)	9/03 6/04	Executive Director	Nevada Association of Employers
Newell, Vicki, (E)	7/02 6/05	Executive Director	Northern Nevada Literacy Council
Nichols, Bob (C)	7/03 6/06	Member	White Pine Chamber of Commerce
Ringle, Philip (EE)	7/03 6/04	President	Truckee Meadows Community College
Roma, Gary (B)	7/02 6/05	Vice President Sales & Marketing	Nevada Cement
Rosaschi, Rota (O)	7/03 6/06	Chief of Employment and Support Services	NV Dept. of Human Resources – Welfare Division
Smith, Greg (L)	7/02 6/05	Administrator	No. NV Operating Engineers
Thomas, Stan (B, D) CNVC	7/03 6/06	Director of Economic Development	Sierra Pacific Power Co.
Waite, Wayne (O)	7/03 6/06	Area Coordinator	Dept. of Business and Industry – NV Housing Division
Wilson, Geoffrey (B)	7/02 6/05	Chief Financial Officer	Club Cal Neva

B = Business (minimum 51%) D = Economic Development (minimum 2) O = One-Stop Mandatory (minimum 6) L = Labor (minimum 2)	C = Community Base Organization (minimum 2) E = Education (minimum 2) EE = Education Ex-officio CNVC = Chair Nevadaworks Council	CENVC = Chair Elect Nevadaworks Council LEO = Local Elected Official Representative for the Nevadaworks Council
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**NEVADAWORKS
Local Elected Officials**

NAME BOARD POSITION	TERM DATES START/END	TITLE	COUNTY
Cassinelli, Dan	N/A	Commissioner	Humboldt County
Curtis, Bernie	N/A	Commissioner	Douglas County
Ellison, John	N/A	Commissioner	Elko County
Hunewill, Phyllis (C)	N/A	Commissioner	Lyon County
Kelley, Brad	N/A	Commissioner	Lander County
Kershaw, Bob	N/A	Commissioner	Storey County
Kramer, Al	N/A	Treasurer	Carson City
Mancebo, Roger	N/A	Commissioner	Pershing County
Provost, Dave	N/A	Commissioner	White Pine County
Robinson, Wayne (V)	N/A	Commissioner	Eureka County
Shaw, Jim	N/A	Commissioner	Washoe County
Wadlow, Kevin	N/A	Commissioner	Mineral County
Washburn, Gwen	N/A	Commissioner	Churchill County

C = Chair of the Local Elected Officials

V = Vice Chair of the Local Elected Officials

Southern Nevada Workforce Investment Board

Board			
NAME BOARD POSITION	TERM DATES START/END	TITLE	COMPANY
Castle, Howard (O)	06/04	District Manager	NV Bureau of Vocational Rehabilitation DETR
N. Lorell Bleak (E)	06/04	Superintendent	Lincoln County School District
Kathleen Frosini (E)	06/04	Director	Clark County School District
Melissa S. Scott (E)	06/05	Director Projects/Operations	University Nevada Las Vegas
Dr. William E. Roberts (E)	06/05	Superintendent of School	Nye County School District
Dr. Robert S. Palinchak (E)	06/05	Vice President Academic Affairs	Community College of Southern Nevada
Melissa Cozad	06/04	Supervisor	Job Corps
Richard Arnold		Executive Director	Las Vegas Indian Center
Leslie Ciski (O)	06/04	Community Builder	Dept. of Housing & Urban Development (HUD)
Marcia Rose Walker (C)	06/04	Executive Director	Economic Opportunity Board
Jacqueline Phillips (O)	06/04	Director	AARP
Daniel Rose (L)	06/05	Coordinator	SN Central Labor Council
Steven Horsford (L)	06/04	Director	Culinary Workers Union
Dana Wiggins (L)	06/04	Director Labor Relations	Associated General Contractors
Troy Ohlhausen (L)	06/05	Executive Director	SN Teamsters 631 Construction Training
Candace Ruisi (C)	06/05	Executive Director	Women's Development Center
Massey Gentry (C)	06/05		Clark County Ministerial Association
Mujahid Ramadan	06/04	Executive Director	
Bob Cooper (D)	06/05	Manager	Henderson Economic Development
Margarita V. Rebollal (D)	06/05	Executive Director	East Las Vegas Community Development Community

