



Nevada



Nevada's Workforce Investment System

Annual Report

July 2001 - June 2002

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State of Nevada
Workforce Investment System
Annual Report – Program Year 2001
(July 2001 – June 2002)

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I. PREFACE

For nearly two decades Nevada has been the fastest growing state in the nation. New residents drawn by economic opportunities, the sunbelt climate, and a high quality of life began pouring into the state in the late 1980's, when Nevada had fewer than 1 million residents. By 2002 the Silver State's population had grown to over 2.2 million. Its labor force mirrored this growth and now numbers well over 1 million workers. Nevada has also consistently led the nation in job growth while maintaining relatively low unemployment.

However, Nevada's economic climate is changing. While three waves of resort construction brought rapid increases in population and job growth to southern Nevada, throughout the rest of the state the dominant hotel and gaming sector has not been expanding as fast as the economy as a whole. Diversification is slowly taking place as business services and other industrial sectors continue to grow. This is especially true in northern Nevada where jobs in light industry, construction, finance, medical and health services, and warehousing are expanding.

Although the driving economic force in Nevada continues to be tourism, the areas outside of the two population centers are geographically diverse and economically challenging. Mining and agriculture provide relatively few jobs but are vitally important to the state's rural counties. Nevada's gold and silver production leads the nation and its agriculture products are sold throughout the world. The manufacturing sector, a relatively small portion of the state's overall economy, is a significant job producer in the Carson City Labor Market Area.

Even under the best of circumstances, these diverse economies pose distinct challenges for Nevada's workforce investment boards. Economic performance during the past year has been especially challenging for the state's workforce investment system. The slide into a national recession coupled with the tragic events of September 11, 2001, had a very dramatic and lasting affect on the system's capacity to provide essential employment and reemployment services.

The impact of September 11 on Nevada's tourist-based economy was immediate and dramatic, especially in Las Vegas. Visitor counts tumbled and conventions were cancelled. Hotel vacancy rates soared and air traffic to both Reno/Tahoe and Las Vegas declined dramatically. Within weeks thousands of Nevadans found themselves unemployed, and businesses scrambled to find ways to maintain economic viability.

Nevada's economic downturn was one of the most severe in the nation. Unemployment soared from 4.4 percent in January 2001 to 6.9 percent in December 2001. This reflected an increase of nearly 20,000 unemployed workers, many in the tourism-oriented gaming, transportation and retail sales industries.

By March 2002, many industries began to show signs of economic resurgence. Construction exhibited considerable strength, especially in the development of retail space in Las Vegas and residential building throughout the state. Business services and medical and health services

also showed significant growth. Retail sales have also demonstrated a relatively strong recovery reflecting improving tourism and renewed consumer demand.

In January 2002, the state and local workforce investment boards launched the Nevada JobConnect system, which provided the foundation for reconnecting Nevada businesses and job seekers during this period of economic recovery. The dramatic changes in the state's economic climate will continue to test the state's workforce development system which is designed to increase the entry into employment, prolong job retention and position incumbent workers to receive higher wages and job longevity. Nevada's economic and workforce investment goal is to ensure that Nevada JobConnect is the first choice of all employers and job seekers.

The active role and positive leadership of the state and local workforce investment boards in Nevada has contributed to continued growth and improvement of the Nevada's Job Connect system in this program year: These successes include:

- The formal launching of the Nevada JobConnect system in January, 2002 by Governor Kenny Guinn;
- The implementation of America's One Stop Operating System (AOSOS) as the Nevada JobConnect management information system.
- Increased collaboration between the State and Local Workforce investment Boards with business and community and faith based organizations;
- Partnering with the United States Department of Labor to implement their National Business Partnership initiative in Nevada.
- The funding of two pilot projects and one incumbent worker training project by the State Workforce Investment Board.

II. KEY PRINCIPLES OF THE WORKFORCE INVESTMENT ACT

The Workforce Investment Act (WIA) of 1998 provided Nevada and other states a unique framework for a workforce development system that is designed to meet the employment and training needs of business and job seeker customers. The "Key Principles" of WIA are designed to ensure quality employment and training programs that maximize coordination and collaboration of services to Nevada JobConnect system clients.

The Nevada JobConnect system made great progress implementing these "principles" and has proven itself capable of being the foundation for continuous improvement in the workforce development system. Throughout the Program Year 2001 report, we have identified our achievements, the challenges we are still facing and our ongoing implementation efforts to build a system which is truly responsive to the long term goal of making Nevada JobConnect the first choice of employers and job seekers in Nevada.

This section outlines some of the achievements and challenges for each of these key WIA principles during Program Year 2001.

A. State and Local Collaboration

Achievements:

- **Helping Hands Project:** The Helping Hands Project was created to serve thousands of workers laid off in southern Nevada as a result of the economic disaster brought about by the September 11, 2001, terrorists attacks. This project fostered unprecedented communication and cooperation among service providers from the public and private sectors along with community organizations. The positive relationships that were so important to the success of Helping Hands have fostered many other workforce development success stories in the ensuing months. These relationships, forged in the sixteen days of Helping Hands, would have taken years to develop through normal channels.

In response to this dislocation, the Culinary Union local #226 whose workers were most significantly impacted by the mass layoffs called a meeting of government agencies and community based organizations. This brought service providers together to create a temporary One Stop office at the Culinary Union hall where all displaced workers, union and nonunion, could receive a wide range of services and assistance.

The anchor service at this One Stop Office was Unemployment Insurance. With the drastic increase in claim filing following September 11th, the telephone call center was overwhelmed with calls making it very difficult and sometimes impossible for workers to access services.

To assist the call center and increase capacity to take unemployment insurance claims, the decision was made to place Employment Security Division (ESD) staff at the Culinary Union Helping Hands project center to take paper unemployment insurance claims. ESD assisted approximately 5,500 individuals to file for UI benefits and other related UI services, which included taking approximately 3,000 paper claims. This temporary claims center proved to be an invaluable asset in providing timely service to unemployment insurance claimants.

In addition to offering unemployment insurance services at the Helping Hands, the following agencies also provided on-site services:

- Employment Service
- Rapid Response
- Career Enhancement Program
- Nevada Partners – WIA Title I Services
- Nevada Business Services – WIA Title I Services
- Nevada State Welfare Division – Emergency food stamps, TANF referrals, medical assistance
- Clark County Social Services – Social service program referrals
- Clark County Legal Services – Debt management and legal service referral
- United Way of Southern Nevada – Coordinating donations, Displaced Worker Rapid Response Fund (rent/mortgage assistance)

- University Medical Center – Information on medical care available for those without medical insurance
- American Red Cross – Emergency shelter, clothes, food, and mental health counselors
- US Bank – Credit management and bank loan assistance
- Las Vegas Valley Water District – Water utility payment deferrals
- Sanitation District – Utility payment deferrals
- Nevada Power Company – Utility payment deferrals

The project was an overwhelming success. Helping Hands remained open from October 3 through October 19, 2001. With only nine-days to implement this project there were numerous challenges. The logistics included developing the site to accommodate thousands of displaced workers and the diverse needs of the many participating organizations. Crowd control procedures, parking facilities and security were necessary. Finding an effective means to move clients from one service provider to another and developing an assessment protocol for determining client needs were additional challenges.

The project connected a diverse group of businesses and non-profit organizations that had never previously worked together. It created an unrivaled community esprit de corps among the service providers.

Displaced workers learned about available services and accessed those services in a one-stop location. From a community standpoint, it provided high visibility for all the participating agencies and was an excellent example of what is possible when labor, business and government work together toward a common goal.

Community Job Bank: In PY 2001, the Employment Security Division (ESD) Job Bank became a community job bank to serve the needs of all WIA partner agencies. This was accomplished through the use of the America’s One Stop Operating System (AOSOS). The expansion of the ESD Job Bank to a universal workforce system job bank created a number of challenges that are being resolved with the cooperation of the partner agencies, many of whom had their own job banks. Although there was initial resistance to participation in a “system job bank”, partnering agencies are now recognizing the advantages and benefits of sharing this resource. Continuing dialogue and on-going training have been instrumental in gaining support for a universal job bank. A number of challenges are still being addressed and include:

- Encouraging partners to begin using AOSOS, which is essential when registering job seekers, making referrals and entering job orders.
 - Developing an understanding with partner organizations on why it is essential that job orders they receive from employers be entered into the community job bank.
 - Emphasizing to all partners the importance of applicant screening when making referrals to job orders in the job bank.
- **National Business Partnership:** In PY 2001, the Department of Labor initiated its National Business Partnership, whose purpose is to connect large national employers such as Home Depot, Citicorp, HealthCare of America, Inc., Saks Fifth Avenue and Toys R Us to the workforce investment systems in each state. Bill Overly, the Nevada

JobConnect Employer Service office manager in Las Vegas serves on the DOL Business Relations Group work committee. As a result of these partnerships, the Nevada JobConnect system has become integrally involved in the recruitment efforts of these national partners. Nevada JobConnect representatives have been assigned as account managers for each of these national partnership organizations to insure that the JobConnect system is effective in meeting their recruitment and training needs.

Additional Achievements:

- All ESD offices in Nevada have been designated as Nevada JobConnect affiliate site offices.
- Quarterly WIA Implementation Workgroup Meetings (face to face/video conferencing) attended by state staff and Local Workforce Investment Board (LWIB) staff to discuss issues and concerns related to Nevada’s workforce development system.
- The Department of Employment, Training and Rehabilitation Administration and the LWIBs implemented the America’s One Stop Operating System (AOSOS) “Confidentiality Agreement” for all partner agencies, WIA service providers, and their staff to allow access to the AOSOS system.
- The two local workforce investment boards each sponsored successful retreats for their board members.
- The Subsequent Eligibility Procedure was revised collaboratively by State/LWIB staff, State Workforce Investment Board members and training providers.
- Co-facilitation of Worker Profiling Reemployment Services (WPRS) orientations for profiled clients by Employment Security Division and WIA service provider staff.
- The Southern Nevada Workforce Investment Board (SNWIB) continued its efforts to build employment and training capacity in southern Nevada to accommodate both job seekers and employers. During this program year, the number of SNWIB sub-recipients increased from nine to nineteen service providers.
- The SNWIB requested and received Workforce Investment Act procurement and fiscal oversight technical assistance from the Department of Labor (DOL).

Challenges:

Continued technical assistance from national level employment and training entities is needed. As both local workforce investment boards stretch their resources to provide capacity building and technical assistance to its service providers, the challenge will be to provide best practices and to offer cutting edge technology and information to establish and maintain a competitive edge.

B. Streamlining Services

Achievements:

- WIA partners have agreed that a community job bank and the sharing of job openings listed with the various entities is in the best interest of the workforce system.
- To insure that the *no wrong door* and *seamless services* goals of WIA are achieved, both LWIB's have contracted with Title I service providers to co-locate their services with Nevada's JobConnect affiliate offices to deliver WIA services.
- Partner staff have been very excited and cooperative in sharing job openings and using the AOSOS tool to locate job openings for their clients and to track the results.
- The JobConnect One Stop and the three JobConnect affiliate sites in southern Nevada have each adopted a Nevada State Welfare Division office as a sister office. This will result in individual staff from each organization developing closer working relationships and lead to improved services for the welfare clients who are referred to the JobConnect system. At the end of each month, JobConnect managers submit a report to their sister Welfare office reporting the number of client referrals received from their office in the previous month.
- Recognizing that a disconnect occurred between the JobConnect offices and unemployment insurance with the opening of the Telephone Initial Call Center, the Nevada JobConnect was awarded grants to develop a Reemployment Service Program. This program has staff who are **solely focused** on providing reemployment services to UI claimants.

