



nevada**works**

Coordinating Workforce Development for Northern Nevada

Annual Report

PROGRAM YEAR 2008
July 1, 2008 through June 30, 2009



Nevadaworks Workforce Area

The Workforce Area of Northern Nevada encompasses over 70,000 square miles and the thirteen counties of Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine.

Workforce development issues in Northern Nevada center around rising unemployment levels. Additionally, as compared to the past two years, the pace of growth for Northern Nevada's economy has slowed, sometimes dramatically.

In rural Nevada counties the mining industry is thriving and remains a staple of rural area employment opportunities. Nevadaworks continues to support rural county economies through the Rural Workforce Liaisons initiatives. These programs provide the Nevadaworks Board up-to-date information on workforce development challenges, economic development efforts and achievements, and coordination of workforce development.

Nevadaworks is committed to developing and maintaining a skilled workforce to meet Northern Nevada business needs and to assisting people who are seeking employment. Nevadaworks strives to strengthen the economic base of communities in Northern Nevada and help workers and their families improve their standard of living by expanding the spectrum of services beyond traditional employment and training programs and becoming a catalyst, or broker, for employers to connect with the resources necessary to address their communities' economic and workforce development needs.

Nevadaworks' capacity to develop and manage high performing workforce investment systems is dependent upon its ability to provide flexible delivery systems, unique to each community and service area. The Nevadaworks Board members are strong advocates of the workforce investment system in Northern Nevada. Business and industry provide valuable information via Board members who identify needed skill sets and educational requirements of potential workers for existing, new, and expanding businesses. Business and industry members of the Nevadaworks Board also provide current information on economic development, business expansion, and industrial growth in their local areas. This information is utilized in formulating the development of training programs in the education community, including secondary schools and higher education institutions.

Nevadaworks' ability to meet the goals of the Workforce Investment Act is very dependent on the providers that give the day in and day out attention to detail required of any successful venture. Following is information about these great organizations and how they performed in Program Year 2008.

Programs

My Journey Home

My Journey Home's mission is to facilitate safe and successful re-entry of prisoners into the community. According to My Journey Home, critical to successful re-entry is workforce development, because ex-offenders who are unable to find and maintain employment soon re-offend. My Journey Home helps its clients find employment by helping local employers realize the benefits of employing ex-felons

Activities during the year included basic computer classes, resume writing, job searches and interviewing skills. In addition to the workforce development activities My Journey Home also provided a community service to the juvenile detention centers for "Rite of Passage" participants. "Rite of Passage" is a boot camp program for at risk kids. They present a program called "The Forum". My Journey Home clients (ex-offenders) and ex-offender family members speak to the kids about the choices they are making. It is not a "scared straight" program but a reality check. Approximately 95% of the kids they speak to have either one or both parents in the prison system. "The Forum" is a double edge sword; it helps the children see where they may be headed and also gives them hope that they won't. It shows them they do not have to follow in their parents footsteps and lets them know they can do something different when they leave incarceration. The ex-offenders speak on their successes and ex-offender family members remind the students that they are not the only ones affected by their actions.

The My Journey Home program has been recognized by not only the Nevada prison system but also California's prison system as an organization that is helping ex-offenders make positive life changes after release.

Community Services Agency



Community Services Agency provided comprehensive service offerings to their target audience ranging from skill development workshops to helping to locate and position for employment opportunities. Workshops were offered every Monday/Wednesday/Friday morning in three hour blocks. The curriculum introduced included: Goal setting, identifying your niche in the marketplace, recognizing and speaking to your skill sets, how to engage your sphere of influence to help you identify opportunities, job search skills, improving communication skills (verbal and non-verbal), preparing and practicing for the interview with mock interviews, proper diet

as it relates to your performance, improving competency with Microsoft applications Word, Excel, Outlook, beginning/intermediate Microsoft software training, English as a Second Language training, and resume/cover letter writing.

Community Services Agency customized a program tailored to help each individual. Activities included practicing a credo (which consists of their name, the position they are seeking, the industry they are interested in, and the benefit provided from securing this position); various computer based exercises, depending on skill level; brainstorming transferable skills for targeted resume distribution; connecting candidates with the business community to broaden sphere of influence; preparing for personal finance component through Excel;



interview practice and preparation; navigating the web; massaging the level of thinking in the candidates to compete in today's economic environment; and spending more time counseling customers to cope with and compete in today's tough economic environment. Counseling sessions, once individuals were placed in employment, frequently centered around development of and practicing problem solving skills specific to the particular work environment.