Sandee Wyand (O)	06/04	Field Supervisor	Nevada State Welfare Division
Robert E. Brewer (B)	06/05	Director	Southwest Gas Corporation
Charles Darling, Sr. (B)	06/05	Chairman of the Board	Darcor Construction Co. Inc.
Willie Fields, Jr. (B)	06/05		N. Las Vegas Chamber of Commerce Vegas Shoe Repair
John R. Gibson (B)	06/05	Chairman/President CEO	American Pacific Corporation
Winston Henderson (B)	06/05	President	Henderson Architects
Sidney Hendrickson (B)	06/05	Vice President	Las Vegas Chamber of Commerce
Matt Koschmann (B)	06/06	Executive Director	St. Rose Dominican Hospital
David Lee (B)	06/05	President	Taiwanese Chamber of Commerce
Bob Linden (B)	06/05	President Gen. Manager	Shred-It Las Vegas
E. Louis Overstreet (B)	06/04	Executive Director	Urban Chamber of Commerce
Victor Thomas (B)	06/04	President	Thomas Enterprises
Gordon Wadsworth (B)	06/04	President	Dolan and Edwards Financial Services, LTD.
Edward M. Garcia (B)	06/06	Attorney	Jones Vargas
Dileep K. Dandge (B)	06/06	Manager	Sabre/Get There
Maureen Obritsch (B)	06/06	Community Manager	Alco Landscape
Patricia Arriaga (B)	06/06	Vice President	Alco Landscape
Cornelius Eason (B)	06/06	President	Priority Staffing, USA
Ann M. Arnke (B)			Sprint
A. Somer Hollingsworth (B)	06/06		Nevada Development Authority
Bill Regenhardt (B)	06/06		Club Sport Green Valley

Chester Richardson (B)	06/06	Surveillance Manager	Mandalay Bay Resorts
Barbara Robinson (B)	06/06		Nuance
Vicki M. Wenger (B)	06/06	Vice President Human Resources	Cox Communications, Las Vegas
B = Business (minimum 51%) D = Economic Development (minimum 2) O = One-Stop Mandatory (minimum 6)	C = Community Base Organization (minimum 2) E = Education (minimum 2) EE = Education Ex-officio	LEO = Local Elected Official Representative for the Council L = Labor (minimum 2)	