Challenges:

- All WIA staff sharing the community job bank need on-going training in writing job orders. It is important that the job orders be coded properly and written accurately.
- The state and local Workforce Investment Boards are faced with issues in respect to inconsistent definitions, allowable activities between partner programs and eligibility requirements and differing performance measures/standards for federal partner programs.
- Successful partnerships in the workforce system will need to be enhanced by realignment of federal regulations consistent with all partner programs.
- Program restrictions placed on some partner programs have impeded collaboration in the one-stop environment. There has been a bit of progress in breaking down these barriers but much work is still needed. This is an issue that must be resolved at the National level.

- The increased number of service providers requires additional responsibility by the LWIB staff. Many of these new service providers do not have experience in delivering services. Extensive training and performance review will be necessary.
- With the co-location of Title I service agencies into the affiliate JobConnect offices, staff in the affiliate sites need to develop a unified culture to make the funding source and agency affiliation transparent to the customer and promotes the service delivery brand identification of JobConnect.

Continuous Improvement:

- Ongoing training and support for new partner staff in the use of AOSOS and the sharing of job openings.
- The Department of Employment, Training & Rehabilitation has adopted the FISH! philosophy in an effort to promote a healthful and high performance work place. This philosophy has been embraced by hundreds of companies, including a number of Fortune 500 companies. FISH! training has been provided to all levels of management and staff in the Department and its divisions. Currently most worksites in ESD and JobConnect have in-house FISH! committees, which plan events and promote the FISH! culture in their respective offices. The four principles of FISH! are: Choose Your Attitude, Make Their Day, Be Present and Play.

C. Empowering Individuals

Achievements:

- The lead state agency, the Department of Employment, Training and Rehabilitation (DETR) established a list of staff who are bilingual/multilingual. Interpreters for seventeen languages, including sign language, have been identified. A list of private sign and foreign language resources were prepared and distributed to the JobConnect offices and WIA service providers.
- In January 2002, affiliate, ancillary and business sites were designated statewide.
- The number of approved training providers increased over the first year from twenty-eight (28) to thirty-three (33).
- All JobConnect Veterans' staff including LVERs and DVOPs have been cross trained in the state Career Enhancement Program (CEP) which allows them to use state funds to provide on-the-job training and classroom training for eligible veterans. The CEP also gives them the ability to assist veterans with the purchase of tools, health cards etc., which many workers need in order to begin work after a job offer has been made.

D. Universal Access

Achievements:

- The SWIB implemented a statewide marketing campaign that included the branding of Nevada's workforce investment system as **Nevada JobConnect** with business as the primary customer. Print, television and radio advertisements and public service announcements provide information on services and accessing the system.
- The Nevada JobConnect website, www.nevadajobconnect.com was developed and implemented. From January 18, 2002 through May 26, 2002 over 1,107,685 hits have been made to the website
- Governor Guinn filmed television commercials promoting the Nevada JobConnect system.
- All partners have access to the Nevada JobConnect management information system, America's One-Stop Operating System (AOSOS).
- DETR's Workforce Investment Support Services Unit is now publishing an AOSOS newsletter to provide information to users within Nevada's JobConnect system.
- The LWIBs offers business and jobseekers universal access to employment and training services.
- Continued improvements to our Internet programs have increased program access opportunities for our customers.

Challenges:

- The success of the Nevada JobConnect requires ongoing marketing campaigns to advertise and sell the system.

E. Increased Accountability

Achievements:

- State and LWIB staff attended DOL sponsored training in financial management and performance accountability.
- The LWIBs have developed monitoring tools to streamline the program review process. These tools have been shared with sub-recipients. Using these monitoring tools has resulted in some sub-recipients improving their employment and training programs.

Challenges:

- The education of new WIA service providers on performance accountability and measures.

- Meeting and exceeding the levels of performance for credentialing and older youth entered employment rate.
- Improving the response rate for the Job Seeker customer satisfaction survey.

F. Strong Role for Local Workforce Investment Boards and the Private Sector

Achievements:

- Pilot projects funded during this program year were awarded to the Northern Nevada Joint Apprenticeship and Training – Electrical and the University of Nevada School of Nursing. General Motors Parts Distribution Center was awarded an Incumbent Worker Grant for upgrading existing employee’s skills.
- Establishing partnerships with economic development agencies, Chambers of Commerce, education, youth organizations and local businesses have been NevadaWorks and the Southern Nevada Workforce Investment Board’s primary emphasis in strengthening workforce development in Nevada.
- Both LWIBs have been actively involved in the Department of Labor National Business Partnership Initiative.
- The NevadaWorks Business, Labor and Education Committee issued the 2002 Occupational Outlook Report for the Reno, Sparks and Carson City areas. The 2003 Occupational Outlook Report will expand the number of Reno, Sparks and Carson City occupations surveyed and a rural 2003 Occupational Outlook Report will be issued for all other areas of northern Nevada.
- An under-employment survey of each of the five regional labor markets in northern Nevada was published which identifies the prevalence of individuals who have specific skill sets who may currently be employed in occupations other than those in which they are qualified. The under-employment surveys are utilized by new and existing businesses to identify the “availability” of a skilled workforce in their local labor market. This NevadaWorks project was co-sponsored by Western Nevada Development District, White Pine County Economic Diversification Council and the Elko County Economic Diversification Authority.
- Both the Occupational Outlook Report and the under-employment survey were widely distributed and are utilized in economic development initiatives in northern Nevada.

The Occupational Outlook Report has also been provided to the Washoe County School District, Truckee Meadows and Western Nevada Community Colleges and the University of Nevada Reno, local libraries, Economic Development Authority of Northern Nevada, Northern Nevada Development Authority, Carson City School District, Sierra Pacific Power Company, Nevada Bell, select local businesses, Nevada Association of Employers and Nevada Association of Manufacturers. Reports are available at www.nevadaworks.com.

- To maintain a strong economy, bridging the gap between employer needs and employee skills is a big challenge. Employers are always looking for skilled applicants while job seekers are striving to become more desirable candidates. The ***Work Readiness Certificate Program*** provides northern Nevada with a program to bring these interests together.

Career Choices, funded by NevadaWorks, is the lead agency for implementation of The Work Readiness Certificate Program. The Workforce Partnership of Northern Nevada comprised of local employers, development professionals and training providers was formed to develop this project.

To determine the skills most critical to success in the northern Nevada workplace, the Partnership addressed business concerns by surveying local employers who identified twenty-four-skill standards necessary for all entry-level employees across all industries and occupations. Individuals who receive the Work Readiness Certificate have completed training and demonstrated competency in all twenty-four skill standards. By measuring skill attainment, this program empowers individuals to become full participants in the economic mainstream of the community.

Linking industry with individuals prepared to retain employment promotes occupation and growth opportunities. Establishing expectations of success helps northern Nevada build a more competent, capable and competitive workforce.

The ***Work Readiness Certificate Program*** is being recognized and utilized by businesses in the hiring process to distinguish qualified versus non-qualified applicants, thereby enhancing profitability by reducing turnover and building internal morale with a workforce motivated to excel.

- The ***NevadaWorks Nursing Coalition*** identifies and facilitates a series of initiatives to address the health care services shortages in northern Nevada. Through Western Nevada Community College, a mid-semester session for Certified Nursing Assistants was implemented in January 2002, and graduated fifteen individuals; through the Nevada JobConnect Center, over 150 individuals enrolled in health care related occupational trainings funded through WIA programs.

The Nursing Coalition assisted in the development of the Surgical Technician program that has been submitted to the Department of Labor for two-year funding and was a key stakeholder in the development of the UNR-Orvis School of Nursing Accelerated Nursing Program.

- NevadaWorks incentive award for meeting PY 2000 performance was utilized primarily to establish and fund the NevadaWorks Nursing Coalition, which addresses the nursing shortage in northern Nevada and to provide training to individuals in health care related occupations.
- The Southern Nevada Workforce Investment Board entered into a partnership with Health Care of America (HCA) through the Department of Labor's national partnership initiative. HCA was 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 sixteen target areas for this initiative. The program

startup is underway. HCA agreed to supplement the SNWIB's dislocated worker grant by offering living stipends to WIA participants. This initiative was much needed to help stimulate the interest in medical careers and to assist in meeting the nursing shortage in southern Nevada.

HCA funds can also be used to provide supportive services in the form of living stipends for up to \$8,000 to each dislocated worker, as well as paying for formal education costs for those who qualify for medical careers. In addition, the SNWIB has also established partnership agreements with CitiBank, United Parcel Service and the Home Depot.

Challenges:

- More active participation by the private sector board members.
- Marketing the SNWIB employment and training services to local employers and dislocated workers impacted by the events of September 11th.
- Challenges remain in integrating business needs into the menu of services available through the Nevada JobConnect system.
- Increasing the profile of the workforce investment system through marketing and community involvement by the board members.

G. State and Local Flexibility

Achievements:

- The establishment of NevadaWorks' *Work Readiness Certificate Program* which is described in more detail in "F" above.
- Both LWIBs have improved their Request for Proposal process for all three programs, including the composition of their review teams.
- Both State and LWIB policies allow flexibility to adjust to current situations facing the Service Delivery Area. For example, during the aftermath of September 11, 2001, the SNWIB adjusted its supportive services policies to increase quality of life services to those most in need.

Challenges:

- Reduced funding resources.
- The inability to transfer funds between all three programs.

H. Improved Youth Programs

Achievements:

- The launching of the Nevada Department of Education initiative in May 2002, to address Nevada's high school drop-out rate for 18-24 year olds (Nevada ranks 49th in the nation).
- NevadaWorks contracted with the Children's Cabinet, Inc. in Reno to facilitate their Youth Council meetings and provide training opportunities for council members. As a result, membership and attendance has increased.
- NevadaWorks Youth Council established a Web Page Youth Subcommittee. Its youth members have developed a website for youth with related links, named www.youthjobsurfers.com.
- The SNWIB established partnership linkages with the Native American Tribal Councils to increase the number of Native American youth graduating from high school.
- NevadaWorks issued a Request for Proposal for Pilot Projects, which resulted in three new contracts and programs for youth.
- The SNWIB increased its youth service providers from one to five in PY01.

Challenges:

- To collaborate with other service providers to improve Nevada's high school graduation rate.
- Many occupations found in the service industry do not require traditional education and/or vocational training to secure employment. With many youth who have dropped out of school working in these jobs and earning a livable wage, convincing them to return to the classroom is difficult. This is evidenced with the failure of Nevada to meet two of the youth performance indicators.
- The state and local youth boards need to continue to establish critical areas of need, identify partners and create programs to decrease the high school dropout rate and reduce the number of young people who must interact with the criminal justice system.

III. IMPLEMENTATION OF NEVADA'S WORKFORCE DEVELOPMENT SYSTEM

A. Governance

Nevada's State Workforce Investment Board [SWIB] has continued to expand their role and responsibilities for the strategic planning and oversight of Nevada's workforce system.

The WIB has established seven (7) 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 Subcommittee
- Marketing and Business Support Subcommittee
- Legislative Subcommittee
- Individual Training Accounts Workgroup
- Employment of Persons with Disabilities Subcommittee

These standing committees prepare written reports that are included in the board packets of all SWIB meetings. Committee chairmen 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 per the Nevada Revised Statute Open Meeting Law. SWIB meetings are also broadcast over the Internet through video conferencing capabilities provided by the Legislative Counsel Bureau.

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

Highlights of Program Year 2001:

- By-laws for the State Board were adopted on June 29, 2001 in preparation for the start of Program Year 2001; these by-laws outline the role and responsibilities of the board, membership, terms of office, meetings, voting rights, conflict of interest, committees to the board and their roles and responsibilities.
- Policies and Grant Application Guidelines for Incumbent Worker Programs and Pilot Projects were approved.
- At the October 24, 2001 SWIB meeting, members allocated \$400,000 for Incumbent Worker Programs, \$300,000 for Pilot Projects and an additional \$283,388 for youth programs.
- By June 2002, funding for two incumbent worker programs for General Motors Corporation and the Northern Nevada Joint Apprenticeship - Electricians and one pilot project for the University of Nevada at Reno's Orvis School of Nursing were awarded.
- NevadaWorks was awarded a \$65,000 incentive award for meeting or exceeding their negotiated levels of performance.
- The SWIB Chamber of Commerce and Employment of Persons with Disabilities sub-committees were formed during this program year.

B. Establishment of Nevada's One-Stop Delivery System

As a result of collaboration of the State Workforce Investment Board's Marketing committee and Mass Media/Vanguard, Nevada JobConnect was unveiled at a ribbon-cutting ceremony on January 23, 2002 by Governor Kenny Guinn at the comprehensive One-Stop

Center in Las Vegas. On January 24, 2002, his Chief of Staff, Marybel Batjer launched Nevada JobConnect at the One-Stop Center located in the Reno Town Mall.

This comprehensive one-stop system, complete with new name, logo and website, incorporates services offered by a consortium of public and private entities in one location for the convenience of businesses and job seekers.

Nevada JobConnect incorporates employee/employer job matching services, job training, financial assistance and more. Individuals and employers can visit the new Nevada JobConnect website at www.nevadajobconnect.com or at any of the JobConnect offices or affiliate sites.

At the February 7, 2002 State Workforce Investment Board meeting, the Board approved the criteria for designating affiliate and associate Nevada JobConnect sites. The system incorporates four different types of sites: the ancillary, the affiliate, the business affiliate and full service center. Site designations are for a two-year period beginning January 1, 2002 through December 31, 2004, and may be renewed annually thereafter.

Northern Nevada:

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 2001 support our 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 our system of partnerships beyond coordination of programs to a fully integrated network of workforce development services is supported through the following activities and initiatives:

- Workforce Investment Act Educational Seminars for Locally Elected Officials and Council Members;
- NevadaWorks presentations to County Commissions, Economic Development Agencies, Chambers of Commerce, Business Organizations, and Educational Systems;
- Technical Assistance workshops and one-on-one assistance for WIA service providers;
- Co-locations at two rural affiliate sites for delivery of Nevada JobConnect workforce services;
- Establishment of Building Industry Consulting Services Inc (BICSI) Training Academy for telecommunications cabling certification under the SWIB Incumbent Worker Initiative;
- Establishment of the northern Nevada Nursing Coalition and Work Readiness Certificate Program;
- TANF Job Retention and Welfare to Work Program Integration;

- Broadening business and industry representation on the Board;
- Educating state legislators on local workforce issues resulting in Earmark Funding Grant award for expanded training opportunities; and
- Continual visits to all counties to learn from businesses their needs first hand.

Southern Nevada:

The SNWIB has established a One-Stop JobConnect Center that plays a major role in coordinating Nevada's One-Stop Delivery System. All of the SNWIB's sub-recipients are required to participate in Nevada's One-Stop Delivery System.

A National Emergency Grant was awarded to the SNWIB to serve dislocated workers impacted by the economic slowdown and the September 11, 2001 terrorist attacks.

The SNWIB assumed the leadership role to develop a faith-based initiative in southern Nevada.

C. Partner Programs

The Career Enhancement Program (CEP)

Although the CEP is not a required partner under the Workforce Investment Act this employment and training program funded by Nevada employers is an active program partner and provides services to a comparable segment of the Adult and Dislocated Worker programs under WIA.

CEP continued as a key player during this program year, collaborating with other providers to avoid duplication of services and to maximize the leveraging of resources.

Achievements:

- 7,042 clients were enrolled and 4,256 clients returned to work during the program year.
- CEP reporting activities have been converted to AOSOS.
- CEP Customer Satisfaction Surveys are conducted in conjunction with the WIA telephonic customer satisfaction survey.

Challenges:

- Work continues on improving access to participant ad hoc reporting via the software tool "Discoverer". Reports will be available to staff providing Administration, Legislators and State Budget personnel with information.

The Displaced Homemaker Program

Funding for this program is generated through divorce filing fees in each of Nevada's seventeen counties. The purpose of the program is to assist clients who do not have a recent work history to acquire job and life skills necessary to adequately provide for the financial and practical needs of their families, and ultimately, to attain self-sufficiency.

Achievements:

- Regional providers offer a variety of training and career options (traditional and non-traditional careers) to assist clients in entering or re-entering the labor force, including workshops, assessment of individual goals, and counseling.

Challenges:

- Funding restraints restrict rural providers from offering adequate outreach services to remote areas of the state.
- Fees collected did not meet projected revenues and, therefore, available revenue is less than the contract authority levels for each of the four Centers.

Continuous Improvement Efforts:

- The two Centers serving rural northern Nevada will be extending their outreach efforts to include additional communities where there is a need for these services.
- With limited staff and funding, it is essential for the program to collaborate and coordinate efforts with other programs and agencies within the one-stop environment to leverage the program's limited resources.

The Immigration Programs

Achievements:

- Significant reduction in the application backlog has been achieved through collaboration and assistance from other department staff.
- Streamlining of internal procedures by Foreign Labor Certification State Coordinator.

Challenges:

- Regulatory changes at the federal level have inundated the state with filings of permanent labor certifications in 2001 and 2002.
- The combination of underfunding plus increased workload leaves the program severely understaffed. Two more full-time positions would be necessary to handle the current application volume.

Continuous Improvement Efforts:

- Changes in the federal guidelines governing the program have streamlined program procedures although the increased number of filings has muted that effect.
- A well-designed DOL website has alleviated some of the informational calls.

The Reemployment Services Program [RSP]

Achievements:

- Hiring and training four staff whose primary purpose is to concentrate on selecting, contacting, interviewing, screening, assessing and referring UI claimants to job openings and/or training opportunities.
- Development of an automated call-in process that allows Nevada JobConnect staff to strategically select UI claimants by O*NET code that match the respective codes of a job order currently listed with the job bank. The call-in process is flexible and allows selection on other factors, such as by area (zip codes), age, length on UI duration, industry code, and desired minimum wage.
- Utilization of an Interactive Voice Response Unit (IVRU), which calls selected UI claimants to provide them specific information about job openings.

Challenges:

- Development of RSP's reporting tools is still needed.
- While IVRU and automated call-in programs are operational, additional development work is needed on both programs.

Continuous Improvement Efforts:

- RSP reporting in AOSOS and generation of RSP federal reports will be fully operational in Program Year 2002.
- Review of the RSP activity in the Nevada JobConnect offices will be scheduled.
- RSP training will be provided as required to accommodate new staff.
- With the additional RSP staff, a greater number of unemployment insurance claimants will be provided reemployment services.
- A contract programmer is being hired to complete work on the IVRU, the automated call-in process and reporting programs.

The Trade Act of 2002

Achievements:

- Twelve TAA petitions were filed in Nevada in PY01.
- Nine petitions were certified covering 571 employees.
- \$225,160 in TRA benefits were paid.

Challenges:

- To provide clear and concise program procedures, and more complete case file documentation will greatly improve case management and successful outcomes.
- Delays in reauthorization of funds have caused problems for administrative planning and advancement of services to eligible clients.
- Establishing a standardized Trade Act procedures guide

Continuous Improvement Efforts:

- Develop program guide and training for department staff and partners in Nevada JobConnect Offices to ensure quality and timely services are being provided to all eligible clients.

Unemployment Insurance

Achievements:

- The statewide “virtual” call center for processing unemployment claims met the unexpected challenge of an immediate doubling of workload soon after the September 11, 2001 terrorist attack.
- On March 18, 2002, Nevada became one of the first states in the nation to pay Temporary Extended Unemployment Insurance (TEUC) claims following federal legislation enacting the new benefits effective March 10, 2002.
- Limited UI claim filing via the Internet began in May 2002 with full claims capability starting October 2, 2002. This was made possible by federal grant funding awarded to Nevada to implement Internet UI claim filing.

Challenges:

- Federal funding shortfall assessments and rapid increases in workload prevented Nevada from achieving benefit payment timeliness performance goals.

- As reported last year, the global demand for information technology expertise has made it difficult to maintain a full compliment of essential UI programming staff.

Continuous Improvement Efforts:

- To improve timeliness of claims payments and eligibility determinations, Nevada will pursue implementation of a new adjudication software package that will eliminate duplication in assigning and scheduling cases.
- 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:

- Rex Miller, a DETR Disabled Veterans' Outreach Program Representative in the Henderson, Nevada JobConnect office was named the "DVOP of the Year" for 2001 for the State of Nevada by the Disabled American Veterans Organization.
- Local Veterans Employment Representatives attended the Regional Transitional Assistance Program (TAP) Conference.
- Veteran's representatives in Las Vegas have established an excellent working relationship with US Vets, a new organization providing a variety of services to veterans in the local area.
- The Employment Security Division's Casual Labor Office in southern Nevada has continued its co-location with the KEY Foundation, a non profit corporation. The focus of the Key Foundation's efforts is to provide intensive employment services to homeless veterans. In addition, they have the resources to provide transitional housing and transportation to their clients.
- Staff continues to provide Transitional Assistance Program orientations at both Nellis Air Force Base in Las Vegas and Fallon Naval Air Base in northern Nevada.
- All DVOPs received new computers to ensure their access to AOSOS. The LVERs are scheduled to receive new computers in PY02.
- 12,861 Veterans received services during this program year.
- Nevada achieved 13 of the 14 measures of service.
- New laptop computers were purchased that give staff the capability to access the AOSOS and provide services to veterans from outreach locations across the state.

Challenges:

- The demand on DVOPs for outreach services by other service provider organizations often outstrips the available staff resources.
- With the emphasis on Veterans staff to provide services to the hardest to serve veterans, staff often struggles to find available resources to serve these clients.

Continuous Improvement Efforts:

- Establish new performance measures for both DVOPs and LVERs, to better reflect their roles and responsibilities.
- LVERs and DVOPs are developing relationships with other WIA partners to increase services to veterans who enter into the Nevada JobConnect system through other partner programs.
- Veterans staff have been cross-trained in the state funded Career Enhancement Program. This allows them to write and fund training contracts and to provide limited supportive services to their customers.