**Southern Nevada Workforce Investment Board
Local Elected Officials**

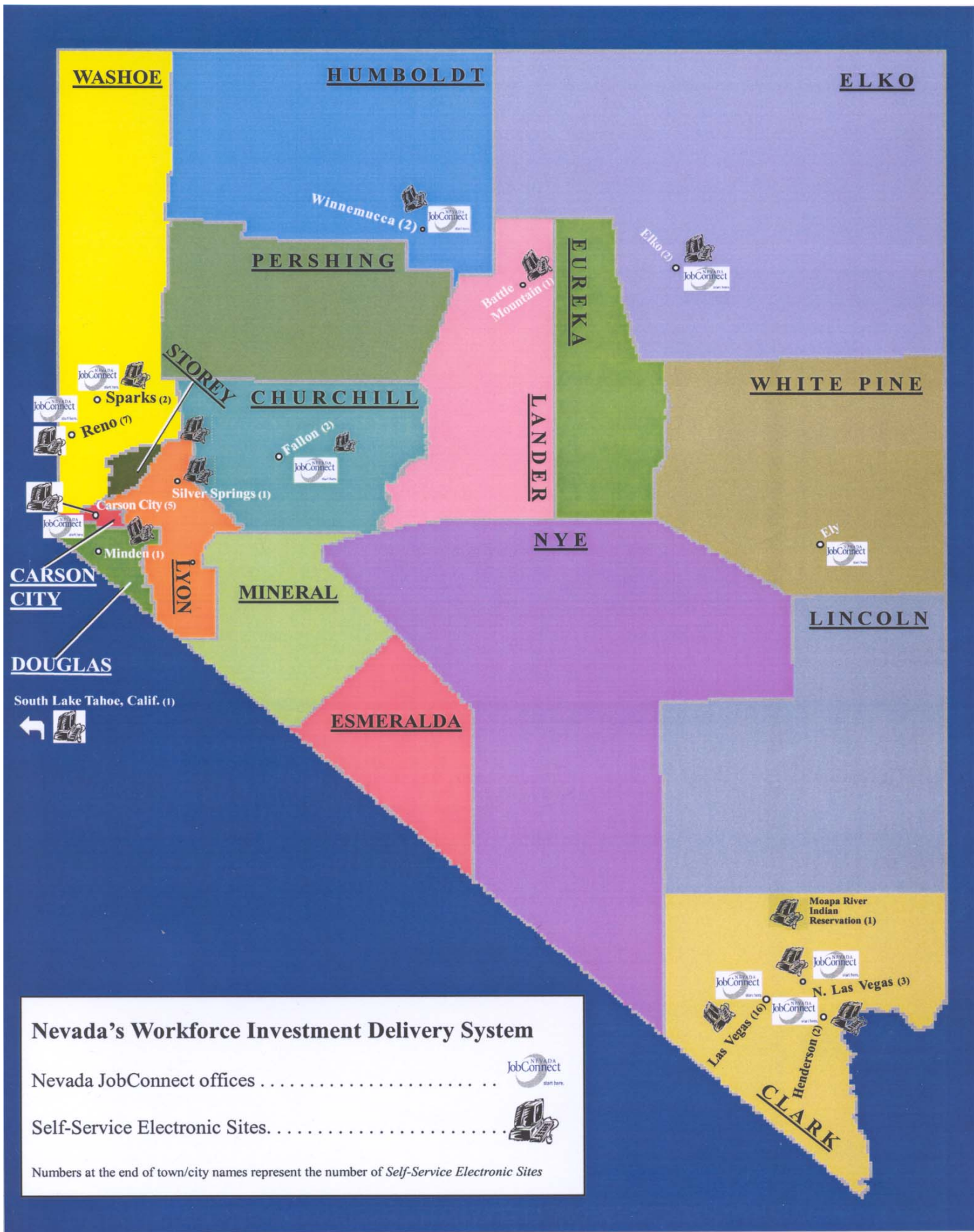
NAME BOARD POSITION	TERM DATES START/END	TITLE	COUNTY
Jack Clark	N/A	Councilman	City of Henderson
Mike Pacini	N/A	Councilman	Boulder City
William Robinson	N/A	Councilman	N. Las Vegas
Tommy Rowe	N/A	Commissioner	Lincoln County
Lawrence Weekly	N/A	Councilman	City of Las Vegas
Myrna Williams	N/A	Commissioner	Clark County

State of Nevada
Workforce Investment Act Grant - PY 02 Expenditures
For the Period July 1, 2002 - June 30, 2003