Vocational Rehabilitation

Achievements:

- Bureau of Vocational Rehabilitation staff have been located in each of the Nevada JobConnect offices which has improved access to vocational rehabilitation services for a broader array of applicants.
- Services to family members are enhanced through increased exposure to One-Stop 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 provided an essential tool for VR counselors and clients which increased job search opportunities and streamlined job exploration activities.
- Increased opportunity for coordination of a wide array of services, which enhance rehabilitation plans and outcomes.

Challenges:

- WIA partners that do not have a full presence in the One Stop offices have created an increased burden financially and staff wise for full time partners.

Continuous Improvement Efforts:

- One-Stop centers continue to fine tune policies and procedures for client registration and referral, which will result in seamless access to all partner services.
- Partners in the One Stops continue to learn and understand the idiosyncrasies of each other's service delivery system, which will result in seamless access to all partner services.

Wagner-Peyser

Achievements:

- The Nevada JobConnect One-Stop and Affiliate Offices 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.
- Staff in Nevada JobConnect One-Stop and affiliate offices placed 7369 individuals in jobs at an average wage of \$8.46 per hour in PY 2001.
- Nevada, in concert with six other states and the Department of Labor, is a full partner in the development of AOSOS.
- The Reemployment Services Program (RSP) grant was implemented in March, 2001 and a greater number of unemployment insurance claimants are being provided assistance in returning to work.
- The Employment Security Division approves employers and job orders for the America's Job Bank (AJB) website.

Challenges:

- Due to conversion to the AOSOS operating system, activity reports that provided local office and individual production statistics were not available during this program year. This is being corrected.
- Current Wagner-Peyser staffing levels in Nevada JobConnect offices are not adequate to meet the customer demands for services.

Continuous Improvement Efforts:

- Promotion and marketing of the Toll Free Help Line (TFHL) and America's Service Locator (ASL).
- Updating of AOSOS, AJB, ASL and TFHL manuals and guides.

- Cross training of Wagner-Peyser staff to enhance their knowledge of other WIA partner programs.

Worker Profiling & Reemployment Services System (WPRS)

Achievements:

- WPRS activity and services have been converted to AOSOS.
- WPRS Facilitator training was conducted in Northern Nevada October 2001 and June 2002 and in Southern Nevada November 2001 and June 2002.

Challenges:

- Limited programming resources were diverted from WPRS conversion to implement TEUC and to meet other required programming deadlines. The implementation for WPRS program did not occur until June, 2002.
- The WPRS Quarterly report ETA-9048 is being programmed and will be available in November 2002. AOSOS services were collected and tallied manually to report April-June 2002 activity.

Continuous Improvement Efforts:

- WPRS reporting in AOSOS and the generation of WPRS federal reports will be fully operational in PY02.
- WPRS orientation review, technical assistance and program training visits will be scheduled statewide in PY02.
- With the enactment of the RSP, it is anticipated that WPRS and RSP activity will be combined to maximize reemployment service opportunities for Nevada's UI claimant.
- Update of the WPRS statistical model will be considered.
- Title I partners will be assuming an active role in WPRS in PY 2002.

Work Opportunity Tax Credit (WOTC)

Achievements:

- In PY01, 7,382 requests for certification were received. In that same time period, 1,499 employer certifications were issued. Of the 1,499 certifications issued 87 were Welfare-to-Work only, 1,186 were WOTC only, and 226 were dual certifications. A dual certification means the applicant is eligible for both tax credits and the employer can take advantage of either one.

- If all of the above certifications were actually used to their maximum the combination of the 1,186 WOTC only, and the 226 dual certifications represents a potential \$3,388,800 in tax credits, and the 87 WtW certifications represents a potential \$739,500 in credits.

Challenges:

- Nevada does not receive adequate funding to properly administer the WOTC program. Additional funding would provide staffing to improve the timelines 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 Access will help streamline data processing activities.
- The use of Internet e-mail will eliminate sorting, stuffing envelopes, and applying postage.

In June 2002, a WOTC flyer was inserted with the UI Quarterly Wage Report that is mailed to all UI contributing employers in the state. This mailing went to approximately 47,000 employers and generated some 60 responses from employers who were unaware of the program.

Welfare to Work

Achievements:

- A revised Welfare to Work (WtW) State Compliance Policy Guide was issued to both local workforce investment boards.
- Most WtW service providers also provide adult and youth services under WIA, which helps to ensure that WtW clients are receiving a variety of services through leveraging of resources with other partner programs.
- State Workforce Investment Board awarded additional State WtW funds in May 2002 to ensure that services to WtW clients could continue into calendar year 2003.
- The SNWIB initiated a WtW project in partnership with the Department of Corrections to deliver services to inmates due for release within six months.

Challenges:

- Changes in the DOL reporting format has caused some problems with reporting information on FY 1998 funding. Technical assistance provided by DOL should resolve this reporting problem.

Continuous Improvement Efforts:

- Ongoing program coordination efforts between the Welfare Division, LWIB staff/providers and the Department of Employment, Training and Rehabilitation.
- As the WtW program nears its sunset, participants are being dual enrolled into WIA and other partner programs to ensure a continuation of services.

IV. SERVICE DELIVERY UNDER THE WORKFORCE INVESTMENT ACT**A. Adults/Dislocated Workers****NevadaWorks:**

Seven contractors provide WIA services throughout northern Nevada through 13 separate and unique programs tailored to local area needs. All contractual service providers were approved for renewal of their contracts for a second year, PY 2002. NevadaWorks issued a Request for Proposals for Pilot Projects, which has resulted in five new contractors and programs under the WIA Adult and Dislocated Worker programs. Two pilot projects target ex-offenders, a rural workforce development resource center will be established in Battle Mountain, a community college will develop an open-entry computer assisted training program, and Career Choices will market the Work Readiness Certificate Program to employers.

Southern Nevada Workforce Investment Board:

The tragic events of September 11, 2001 placed a severe strain on southern Nevada's employment and training services. To meet the demand for service, formula Dislocated Worker funds were used to provide life sustaining support services that included rental assistance, mortgage payments and the delivery of employment and training services.

As a result of September 11th, the SNWIB was awarded a \$5.6 million National Emergency Grant (NEG) to serve dislocated workers impacted by the economic slowdown.

The economy in southern Nevada struggled throughout Program Year 2001 with primary and secondary industries suffering major economic setbacks. This severe economic slowdown with thousand of workers losing their jobs created challenges and opportunities for the delivery of workforce investment services.

In an effort to improve service providers' outreach initiatives, in May 2002, the Board began crafting Requests for Proposal and service providers' contracts to focus on dislocated workers outreach and recruitment services. With these focus initiatives in place, the Board expects increases in the number of dislocated workers served.

B. Youth

NevadaWorks:

Nine (9) service providers provided WIA youth services through 15 locally developed programs. Two (2) programs were not renewed for continuation of services after completion of the first year. Unexpended PY 2001 dollars in excess of 15% were not carried into the second year contracts. NevadaWorks issued a Request for Proposals for Pilot Projects, which has resulted in three new contractors and programs under the WIA Youth program.

A construction trades program will be implemented through Citizens for Affordable Homes, Inc. in partnership with Rites of Passage; Academy for Career Education, a vocational charter school, will provide a construction-training program; and the City of Sparks, will provide public service internships for youth.

Southern Nevada Workforce Investment Board:

The Southern Nevada Workforce Investment Board (SNWIB) increased its youth employment and training service delivery capacity over this current program year. SNWIB awarded contracts to five service providers to deliver employment and training services to eligible youth. Two of the five service providers were from the faith-based community. Services such as mentoring, work experience and job shadowing were delivered.

C. Success Stories

Southern Nevada Workforce Investment Board:

During the latter part of the program year, the SNWIB took initiative to build faith and community-based employment and training capacity in support of Southern Nevada's Workforce Investment System and the President's Faith-Based Initiative. The SNWIB planned and sponsored a faith-based partnership initiative, whereby other governmental agencies joined forces to build employment and training capacity with faith-based organizations. This new initiative enhanced outreach services through grassroots organizations, like faith and community-based organizations that traditionally deliver services to those most in need of assistance.

The SNWIB continued its efforts to build employment and training capacity in Southern Nevada to accommodate both jobseekers and employers. During this program year, the number of Board sub-recipients oversight requirement increased from nine to 19 different providers; while the number of providers delivering employment and training services to jobseekers almost doubled, increasing from five to nine. Additional service providers were increased in all WIA program areas.

NevadaWorks:

"Summer School at Virginia City High School is a reality for the first time due to NevadaWorks! A part-time teacher has been hired to work with students enrolled in the NevadaWorks program to assist them in independent study courses to make-up/catch-up

credits and to earn better grades.” Eric Schoen, Community Chest, Inc., Virginia City, Nevada.

Jody was laid off from his job from BHP Mine as a Road and Bench Group Leader in 1999. He was seeking training in the electrical field to secure a career in a stable economic environment without the ups and downs of the mining industry. At the time of Jody's lay off, Job Opportunities In Nevada, Inc. (JOIN, Inc.) had received Emergency Dislocated Worker funding under the National Reserve Grant for workers in the mining industry. BHP Copper had previously received TRA/TAA certification also. He was immediately considered for co-enrollment under both programs.

Jody participated in orientation and testing through JOIN, Inc. It was decided jointly that Jody would be an excellent candidate for the Northwest Lineman College in Meridan, Idaho. Application was made and an agreement was reached with the school, JOIN, Inc., and DETR's Trade Act program. JOIN, Inc. paid for the tuition, books, and tools necessary for the training and TAA paid for transportation to the school at the beginning and end of training. TAA also provided a subsistence allowance, as Jody needed to maintain a separate residence for his family. NRA obligated \$6,450 and TAA obligated \$4,925.

Jody passed the training with honors, maintaining an "A" average throughout the training. He obtained a job with Mt. Wheeler Power Company, the local rural cooperative electrical company in Ely. He was hired as a lineman at \$21.80 per hour.

As of this writing, he is receiving \$23.83 per hour. Jody is extremely happy with his training, his new job and the services he received through the two offices. He has reached his ultimate goal of obtaining a new career in a stable industry and was able to stay in Ely. Jody is a success story that continues to be noticeable in our community.

Scott, a client of the JOIN, Inc. Ely office, was hired for a summer position by O'Flaherty Plumbing to help install sprinklers and lay PVC pipe. John O'Flaherty called stating “this young man is doing an exceptional job and he would like to continue in some form of training with him during the school years.”

John stated, that Scott “is a good hard worker that could become a great employee in the plumbing field as he gets older.” Scott is only 14. John believes this is the time to begin showing him different career opportunities. Scott's mother is delighted as she came to us stating she did **not** want Scott to grow up sitting on the wrong side of the Welfare Desk.

V. STATEWIDE/LOCAL ACTIVITIES

A. Eligible Training Provider List/Consumer Report

An Eligible Training Provider List and Consumer Report have been maintained throughout the program year. For most of the approved providers, the required WIA client information on the Consumer Report was not available because service providers were not required to collect the data on a specific group.

To ensure that clients being served under WIA are provided maximum customer choice, the SWIB Individual Training Account Workgroup consisting of private sector, state and local board staff, the Department of Education, community colleges and other training providers

reviewed and revised the existing subsequent eligibility procedure. These meetings were very helpful in clarifying the process of subsequent eligibility.

Roles and responsibilities were finalized including how and by whom the data would be collected and reported. As with any new policy/procedure, a review will be conducted periodically to evaluate its effectiveness and revisions will be made as required.

B. Rapid Response

Achievements:

- In Program Year 2001, the Rapid Response Program assisted 13,343 dislocated workers.
- Received and responded to 147 Worker Adjustment and Retraining Notification (WARN) Act notices.
- Conducted 43 Rapid Response On-Site Presentations.
- Mailed out informational packets to 75 employers.
- Coordinated and participated in four job fairs.

Continuous Improvement Efforts:

- Plans are underway to create a Rapid Response homepage within the Department's website.
- As part of a wider goal, initiate formal relationships between the job developers, employer representatives, Research and Analysis, Unemployment Insurance Field Auditors, Benefit Accuracy Measurement and Benefit Payment Control to gather and share information on impending layoffs in the employer community.

C. Evaluation Activities

State Activities:

- Financial and program monitoring is conducted annually with the two local boards and their contracted service providers.
- Financial and program summary reports are reviewed quarterly to determine the need for technical assistance.
- Workforce Investment Support Services (WISS) staff are collaborating with DETR's Research & Analysis bureau to develop a plan for statewide program evaluations as required by the Workforce Investment Act.

NevadaWorks:

- The NevadaWorks staff held an off-site retreat to evaluate agency and program successes, individual achievements, and evaluate past progress and future progress and future objectives. Prior year goals were reviewed and new goals identified in relation to agency and NevadaWorks Board goals.
- On-site monitoring of the Welfare-to-Work and Workforce Investment Act contract programs was conducted to insure that expenditures were recorded correctly, were allowable and that the programs operated in accordance with the contracts and the regulations. Monitoring often included technical assistance due to the expansion and diversification of service providers.
- Program monitoring is used to evaluate the status of programs operating under NevadaWorks and to review compliance elements as prescribed under regulations. A combination of participant files and the NevadaWorks Reporting System are reviewed. The areas monitored include eligibility/registration documents, Individual Service Strategy information, services provided, exit information and follow-up services.
- Monthly program narrative reports are required by all NevadaWorks contract providers and the Nevada JobConnect Center. 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.

Southern Nevada Workforce Investment Board:

- The SNWIB staff conducted quarterly program and fiscal monitoring evaluations for each service provider. During monitoring reviews and evaluations, findings and observations were documented along with corrective actions and recommendations for program improvements. The SNWIB received two monitoring reviews and evaluations from the State of Nevada. The noted findings identified by the State of Nevada were corrected and some policy changes were established to prevent recurrence.

D. Incentive Awards

The State Workforce Investment Board awarded \$65,000 to NevadaWorks for their performance efforts during Program Year 2001.

Current state policy dictates that performance data for the fourth quarter of each program year will be used to calculate the incentive award. Due to the delay in obtaining the data needed to calculate performance measures, staff will be researching the time periods other states use and make a recommendation regarding the possible revision of the state policy for Program Year 2002.

E. Marketing

Statewide Activities:

The State Workforce Investment Board awarded a \$400,000 marketing and advertising contract for Nevada's Workforce Development System to the advertising firm, Mass Media/Vanguard. The highlights of this successful venture include:

- Comprehensive and consistent brand development that includes logo, slogan, and system name.
- Internal communications were improved and a framework for updates was developed.
- Television and radio advertisements were developed that targeted business and featured Governor Kenny Guinn.
- The internal and external launch of Nevada's JobConnect was completed successfully with significant press coverage, including front-page stories and live, primetime television interviews.
- Increased traffic flow at both Nevada Job Connect one-stop locations.
- Television, radio and print outlets delivering a 2 to 1 match, that doubled our investment.
- On-budget performance.

NevadaWorks:

Marketing of NevadaWorks, workforce investment system and program activities have taken a wide variety of forms. From the development of a new logo, program specific and informational brochures, radio interviews and production of PSA for broadcast on cable television to participation in career fairs and the open house for the Job Connect One-Stop office, marketing and outreach has been a primary focus for NevadaWorks.

The Chief Executive Officer, Tom Fitzgerald, 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, Dayton, Virginia City, Yerington, Carson City, Fernley and Sparks. Presentations on the role of NevadaWorks have been made to all 13 county commissions.

In addition, NevadaWorks is actively participating in on-going projects with EDAWN, NNDA, SPPCO, ECEDA, and has met with Washoe Legislative Delegation and U.S. Senate and House staffs in Reno and Washington D.C.

Southern Nevada Workforce Investment Board:

Through its marketing efforts, the SNWIB demonstrated to employers the value of the Workforce Investment System and how its services could help them attain and maintain a steady workforce to increase profits and assets. The Board is currently exploring avenues to develop ways to connect all WIA services with businesses for customized jobseekers training opportunities.

As the SNWIB moved forward into the new program year, it prepared plans to create more partnerships with businesses. The plans included marketing the Workforce Investment System's ability to demonstrate the effectiveness of its programs and services by connecting quality jobseekers with employers' occupational needs.

The SNWIB launched a marketing initiative to package and illustrate its services to both employers and jobseekers. Such initiatives as Career Week started in May 2002, whereby employers make on-site visits to the Southern Nevada's JobConnect One-Stop Center to accept applications, conduct interviews and hire qualified jobseekers. As already indicated, the Board forged strong connections with the Department of Labor national partners at local levels to deliver quality employer services.

Television and radio spot infomercials were produced and the Board's media campaign is ongoing—as it spotlights Southern Nevada Workforce Investment Area's array of employment services and highlights the value of those services to both employers and jobseekers.

The Board anticipates that its aggressive marketing approach will yield a positive flow of customers seeking employment services, particularly employers. More importantly, the marketing effort will break the long-term employers' behavioral trends toward public managed employment services by showcasing state-of-the-art employer services and demonstrating their effectiveness.

F. Technical Assistance/Capacity Building

➤ State Level Activities:

Staff of the Department of Employment, Training and Rehabilitation continue to work closely with the U.S. Department of Labor, other state agencies, local board staff, Nevada JobConnect partners and SWIB and LWIB members to provide help and to support continuous improvement efforts. Ongoing technical and capacity building assistance has been provided to the LWIBs, Job Connect offices and service providers.

WIA Implementation Workgroup Meetings are held quarterly. These meetings provide an opportunity for State and LWIB staff to discuss issues, address concerns, and identify technical assistance needs.

Nevada JobConnect staff have attended the following DOL sponsored meetings and training sessions:

- Performance Management training
- One Stop Comprehensive Financial Management training

- Rural Conference
- Region VI WIA Manager's Meeting
- Youth Dialogue Workgroup Meetings.

Local Level Activities:

NevadaWorks

Representatives of all program providers participate in mandatory training on WIA program requirements and the NevadaWorks Reporting System. 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 (3) 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.

NevadaWorks has participated in the Nevada Association of Counties Annual Convention in Ely, attended the National Association of Workforce Boards and National Association of Counties annual meeting in Washington D.C.

Staff attended:

- The UNR Executive Speaker Series;
- Training and became certified in CPR for both adults and infants;
- Conferences on WIA Financial Management, Performance Management, and Workforce Partnerships sponsored by the Department of Labor;
- The American Society of Equal Opportunity Professional conference;
- State EEO training;
- UNR Advanced Management Program on Equal Opportunity Regulations; and
- Oracle Discoverer training; participated in Emergenetics assessments, and received power point and photoshop training.

NevadaWorks provided an orientation to NevadaWorks and the Workforce Investment System for all new Board members. The training session was video taped and has been made available to all Board members. In addition, each Board member has been provided a NevadaWorks Board Manual. Staff continually provide technical and operational support for the Board.

Members of the Board actively engage in expanding the capacity of NevadaWorks programs and initiatives through participation in community events, representing and marketing NevadaWorks activities and programs with economic development, community and business organizations.

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.

Southern Nevada Workforce Investment Board

During its retreat in June 2002, the Board developed a strategic plan with strategies and tactics to improve employment and training services delivered to local area employers. The plan also highlighted ways to improve Board members' participation and activities in establishing policy and providing staff directions in achieving its established goals. In the Board's strategic plan, it outlined specific timelines and measurements by which goals and objectives will be attained.

For example, the Board's committees have been given more responsibility to help craft policy during workshops with Board staff's input. In essence, the Board's new approach is to move deeply into policy making in order to increase its efficiency by maximizing individual Board member's participation and effectiveness.

G. Reporting and Data Collection

America's One-Stop Operating System:

AOSOS, the Nevada JobConnect management information system, was implemented in Nevada on July 2, 2001. The total number of partner staff using the system exceeds 300.

- AOSOS program development continues. The reliability of this system has exceeded our expectations.
- AOSOS now produces all the federally required WIA and the Wagner-Peyser reports.
- Ad hoc reports can now be produced using the Discoverer program.
- Prior to the purchase of the Discoverer software, the Department was unable to produce management reports for state use. Discoverer reports provide local office management with performance data at the local level needed to manage their programs and staff activity.
- A large number of Employment Security Division personal computers did not have enough power to run the AOSOS program. The DETR Employment Security Division has developed an aggressive replacement schedule to ensure that all staff in Nevada JobConnect affiliate site offices are provided with personal computers capable to operate AOSOS

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 Workforce Investment Act Standard Reporting Data (WIASRD) required elements, in addition to management reporting features.

The NevadaWorks reporting system will have the capability for data exchange with the America's One-Stop Operating System in the near future.

Southern Nevada Workforce Investment Board:

During the first quarter of PY2001, the SNWIB approved an initiative to develop and implement an automated data collection system to complement AOSOS. The new system named START will allow case managers to enter and update participants' employment and training activities and services.

One of the most positive features of the START system is that all participant data entered may be downloaded or transferred into AOSOS. The new START system offers streamlined data reporting with customized statistics and participant and program tracking.

VI. PERFORMANCE ACCOUNTABILITY

A. State Performance

Nevada JobConnect met fifteen of the seventeen required performance indicators. Nevada did not meet or exceed two of the Older Youth measures.

Attachment E provides WIA program expenditure information for PY01.

B. Local Area Performance

NevadaWorks:

NevadaWorks performance, under the criteria of the Workforce Investment Act and coupled with expansion and diversification of the Nevada JobConnect 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 met or exceeded all of the performance measures including the two customer satisfaction measures.

Southern Nevada Workforce Investment Board:

For Program Year 2002, the SNWIB looks forward to a productive year with improvements in all performance measurement areas. Although the Board did not achieve three of the youth program performance measurements, controls are now in place to help ensure 2002 performance goals are met or exceeded. The Board has placed focus on performance measurements and directed the staff to frequently monitor subrecipients and provide status reports reflecting each subrecipient's performance. To create a dialog for subrecipients' to

provide input in the Board's services deliver policy, the Board staff instituted an "11:43 A.M." working lunch meeting with all service providers to discuss and review recommendations and initiatives to help improve program performance and deliver better employment and training services. The Board was allocated \$30,000 by the SWIB to be used for technical assistance and capacity building activities to address performance improvement.