Operating Results


<u>Total All Fund Sources</u>	<u>Total Authorized</u>	<u>Expended*</u>	<u>Percent</u>	<u>Balance Remaining</u>
Adult Program Funds				
PY 01 Carry In Monies	\$2,182,462	\$2,182,462	100%	\$0
PY 02 Funds	\$4,836,545	\$4,109,900	85%	\$ 726,645
Dislocated Worker Program Funds				
PY 01 Carry In Monies	\$1,034,491	\$1,034,491	100%	\$0
PY 02 Funds	\$4,270,224	\$3,260,663	76%	\$1,009,561
Youth Program Funds				
PY 01 Carry In Monies	\$ 934,995	\$ 934,995	100%	\$0
PY 02 Funds	\$4,236,288	\$3,577,966	84%	\$ 658,322
PY 03 Funds (awarded April 1, 2003)	\$4,857,260	\$0	0%	\$4,857,260
Unliquidated Obligations				
PY 00				\$0
PY 01				\$0
PY 02				\$ 349,500
PY 03				\$ 747,164
Local Administration Funds				
PY 01				
PY 02				
Rapid Response Funds				
PY 01 Carry In Monies	\$ 125,626	\$ 125,626	100%	\$0
PY 02 Funds	\$ 300,000	\$ 231,877	77%	\$ 68,123
Statewide Activity Funds				
PY 00 Carry In Monies	\$ 442,084	\$ 442,084	100%	\$0
PY 01 Carry In Monies	\$1,559,733	\$1,066,529	68%	\$ 493,204
PY 02 Funds	\$2,407,598	\$ 739,397	31%	\$1,668,201
Py 03 Funds (Youth Funds Awarded April 1, 2003)	\$ 857,164	\$0	0%	\$ 857,164
Total PY 02 Funds	\$16,050,655	\$11,919,803	74%	\$4,130,852
Total PY 01 Carry In Monies	\$ 5,837,307	\$ 5,344,103	92%	\$ 493,204
Total PY 00 Carry In Monies	\$ 442,084	\$ 442,084	100%	\$0
Total PY 03 Funds (Youth Funds Awarded April 1, 2003)	\$ 5,714,424	\$0	0%	\$5,714,424

*Includes unliquidated obligations.



Nevada's Workforce Investment Delivery System

Nevada JobConnect offices 

Self-Service Electronic Sites. 

Numbers at the end of town/city names represent the number of *Self-Service Electronic Sites*

NEVADA JobConnect
Nevada's Workforce Investment Delivery System
Comprehensive One Stop Career Centers

Northern Nevada

4001 South Virginia St Suite H, Reno, Nevada 89502 (Reno Town Mall - 2nd floor)
Phone (775) 834-1970
Fax (775) 834-1983

Southern Nevada

3405 South Maryland Parkway
Las Vegas, Nevada 89109
Phone (702) 486-0100

Department of Employment, Training and Rehabilitation
Affiliate NEVADA JobConnect Offices

Northern Nevada

Carson City	1929 North Carson St Carson City, Nevada 89706	Phone (775) 684-0400 Fax (775) 684-0466
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Sparks	2010 Oddie Blvd Sparks, Nevada 89431	Phone (775) 688-1145 Fax (775) 688-1418
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Southern Nevada

North Las Vegas	2827 Las Vegas Blvd. North Las Vegas, Nevada 89030	Phone (702) 486-0200 Fax (702) 486-0230
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Henderson	119 Water St Henderson, Nevada 89015	Phone (702) 486-0300 Fax (702) 486-0328
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Rural Nevada

Elko	172 Sixth St Elko, Nevada 89801	Phone (775) 753-1900 Fax (775) 753-7212
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Ely	480 Campton St Ely, Nevada 89301	Phone (775) 289-1616 Fax (775) 289-1615
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Fallon	121 Industrial Way Fallon, Nevada 89406	Phone (775) 423-5115 Fax (775) 423-6116
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Winnemucca	475 Haskell St #1 Winnemucca, Nevada 89445	Phone (775) 623-6520 Fax (775) 623-6523
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Department of Employment, Training and Rehabilitation
Ancillary NEVADA JobConnect Sites

Vocational Rehabilitation	325 Corporate Blvd Reno, Nevada 89502	Phone (775) 688-1480 Fax (775) 688-2598
------------------------------	--	--

Vocational Rehabilitation	28 Belrose St Las Vegas, Nevada 89158	Phone (702) 486-5230 Fax (702) 486-5088
------------------------------	--	--