With the crafting of RFPs and contracts to focus on specific performance measurements, the Board's staff and management team are confident that meeting future goals and objectives will be routine. With the aftermath of September 11, 2001 and the influx of layoffs, Program Year 2001 was one of interesting challenges that brought about change in several areas of the Board's employment and training program initiatives.

VII. Performance Tables A through N

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 Southern Nevada Workforce Investment Board and NevadaWorks

**State of Nevada
WIA Annual Report
For
Program Year 2001**

Tables A - O

**Table A – Workforce Investment Act Customer Satisfaction Results
July 1, 2001 – June 30, 2002**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level [ACSI]	Number of Customers Surveyed	Number of Customers Eligible for Survey
Program Participants	71	80.9	1187	2629
*Employers	65	82.7	465	696

*Number of employers served was considerably below the 500 minimum required and as a result these numbers would not be statistically valid.

**WIA Annual Report – Program Year 2001
July 1, 2001 – June 30, 2002**

Table B Adult Program Results At A Glance

Performance Measure	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68%	69.1%	813
			1176
Employment Retention Rate	80%	74.0%	519
			701
Earnings Change In Six Months	\$3,300	\$3,008	\$2,108,386
			701
Employment And Credential Rate	50%	45.7%	170
			372

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	77.3%	150	69.4%	43	54.1%	60	60.2%	50
		194		62		111		83
Employment Retention Rate*	79.5%	128	72.5%	29	68.3%	41	81.0%	34
		161		40		60		42
Earnings Change in Six Months*	\$5,311	\$855,089	\$783	\$31,310	\$2,237	\$134,248	\$2,119	\$89,003
		161		40		60		42
Employment and Credential Rate	60.7%	65	50.0%	7	32.1%	9	33.3%	7
		107		14		28		21

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	75.5%	247	58.2%	64
		327		110
Employment Retention Rate *	79.4%	150	72.1%	369
		189		512
Earnings Change in Six Months *	\$4,571	\$863,918	\$2,436	\$1,247,282
		189		512

**WIA Annual Report – Program Year 2001
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Table E Dislocated Worker Program Results At A Glance

PERFORMANCE MEASURE	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
Entered Employment Rate	72%	79.5%	650
			818
Employment Retention Rate	84%	80.9%	378
			467
Earnings Replacement Rate	85%	86.8%	\$4,959,967
			\$5,716,069
Employment and Credential Rate	56%	44.8%	181
			404

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83.3%	95	79.2%	38	78.9%	116		0
		114		48		147		0
Employment Retention Rate*	87.9%	58	88.9%	24	84.9%	73	50%	2
		66		27		86		4
Earnings Change in Six Months*	81.3%	\$801,972	114.5%	\$314,129	405.0%	\$3,877,786	422.5%	\$10,740
		\$986,979		\$274,466		\$957,465		\$2,542
Employment and Credential Rate	52.2%	35	43.5%	10	42.5%	31		0
		67		23		73		0

Table G. – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core And Intensive Services	
Entered Employment Rate	79.4%	319	79.6%	331
		402		416
Employment Retention Rate *	77.2%	156	83.8%	222
		202		265
Earnings Replacement Rate *	85.7%	\$2,038,406	87.5%	\$2,921,561
		\$2,377,361		\$3,338,708

*

**WIA Annual Report - Program Year 2001
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Table H. Older Youth Results at a Glance

Performance Measure	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68%	52.8%	66
			125
Employment Retention Rate	80%	71.4%	30
			42
Earnings Change in Six Months	\$2,400	\$2,732	\$114,752
			42
Credential Rate	30%	20.3%	28
			138

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out Of School Youth	
Entered Employment Rate	40.9%	9	0.0%	0	29.0%	9	58.6%	58
		22		1		31		99
Employment Retention Rate *	83.3%	5	0.0%	0	83.3%	5	71.8%	28
		6		0		6		39
Earnings Change in Six Months *	\$4,233	\$25,399		\$0	\$3,678	\$22,066	\$2,671	\$104,187
		6		0		6		39
Employment and Credential Rate	27.3%	3	0.0%	0	0.0%	0	13%	14
		11		1		19		108

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Table J. Younger Youth Results at a Glance

Performance Measure	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	65%	77.7%	1192
			1534
Diploma or Equivalent Attainment Rate	32%	37.2%	58
			156
Retention Rate	40%	54.1%	53
			98

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out of School Youth	
Skill Attainment Rate	85.9%	110	77.7%	445	34.3%	35
		128		573		102
Diploma or Equivalent Rate	14.3%	1	51.9%	28	29.6%	32
		7		54		108
Retention Rate	100.0%	3	61.8%	21	75.0%	48
		3		34		64

**WIA Annual Report - Program Year 2000
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Table L. – Other Reported Information

	12 Month Employment Retention Rate		12 Month Earning Change (Adults & Older Youth) or 12 Month Earnings Replacement (Displaced Workers)		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	
Adults	76.0%	402	\$4,412	\$2,334,021	7.3%	40	\$3,520	\$3259340	22.5%	171
		529		529		549		926		761
Dislocated Workers	89.8%	553	96.1%	\$7,999,736	1.7%	6	\$5,982	\$3864341	47.9%	275
		616		\$8,321,483		346		646		574
Older Youth	67.8%	61	\$3,452	\$310,654	0%	0	\$2,679	\$192,875		
		90		91		95		72		

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	3516	2000
Dislocated Workers	1729	1170
Older Youth	632	150
Younger Youth	1453	1152

WIA Annual Report - Program Year 2000
July 1, 2001 – June 30, 2002

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$4,569,290
Local Dislocated Workers		\$3,910,719
Local Youth		\$3,802,021
Rapid Response		\$601,168
Statewide Required Activities		\$3,825,163
Statewide Allowable Activities	Program Activity Description	
	• Incentive	\$120,000
	• Marketing	\$760,000
	• Pilot/Incumbent Worker Projects	\$720,000
	• Labor Coordinator	\$60,000
	• Youth Activities	\$961,000
	• Admin/Misc.	\$1,144,163

WIA Annual Report - Program Year 2001

Table O – Local Performance

Local Area: Southern Nevada Workforce Investment Board	Total Participants Served	Adults	2924
		Dislocated Workers	1026
		Older Youth	193
		Younger Youth	1292
ETA Assigned Number 32005	Total Exiters	Adults	1699
		Dislocated Workers	585
		Older Youth	100
		Younger Youth	902
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Participants	71	79.1
	Employers	65	78.2
Entered Employment Rate	Adults	68%	70.5%
	Dislocated Workers	72%	77.2%
	Older Youth	68%	50.0%
*Retention Rate	Adults	80%	74.0%
	Dislocated Workers	84%	88.6%
	Older Youth	80%	75.0%
	Younger Youth	40%	50.0%
*Earnings Change Replacement Rate in Six Months	Adult	\$3,300	\$3,196
	Dislocated Workers	85%	96.7%
	Older Youth	\$2,400	\$3,308
Credential Diploma Rate	Adults	50%	60.7%
	Dislocated Workers	56%	52.5%
	Older Youth	30%	10.1%
	Younger Youth	32%	23.3%
Skill Attainment	Younger Youth	65	86.6%
Overall Status of Local Performance		Not Met	Met
		3	4
		Exceeded	10

*

Table O – Local Performance

Local Area: Northern Nevada	Total Participants Served	Adults	592
		Dislocated Workers	703
		Older Youth	439
		Younger Youth	161
ETA Assigned Number 32010	Total Exiters	Adults	302
		Dislocated Workers	436
		Older Youth	158
		Younger Youth	143
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Participants	75	84.6
	Employers	72	73.4
Entered Employment Rate	Adults	67%	64.2%
	Dislocated Workers	71%	81.2%
	Older Youth	66%	58.5%
*Retention Rate	Adults	79%	74.2%
	Dislocated Workers	85%	75.5%
	Older Youth	79%	68.2%
	Younger Youth	37%	60.0%
*Earnings Change Replacement Rate in Six Months	Adult	\$2,550	\$2,344
	Dislocated Workers	81%	81.2%
	Older Youth	\$2,250	\$2,209
Credential Diploma Rate	Adults	34%	29.0%
	Dislocated Workers	52%	41.6%
	Older Youth	25%	42.9%
	Younger Youth	25%	52.1%
Skill Attainment	Younger Youth	65%	56.2%
Overall Status of Local Performance		Not Met	Met
			10
			Exceeded 7

Attachments

- A. State of Nevada Governor's Workforce Investment Board Membership List**
- B. State Workforce Investment Board Youth Council and Sub-Committee Memberships Lists**
- C. NevadaWorks Council and Locally Elected Officials Membership Lists**
- D. Southern Nevada Workforce Investment Board Membership List**
- E. Nevada's Program Year 2001 Expenditure Chart**

State of Nevada
GOVERNOR'S WORKFORCE INVESTMENT BOARD

NAME	REPRESENTS:
Amodei, Senator Mark	Senate – Northern Nevada
Batjer, Marybel	Chief of Staff, Office of the Governor
Bertoldi, Michael	Business – Northern Nevada
A. Bond, Joanne	LEO – Northern Nevada Workforce Investment Board
Brewer, Robert E.	Chair-Southern Nevada Workforce Investment Board
Carpenter, Assemblyman John C.	Assemblyman-Northern Nevada
Chairsell, Chris	Nevada's University and Community College System
Chowning, Assemblywoman Vonne	Assembly – Southern Nevada
Fisher, Judie	Small Business – Northern Nevada
Florence, Myla	Director, Department of Employment, Training & Rehabilitation
Hadfield, Robert	Nevada Association of Counties
Ham, Vicki	Business – Southern Nevada
Hickey, Liliam	Small Business – Southern Nevada
Jones, Jeanne	Small Business – Southern Nevada
Kelley, Kara	Southern Nevada Chamber of Commerce, President Business – Southern Nevada
Kelly, Kathryn	Small Business – Northern Nevada and Seniors
Mathews, Senator Bernice	Senator – Northern Nevada
McComb, Karla	Safe and Drug Free Schools and Vocational Rehabilitation Advisory Council
McLaughlin, Jack	Nevada Department of Education, Superintendent of Public Instruction
Millard, Dwight	Business – Northern Nevada
Mullet, Craig	Business – Northern Nevada Nevada's Manufacturing Industry
Murphy, Aleta	Business – Northern Nevada Nevada's Banking Industry and Carson City Chamber of Commerce
Vacant	Business – Southern Nevada
Peto, Jeanne	Business – Southern Nevada
Ranney, Bob	Southern Nevada Community-Based Services and Youth
Rider, Cindy J.	Business – Rural Nevada Nevada's Mining Industry
Rybar, Kathleen	Business – Southern Nevada Nevada's Gaming Industry
Shriver, Robert	Director, Commission on Economic Development
Taylor, D.	Business – Southern Nevada Culinary Worker's Union
Thomas, Stan	Chair, NevadaWorks Board & Business – Northern Nevada
Thompson, Danny	Nevada's Labor Unions
Willden, Mike	Director, Nevada Department of Human Resources