Self-Service Electronic Sites

Northern Nevada

- | | |
|---|---|
| 1. Nevada Hispanic Services
637 South Stewart St
Carson City, Nevada 89701 | 2. * Carson Treatment Center
915 East Musser St
Carson City, Nevada 89701 |
| 3. Community Services Agency
1090 East 8th St
Reno, Nevada 89510 | 4. * Community Counseling Center
205 South Pratt St
Carson City, Nevada 89701 |
| 5. JOIN, Inc. Reno
560 Mill St
Reno, Nevada 89502 | 6. JOIN, Inc. Carson City
1929 North Carson St
Carson City, Nevada 89701 |
| 7. Sun Valley Family Resource Center
115 West Sixth Ave
Sun Valley, Nevada 89433 | 8. * Northern Area Substance Abuse Council
480 Galletti Way
Sparks, Nevada 89431 |
| 9. Nevada Hispanic Services
3905 Neil Road
Reno, Nevada 89502 | 10. Western Nevada Community College
2201 West College Parkway
Reynold's Building/Re-Entry Center
Carson City, Nevada 89703 |
| 11. * The Ridge House
275 Hill St, Suite #281
Reno, Nevada 89501 | 12. Sparks Family Resource Center
1665 Sullivan Lane
Sparks, Nevada 89431 |
| 13. Desert Heights Family Resource Center
13948 Mount Bismark
Reno, Nevada 89506 | 14. Douglas County Library
1625 Library Lane
Minden, Nevada 89423 |
| 15. * Step 2
3695 Kings Row
Reno, Nevada 89503 | 16. * Sierra Recovery Center
972-B Tallac Ave
South Lake Tahoe, California 96150 |

Southern Nevada

- | | |
|--|---|
| 1. * Lied Memorial Unit
2850 South Lindell Road
Las Vegas, Nevada 89102 | 2. Nevada Partners
710 West Lake Mead Blvd
North Las Vegas, Nevada 89030 |
| 3. * Adelson Clinic
3661 South Maryland Parkway
Las Vegas, Nevada 89106 | 4. Minister's Alliance
817 North "N" St
Las Vegas, Nevada 89109 |

- | | |
|--|--|
| <p>5. Nevada Business Service
920 West Owens St
Las Vegas, Nevada 89106</p> <p>7. Henderson Allied Community Advocates
145 Panama St
Henderson, Nevada 89015</p> <p>9. Variety Day Home
990 "D" St
Las Vegas, Nevada 89106</p> <p>11. Las Vegas Indian Center
2300 West Bonanza Road
Las Vegas, Nevada 89119</p> <p>13. * McCabe Boys and Girls Club
2801 East Stewart St
Las Vegas, Nevada 89101</p> <p>15. Latin Chamber of Commerce
829 South 6th St
Las Vegas, Nevada 89125</p> <p>17. U.S. Vets Center
525 E. Bonanza Ave
Las Vegas, Nevada 89101</p> <p>19. * WestCare
401 South Martin Luther King Blvd
Las Vegas, Nevada 89106</p> | <p>6. * Economic Opportunity Board
2228 Comstock Drive
Las Vegas, Nevada 89030</p> <p>8. * Moapa Boys and Girls Club
Moapa Indian Reservation
#1 Lincoln St
Moapa Valley, Nevada 89025</p> <p>10. * University of Nevada, Las Vegas
Boys and Girls Club
4412 South Maryland Parkway
Las Vegas, Nevada 89119</p> <p>12. * N. Las Vegas Boys and Girls Club
2530 East Carey Ave
North Las Vegas, Nevada 89030</p> <p>14. * Andre Agassi Youth Center
800 North Martin Luther King Blvd
Las Vegas, Nevada 89106</p> <p>16. Urban Chamber of Commerce
1048 West Owens St
Las Vegas, Nevada 89106</p> <p>18. HELP of Southern Nevada
953-35B East Sahara, Suite 208
Las Vegas, Nevada 89146</p> <p>20. Community College of Southern Nevada
<i>*Charleston Campus</i>
6375 West Charleston Blvd
Las Vegas, Nevada 89104
<i>* Cheyenne Campus</i>
3200 East Cheyenne Ave
North Las Vegas, Nevada 89030</p> |
|--|--|