YOUTH COUNCIL

Attachment B

NAME	REPRESENTS
John Bentley, Chairman Youth Council Taskforce Committee	NevadaWorks Youth Council Board Youth Council Taskforce Committee
Richard B. Blue, Jr., Board Manager Southern Nevada Workforce Investment Board	Southern Nevada Workforce Investment Board – Youth Council Taskforce
Willie Fields, Jr., Vice Chair Youth Council Taskforce Committee	Southern Nevada Workforce Investment Board
William Galbreth, Deputy Board Manager Southern Nevada Workforce Investment Board	Southern Nevada Workforce Investment Board – Youth Council Taskforce
Robert Golder, Grants Manager The Children’s Cabinet	The Children’s Cabinet
Shirley Kneibler, Quality Analyst Youth Council Taskforce Committee	NevadaWorks Youth Council Taskforce Committee
Debra Naegle, Teacher Youth Council Taskforce Committee	Clark County School District
John Ranney, Chairman Youth Council Taskforce Committee	State Workforce Investment Board Youth Council Taskforce Committee
James Whitacre, Deputy Administrator Department of Employment, Training & Rehabilitation	Employment Security Division

CHAMBER OF COMMERCE COMMITTEE

NAME	REPRESENTS
Sam Hickey (Chair)	Business – Southern Nevada
Debra Murphy	Business – Northern Nevada
John Hendrickson	Las Vegas Chamber of Commerce
Debra Florence	Department of Employment, Training and Rehabilitation
Robert Shriver	Commission on Economic Development

GOVERNOR'S RESERVE FUND BUDGET SUBCOMMITTEE

NAME	REPRESENTS
n Thomas, Chair	Business – Northern Nevada Northern Nevada Workforce Investment Board
nne Jones	Business – Southern Nevada
bert Brewer	Business – Southern Nevada Southern Nevada Workforce Investment Board
lie Fisher	Business – Northern Nevada
ta Murphy	Business – Northern Nevada

MARKETING AND BUSINESS SUPPORT SUBCOMMITTEE AND WORKGROUP

NAME	REPRESENTS
nne Jones (Chair)	Business – Southern Nevada
bert Brewer, Chair, Southern Nevada Workforce Investment Board	Business – Southern Nevada Southern Nevada Workforce Investment Board
lie Fisher	Business – Northern Nevada
ta Murphy	Business – Northern Nevada
ki Ham	Business - Southern Nevada
bert Shriver, Director, Commission on Economic Development	Economic Development – Statewide
l Murphy	Title I Service Provider
ricia Lees	Business – Northern Nevada
hard B. Blue, Board Manager, Southern Nevada Workforce Investment Board	Southern Nevada Workforce Investment Board
ney Hendrickson	Chambers of Commerce
n Fitzgerald, CEO, NevadaWorks	Northern Nevada Workforce Investment Board

LEGISLATIVE SUBCOMMITTEE

NAME	REPRESENTS
la Florence (Chair)	Department of Employment, Training and Rehabilitation
semblymen John Carpenter	
semblywoman Vonne Chowning	
ator Bernice Matthew	
ator Mark Amodei	

INDIVIDUAL TRAINING ACCOUNTS WORKGROUP

NAME	REPRESENTS
Phyllis Dryden (Chair)	Department of Education
Dr. Greg Richens	Department of Education
Sharon Nipp	Northern Nevada Workforce Investment Board
Kathryn Kelly	Business – Northern Nevada
Connie Williams	Department of Employment, Training and Rehabilitation's (DETR) Workforce Investment Support Services (WISS)
Mike Rainey	Truckee Meadows Community College
Richard Blue	Southern Nevada Workforce Investment Board
Val Hopkins	DETR/WISS
Norma Bucelato	Community College of Southern Nevada
Ana Acevedo	Southern Nevada Workforce Investment Board
Myla Florence	DETR
Tom Fitzgerald	Northern Nevada Workforce Investment Board
Dr. Anthony Calebro	UCCSN
Larry Clark	Business – Northern Nevada

EMPLOYMENT OF PERSONS WITH DISABILITIES SUBCOMMITTEE

NAME	REPRESENTS
Karla McComb (Chair)	Persons with Disabilities; Youth
Mike Willden	Department of Human Resources
Moshe Bialac	Persons with Disabilities; Labor
Ed Guthrie	Opportunity Village; Persons with Disabilities
Gayle Rodgers	Business – Southern Nevada

NEVADAWORKS COUNCIL July 1, 2002 – June 30, 2003

Attachment C

NAME BOARD POSITION	TERM DATES START/END	TITLE	COMPANY	STREET	CITY	ZIP	PHONE
Adair, Dennis (O)	7/02 6/04	Northern District Manager	NV Bureau of Vocational Rehabilitation DETR	1325 Corporate Blvd.	Reno	89502	688-1480
Baker, Birgit (O)	7/02 6/05	Administrator	NV Employment Security Division – DETR	500 E. Third St.	Carson City	89713	684-3909
Bass, Bob (B)	7/02 6/05	Area Manager	SBC Nevada Bell	P.O. Box 11010	Reno	89520	333-8535
Bentley, Rich (B)	7/02 6/04	Distribution Center Manager	Michelin North America, Inc.	14551 Industry Circle	Reno	89506	677-6767
Bond, Joanne (O) LEO	1/02 12/02	Commissioner	Washoe County	5339 Torobie Dr.	Sun Valley	89433	328-2005
Brasfield, Tom (B)	7/02 6/05	President	Personnel Services Inc.	360 Lillard Drive	Sparks	89434	356-7664
Brandt, Joy ©	7/02 6/04		Austin Chamber of Commerce	P.O. Box 116	Austin	89310	964-2447
Breternitz, John (B)	7/01 6/03	Executive Vice President	Q & D Construction	P.O. Box 10865	Reno	89510	786-2677
Clark, Nathan (B, E)	7/02 6/04	President	Career College of Northern Nevada	1195-A Corporate Blvd.	Reno	89502	856-2266
Clausen, Kirk V. (B) CENVC	7/01 6/04	Executive Vice President	Wells Fargo Bank	5340 Kietzke Lane Suite 201	Reno	89511	689-6111
Darney, Alan (L)	7/01 6/04	Administrator	No. NV Electrical Apprenticeship	4635 Longley Suite 108	Sparks	89502	358-4301
Davis, Walter (B)	7/02 6/05	Vice President	Washoe Health System Attn: Physician Services	1000 Ryland Suite 402	Reno	89502	982-4697
Decker, Joyce (B)	7/01 6/03	Director of Recruitment	Reno Hilton	2500 East Second St.	Reno	89595	789-2236
deOliveira, Joe (B)	7/02 6/05	Learning Manager	amazon.com	P.O. Box 401	Fernley	89408	575-8083
Dugan, Kenneth (O)	7/01 6/03	Center Director	Sierra Nevada Job Corps Center	5005 Echo Ave	Reno	89506	677-3610
Fleming, Jack (B)	7/02 6/03	Builder/Developer	J. J. Fleming and Associates	1764 Klatt Drive	Carson City	89701	885-1589
Glenn, Valerie (B)	7/01 6/03	President/CEO	Rose Glenn Group	299 S. Arlington Ave	Reno	89501	827-7311

NAME/ BOARD POSITION	TERM DATES START/END	TITLE	COMPANY	STREET	CITY	ZIP	PHONE
Holt, Kris (D, B)	7/02 6/04	Business Development	Shaw Construction Company, Inc.	9390 Gateway Dr. Suite 280	Reno	89511	853-0800
Lees, Patricia (B)	7/01 6/04	Director of Training Services	Nichols Consulting Engineers, CHTD.	1885 S. Arlington Ave. Suite 111	Reno	89509	329-4955
Lucey, Ph.D, Carol (E)	9/02 6/03	President	Western Nevada Community College	2201 West College Parkway	Carson City	89703	445-4450
Marlow, Dale (B)	7/02 6/05	Purchasing Manager	Western Nevada Supply	950 South Rock	Sparks	89431	359-5800
Miller, Wayne (C, B)	7/02 6/04	Manager of Human Resources	Day Zimmermann Hawthorne Corp.	2 South Maine Street	Hawthorne	89415	945-7855
Newell, Vicki (E)	7/02 6/05	Executive Director	Northern Nevada Literacy Council	680 Greenbrae Dr. Suite 222	Sparks	89431	356-1007
Nichols, Bob ©	7/01 6/03		White Pine Chamber of Commerce	P.O. Box 331	Ely	89301	289-1675
Parker, Dennis (B)	7/02 6/04	Owner	Parker Heating & Sheet Metal	P.O. Box 669	Elko	89801	738-4681
Riley, Jim (B)	7/01 6/03	Consultant		1575 Sharon Way	Reno	89509	329-2689
Roma, Gary (B)	7/02 6/05	Vice President Sales & Marketing	Nevada Cement	P.O. Box 840	Fernley	89408	575-2281
Rosaschi, Rota (O)	7/01 6/03	Chief of Employment and Support Services	NV Dept. of Human Resources – Welfare Division	2527 No. Carson St.	Carson City	89706	687-4834
Smith, Greg (L)	7/02 6/05	Administrator	No. NV Operating Engineers	P. O. Box 20962	Reno	89515	575-2729
Thomas, Stan (B, D) CNVC	7/02 6/03	Director of Business Planning & Growth	Sierra Pacific Power Co.	P.O. Box 10100	Reno	89520	834-3640
Waite, Wayne (O)	7/01 6/03	Area Coordinator	Dept. of Business and Industry – NV Housing Division	1801 No. Carson St. Suite 154	Reno	89701	687-4258
Wilson, Geoffrey (B)	7/02 6/05	Chief Financial Officer	Club Cal Neva	P.O. Box 2071	Reno	89505	323-1046

Local Elected Officials
January 1, 2002 to December 31, 2002

NAME BOARD POSITION	TERM DATES START/END	TITLE	COMPANY	STREET	CITY	ZIP	PHONE
Bond, Joanne Chair	N/A	Commissioner	Washoe County	5339 Torobie Drive	Sun Valley	89433	328-2005
Ellison, John	N/A	Commissioner	Elko County	P.O. Box 683	Elko	89803	738-7284
Elquist, Bill	N/A	Commissioner - Chair	Lander County	745 S. Humboldt St.	Battle Mountain	89820	635-2885
Frey, Norman	N/A	Commissioner	Churchill County	3975 Reno Highway	Fallon	89406	867-3975
Funk, Arlo	N/A	Commissioner	Mineral County	P.O. Box 1450	Hawthorne	89415	945-2446
Hunewill, Phyllis Vice Chair	N/A	Commissioner	Lyon County	321 Artist View	Wellington	89444	465-2324
Kramer, Al	N/A	Treasurer	Carson City	201 No. Carson St. Suite 5	Carson City	89701	887-2027
Kershaw, Bob	N/A	Commissioner	Storey County	126 Bleu De Clair	Lockwood	89434	342-0154
Kite, Kelly	N/A	Commissioner	Douglas County	P.O. Box 218	Minden	89423	782-9821
Mancebo, Roger	N/A	Commissioner	Pershing County	P.O. Box Drawer E	Lovelock	89419	273-2342
Provost, Dave	N/A	Commissioner	White Pine County	801 Clark St. Ste. 4	Ely	89301	289-2341
Robinson, Wayne	N/A	Commissioner	Eureka County	P.O. Box 287	Eureka	89316	237-5663
Wright, Don	N/A	Commissioner	Humboldt County	Courthouse Room 205 50 W. Fifth St.	Winnemucca	89445	623-6300

SOUTHERN NEVADA LOCAL WORKFORCE INVESTMENT BOARD

Attachment D

Richard W. Arnold, Executive Director
Las Vegas Indian Center
2300 West Bonanza Road
Las Vegas, NV 89106
W: 647-5842 ext. 225/F: 647-2647

Councilman Jack Clark
City of Henderson
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Henderson, NV 89015
W: 565-2085/F: 565-6635

Victoria Balint
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Pahrump, NV 89048
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Las Vegas OA & P
MTC Job Corps
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Henderson Architects
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Taiwanese Chamber of Commerce
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davclee@hotmail.com
455-1673/F: 450-9647

Sidney Hendrickson, Vice President
Membership & Community Development
Las Vegas Chamber of Commerce
3720 Howard Hughes Pkwy.
Las Vegas, NV 89109
641-5822 X276/F: 735-1962
assistant: x302
shendrickson@lvchamber.com

Commissioner Chip Maxfield
Clark County Government Center
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President & General Manager
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Councilman Mike Pacini
1312 Potosi Street
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Culinary Training Center
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Blossom Kay
Director of Career Planning & Placement
4100 W. Flamingo Rd., #2100
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Commissioner Cameron McRae
Nye County Commissioner
3780 Seneca Rd.
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Urban Chamber of Commerce
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Community Service Employment Program
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State of Nevada
Workforce Investment Act Grant - PY 01 Expenditures
For the Period July 1, 2001 - June 30, 2002

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				
JTPA PY 99 Carry In Monies	216,489	216,489	100%	0
PY 00 Carry In Monies	526,454	526,454	100%	0
PY 01 Funds	3,826,347	3,826,347	100%	0
Dislocated Worker Program Funds				
JTPA PY 99 Carry In Monies	161,750	161,750	100%	0
PY 00 Carry In Monies	877,509	877,509	100%	0
PY 01 Funds	2,871,460	2,871,460	100%	0
Youth Program Funds				
JTPA PY 99 Carry In Monies	168,835	168,835	100%	0
PY 00 Carry In Monies	173,331	173,331	100%	0
PY 01 Funds	3,459,855	3,459,855	100%	0
Unliquidated Obligations				
PY 99				0
PY 00				0
PY 01				526,893
Local Administration Funds				
JTPA PY 99 Carry In Monies	60,785	60,785	100%	0
PY 00	165,253	165,253	100%	0
PY 01	1,128,628	1,128,628	100%	0
Rapid Response Funds				
PY 00 Carry In Monies	225,584	225,584	100%	0
PY 01 Funds	150,000	150,000	100%	0
Statewide Activity Funds				
JTPA PY 99 Carry In Monies	392,060	392,060	100%	0
PY 00 Carry In Monies	1,843,295	1,401,130	75%	442,165
PY 01 Funds				
Total PY 01 Funds	13,54,457	11,308,704	84%	2,145,753
Total PY 00 Carry In Monies	3,304,502	3,304,502	100%	0
Total PY 99 Carry In Monies	999,918	999,918	100%	0

*Includes unliquidated obligations.

WIA Annual Report Data

State Name: NV

Program Year: 2001

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	71	80.9	1,187	2,629	2,629	45.2
Employers	65	82.7	465	696	696	66.8

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68	69.1	813
			1,176
Employment Retention Rate	80	74	519
			701
Earnings Change in Six Month	3,300	3,008	2,108,386
			701
Employment and Credential Rate	50	45.7	170
			372

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	77.3	150	69.4	43	54.1	60	60.2	50
		194		62		111		83
Employment Retention Rate	79.5	128	72.5	29	68.3	41	81	34
		161		40		60		42
Earnings Change in Six Months	5,311	855,089	783	31,310	2,237	134,248	2,119	89,003
		161		40		60		42
Employment and Credential Rate	60.7	65	50	7	32.1	9	33.3	7
		107		32		28		21

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	75.5	247	58.2	64
		327		110
Employment Retention Rate	79.4	150	72.1	369
		189		512
Earnings Change in Six Months	4,571	863,918	2,436	1,247,282
		189		512

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	79.5	650
			818
Employment Retention Rate	84	80.9	378
			467
Earnings Replacement in Six Months	85	86.8	4,959,967
			5,716,069
Employment and Credential Rate	56	44.8	181
			404

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83.3	95	79.2	38	78.9	116	0	0
		114		48		147		1
Employment Retention Rate	87.9	58	88.9	24	84.9	73	50	2
		66		27		86		4
Earnings Replacement Rate	81.3	801,972	114.5	314,129	405	3,877,756	422.5	10,740
		986,979		274,466		957,465		2,542
Employment And Credential Rate	52.2	35	43.5	10	42.5	31	0	0
		67		23		73		1

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	79.4	319	79.6
402			416	
Employment Retention Rate	77.2	156	83.8	222
		202		265
Earnings Replacement Rate	85.7	2,038,406	87.5	2,921,561
		2,377,361		3,338,708

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	68
Employment Retention Rate	80	71.4	30 42
Earnings Change in Six Months	2,400	2,732	114,752 42
Credential Rate	30	20.3	28 138

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	40.9	9	0	0	29	9	58.6
22			1		31		99	
Employment Retention Rate	83.3	5	0	0	83.3	5	71.8	28
		6		1		6		39
Earnings Change in Six Months	4,233	25,399	0	0	3,678	22,066	2,671	104,187
		6		1		6		39
Credential Rate	27.3	3	0	0	0	0	13	14
		11		1		19		108

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	65
			1,534
Diploma or Equivalent Attainment Rate	32	37.2	58
			156
Retention Rate	40	54.1	53
			98

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	85.9	110	77.7	445	34.3	35
		128		573		102
Diploma or Equivalent Attainment Rate	14.3	1	51.9	28	29.6	32
		7		54		108
Retention Rate	100	3	61.8	21	75	48
		3		34		64

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	76	402	4,412	2,334,021	7.3	40	3,520	3,259,340	22.5	171
		529		529		549		926		761
Dislocated Workers	89.8	553	96.1	7,999,736	1.7	6	5,982	3,864,341	47.9	275
		616		8,321,483		346		646		574
Older Youth	67.8	61	3,452	310,654	0	0	2,679	192,875		
		90		90		95		72		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	3,516	2,000
Dislocated Workers	1,729	1,170
Older Youth	632	150
Younger Youth	1,453	1,152

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$4,569,290.00
Local Dislocated Workers		\$3,910,719.00
Local Youth		\$3,802,021.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$601,168.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$3,825,163.00
Statewide Allowable Activities 134 (a) (3)	INCENTIVE	\$120,000.00
	MARKETING	\$760,000.00
	PILOT/INCUMBANT WORKER PROJECTS	\$720,000.00
	LABOR COORDINATOR	\$120,000.00
	YOUTH ACTIVITIES	\$961,000.00
	ADMIN/MISC.	\$1,144,163.00
		\$0.00
		\$0.00
		\$0.00
		\$0.00
Total of All Federal Spending Listed Above		\$3,825,163.00

WIA Annual Report Data

State Name: NV

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Southern Nevada Workforce Investment Board	Total Participants Served	Adults	3,107
		Dislocated Workers	1,052
		Older Youth	197
		Younger Youth	1,292
	Total Exiters	Adults	1,699
		Dislocated Workers	585
		Older Youth	100
		Younger Youth	902

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	79.1	
	Employers	65	78.2	
Entered Employment Rate	Adults	80	70.5	
	Dislocated Workers	72	77.2	
	Older Youth	68	50	
Retention Rate	Adults	80	74	
	Dislocated Workers	84	88.6	
	Older Youth	80	75	
	Younger Youth	40	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	3,196	
	Dislocated Workers	85	96.7	
	Older Youth (\$)	2,400	3,308	
Credential / Diploma Rate	Adults	50	60.7	
	Dislocated Workers	56	52.5	
	Older Youth	30	10.1	
	Younger Youth	32	23.3	
Skill Attainment Rate	Younger Youth	65	86.6	
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	4	10

WIA Annual Report Data

State Name: NV

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Nevada Works	Total Participants Served	Adults	592
		Dislocated Workers	703
		Older Youth	439
		Younger Youth	161
	Total Exiters	Adults	302
		Dislocated Workers	436
		Older Youth	158
		Younger Youth	143

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	84.6	
	Employers	65	73.4	
Entered Employment Rate	Adults	80	64.2	
	Dislocated Workers	72	81.2	
	Older Youth	68	58.5	
Retention Rate	Adults	80	74.2	
	Dislocated Workers	84	75.5	
	Older Youth	80	68.2	
	Younger Youth	40	60	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	2,344	
	Dislocated Workers	85	81.2	
	Older Youth (\$)	2,400	2,209	
Credential / Diploma Rate	Adults	50	29	
	Dislocated Workers	56	41.6	
	Older Youth	30	42.9	
	Younger Youth	32	51.2	
Skill Attainment Rate	Younger Youth	65	56.2	
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	10	7

WIA Annual Report Data

State Name: NV

Program Year: 2001

Table O: Summary of Participants

Local Area Name: SOUTHERN NV	Total Participants Served	Adults	2,924
		Dislocated Workers	1,026
		Older Youth	193
		Younger Youth	1,292
	Total Exiters	Adults	1,701
		Dislocated Workers	585
		Older Youth	99
		Younger Youth	903

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	79.1	
	Employers	65	78.2	
Entered Employment Rate	Adults	80	70.5	
	Dislocated Workers	72	77.2	
	Older Youth	68	50	
Retention Rate	Adults	80	74	
	Dislocated Workers	84	88.6	
	Older Youth	80	75	
	Younger Youth	40	50	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	3,196	
	Dislocated Workers	85	96.7	
	Older Youth (\$)	2,400	3,308	
Credential / Diploma Rate	Adults	50	60.7	
	Dislocated Workers	56	52.5	
	Older Youth	30	10.1	
	Younger Youth	32	23.3	
Skill Attainment Rate	Younger Youth	65	86.6	
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	4	10

WIA Annual Report Data

State Name: NV

Program Year: 2001

Table O: Summary of Participants

Local Area Name: NORTHERN NV	Total Participants Served	Adults	592
		Dislocated Workers	703
		Older Youth	439
		Younger Youth	161
	Total Exiters	Adults	302
		Dislocated Workers	436
		Older Youth	158
		Younger Youth	143

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	71	84.6	
	Employers	65	73.4	
Entered Employment Rate	Adults	80	64.2	
	Dislocated Workers	72	81.2	
	Older Youth	68	58.5	
Retention Rate	Adults	80	74.2	
	Dislocated Workers	84	75.5	
	Older Youth	80	68.2	
	Younger Youth	40	60	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,300	2,344	
	Dislocated Workers	85	81.2	
	Older Youth (\$)	2,400	2,209	
Credential / Diploma Rate	Adults	50	29	
	Dislocated Workers	56	41.6	
	Older Youth	30	42.9	
	Younger Youth	32	51.2	
Skill Attainment Rate	Younger Youth	65	56.2	
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	10	7