Rural Nevada

- | | |
|---|--|
| <p>1. * Churchill Council
165 North Carson St
Fallon, Nevada 89406</p> <p>3. Churchill Assn. for Retarded Citizens
1520 South Maine St
Fallon, Nevada 89406</p> <p>5. Humboldt County Library
McDermitt Branch
85 East Fifth St
Winnemucca, Nevada 89445</p> <p>7. Friends in Service Helping
821 Water St
Elko, Nevada 89801</p> | <p>2. JOIN, Inc. Fallon
2152 Reno Highway, Suite G
Fallon, Nevada 89406</p> <p>4. Elko County Library
625 South Broad St
Battle Mountain, Nevada</p> <p>6.* Western Nevada Regional Youth Center
3550 Graham Ave
Silver Springs, Nevada 89429</p> <p>8. JOIN, Inc. Winnemucca
705 East 4th St
Winnemucca, Nevada 89445</p> |
|---|--|

9. **Great Basin Community College**

1500 College Parkway

Elko, Nevada 89801

* Self-service center restricted to site's customer/client use

TOTAL SITES: 46

TOTAL COMPUTERS AT THE 48 SITES: 95

WIA Annual Report Data

State Name: NV

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	72	80.3	1,579	3,021	3,021	52.3
Employers	70	79.8	532	743	743	71.6

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	64.2	1,234
			1,922
Employment Retention Rate	81	72.4	1,131
			1,563
Earnings Change in Six Month	3,700	2,870	4,485,847
			1,563
Employment and Credential Rate	45	45.1	278
			617

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	58.1	136	66.7	98	54.5	72	51.3	60
		234		147		132		117
Employment Retention Rate	73.4	116	61.5	72	71.6	63	73.2	52
		158		117		88		71
Earnings Change in Six Months	4,176	659,762	2,235	261,552	1,977	173,970	2,378	168,828
		158		117		88		71
Employment and Credential Rate	47	70	32.4	12	26.4	14	25.6	10
		149		37		53		39

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	65.1	340	63.9	894
		522		1,400
Employment Retention Rate	73.2	301	72	830
		411		1,152
Earnings Change in Six Months	3,085	1,267,893	2,793	3,217,954
		411		1,152

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	76	73.9	827
			1,119
Employment Retention Rate	86	82.3	681
			827
Earnings Replacement in Six Months	88	83.6	9,346,017
			11,184,288
Employment and Credential Rate	44	46.9	238
			508

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Rate	Count
Entered Employment Rate	72.8	118	61.5	32	68.1	111	45	9
		162		52		163		20
Employment Retention Rate	85.6	101	90.6	29	88.3	98	66.7	6
		118		32		111		9
Earnings Replacement Rate	77	1,544,580	70.1	295,466	76	1,185,444	856.6	51,094
		2,005,200		421,692		1,559,525		5,965
Employment And Credential Rate	45.8	33	65.2	15	38.9	28	0	0
		72		23		72		5

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	72	366	75.5
508			611	
Employment Retention Rate	84.7	310	80.5	371
		366		461
Earnings Replacement Rate	79.8	4,166,517	86.9	5,179,500
		5,223,792		5,960,496

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	70
Employment Retention Rate	81	78.9	45 57
Earnings Change in Six Months	2,550	2,486	141,721 57
Credential Rate	25	33.3	36 108

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	58.3	7	0	0	77.8	14	60.2
	12		1		18		83	
Employment Retention Rate	77.8	7	0	0	90.9	10	76	38
		9		1		11		50
Earnings Change in Six Months	1,325	11,929	0	0	2,017	22,192	2,397	119,864
		9		1		11		50
Credential Rate	35.7	5	0	0	50	9	35.1	33
		14		1		18		94

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	68	69.5	1,063
			1,529
Diploma or Equivalent Attainment Rate	40	33.9	81
			239
Retention Rate	45	78.5	135
			172

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	69	118	79.7	455	55.9	157
		171		571		281
Diploma or Equivalent Attainment Rate	29.6	8	62.9	39	16.7	20
		27		62		120
Retention Rate	100	7	68.6	35	74.5	79
		7		51		106

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	65.9	609	4,830	4,462,702	1.9	23	3,529	4,351,380	39.1	34
		924		924		1,234		1,233		87
Dislocated Workers	85.1	538	99.5	7,175,042	2.3	10	6,281	5,181,847	44.8	87
		632		7,207,920		433		825		194
Older Youth	77.8	49	4,277	269,469	0	0	2,148	124,592		
		63		63		58		58		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	3,312	2,473
Dislocated Workers	1,690	1,176
Older Youth	454	230
Younger Youth	1,881	959

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$3,801,385.00
Local Dislocated Workers		\$3,125,541.00
Local Youth		\$2,803,754.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$231,877.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$115,410.00
Statewide Allowable Activities 134 (a) (3)	MARKETING	\$0.00
	PILOT/INCUMBANT WORKER PROJECTS	\$17,882.00
	YOUTH ACTIVITIES	\$51,233.00
	ADMIN/MISC,	\$438,058.00
		\$0.00
		\$0.00
		\$0.00
		\$0.00
		\$0.00
		\$0.00
Total of All Federal Spending Listed Above		\$10,585,140.00

WIA Annual Report Data

State Name: NV

Program Year: 2002

Table O: Summary of Participants

Local Area Name: SOUTHERN NV	Total Participants Served	Adults	2,528
		Dislocated Workers	974
		Older Youth	334
		Younger Youth	1,337
	Total Exiters	Adults	2,024
		Dislocated Workers	691
		Older Youth	177
		Younger Youth	583

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	78.7	
	Employers	70	89.9	
Entered Employment Rate	Adults	72	63.3	
	Dislocated Workers	76	72.3	
	Older Youth	70	56.9	
Retention Rate	Adults	81	71.8	
	Dislocated Workers	86	78.2	
	Older Youth	81	60	
	Younger Youth	45	100	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	2,832	
	Dislocated Workers	88	82.6	
	Older Youth (\$)	2,550	1,891	
Credential / Diploma Rate	Adults	45	45.2	
	Dislocated Workers	44	46.5	
	Older Youth	25	33.3	
	Younger Youth	40	22	
Skill Attainment Rate	Younger Youth	68	66.9	
Description of Other State Indicators of Performance				
Indicator Description		0	0	
Indicator Description		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	8	5

WIA Annual Report Data

State Name: NV

Program Year: 2002

Table O: Summary of Participants

Local Area Name: NORTHERN NV	Total Participants Served	Adults	784
		Dislocated Workers	716
		Older Youth	120
		Younger Youth	544
	Total Exiters	Adults	449
		Dislocated Workers	485
		Older Youth	53
		Younger Youth	376

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	72	83.9	
	Employers	70	79.2	
Entered Employment Rate	Adults	72	69.4	
	Dislocated Workers	76	75.5	
	Older Youth	70	64.4	
Retention Rate	Adults	81	75.4	
	Dislocated Workers	86	88.4	
	Older Youth	81	100	
	Younger Youth	45	78.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	3,081	
	Dislocated Workers	88	84.7	
	Older Youth (\$)	2,550	3,148	
Credential / Diploma Rate	Adults	45	43.6	
	Dislocated Workers	44	47.6	
	Older Youth	25	33.3	
	Younger Youth	40	53.9	
Skill Attainment Rate	Younger Youth	68	73.8	
Description of Other State Indicators of Performance				
Indicator Description		0	0	
Indicator Description		0	0	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	7	10