Community Services Agency's Center for Families, located in Reno, Nevada, includes a classroom, technology lab, and an employment counseling center.

Community Services Agency reached out to the community through partnerships, presentations, and job fairs with Reno Christian Fellowship, Sparks Christian Fellowship, Summit Church, Grace Community Church, Second Baptist Church, Bethel AME Church, members of the Catholic Community, Washoe County

Library, Community Services Agency Head Start, Committee to Aid Abused Women, Reds Development, City of Reno, CSADC housing developments, and Easter Seals.

TJ Maxx and Wal-Mart provided discounts or gift cards to participants who had a need to enhance their wardrobe for appropriate interview or work attire. Washoe Arc also provided vouchers for interview and employment outfits. A wide range of services were provided to participants, including but not limited to medical referrals, referrals to food pantries, food stamp application assistance, Low Income Energy Assistance applications, power bill assistance, steel-toed boots, nursing scrubs, tool belts, flagging equipment, rental assistance, and bill consolidation assistance.



Participants were provided training in a wide variety of short-term training areas, including, but not limited to, flagging certification, forklift certification, paralegal certification, personal care attendant certification, dental assistant certification, training as a law clerk, advanced excel software training, and access training.

Without the support from the following companies the program wouldn't be nearly as successful:

Quebecor, Wal-Mart Distribution Center, Tahoe Pacific Hospital, Safeway Grocery Stores, Target, OHL, Wells Fargo, Applied Staffing, Accountants Inc., Hire Dynamics, STS Staffing, A-Spear Workforce, Labor Ready, Elwood Staffing, Flexible Staffing, MCSS, Hartford, Sierra Army Depot, NVEnergy, Big Brothers/Big Sisters, Marinello Schools, Reno Housing Authority, Sierra Eye Associates, Right at Home, United Blood Services, Comfort Plus Care, PJ Simmons, Western Nevada Supply, Somerset, Smith's Food, Office Team, Club CalNeva, OCR Call Center, Gentiva, CTS Auto, Miracle Ear, Reno News and Review, Burns, UPS, Children's Cabinet, TJ Maxx, Ralston Foods, Gold and Silver Casino, Michael's, Asplundh Tree Service, Lowes, OCR, Lazyboy Furniture Galleries, Check Advance, Organic T-Shirt, Aqua Drilling and Well, Harrah's, Sports West Athletic Club, Falcon Jet, Cascades of the Sierras, Renown, Reds Development, Wells Fargo Call Center, Herbst Gaming Corporation, Americom Broadcasting, Gamestop, Alamo Truck Stop and Casino, Super 8 Motel, Russell Stover, Barnes and Noble

Distribution, Rail City, Atlantis Resort Casino, Marshalls, Midwest Airtech, Silver Legacy, City of Reno Northwest Community Pool, Grand Sierra Resort, TMCC, McDonald's, Burger King, Washoe Parks and Recreation, Red's Development at Legend's, Macys, West Corporation, Reno Big Horns, Reno Aces and Frito-Lay. These businesses partnered with the program in a wide variety of ways ranging from providing ideas to enhanced skill development workshops to giving participants heightened interest when they apply for positions within their organizations and eventually job placement. In addition, after completing the program, Community Services Agency hired participants for job vacancies within its own company.

Success stories

One of the participants had a keen strength in customer service. When she entered the program in October, she was enrolled in a residential substance abuse treatment program. While enrolled she successfully graduated from the treatment program, and was able, with Community Services Agency's assistance, to put together an initial basic work attire wardrobe, identify an employment opportunity within this profession, prepare for the interview by extensive role playing, brainstorming appropriate questions to ask, and preparing to properly respond to difficult questions during the interview. She successfully earned a position with Microsoft.

Utilizing Community Services Agency's services one of the participants took advantage of extra assistance in preparing for an interview with the Regency Apartment Building on Lake Street and the Reno Plaza at 1000 East 6th Street. She interviewed well and earned a customer service position at the Reno Plaza.

Community Services Agency provided services to a participant and helped position her for an interview with Applied Staffing, who was conducting interviews for Microsoft Licensing. She did so well in her interview she earned a position with Applied Staffing.

Another participant worked at Renown for over 32 years. She took early retirement due to budget issues but found it financially necessary to re-enter the work world. Linda's self esteem was very low when she came to Community Services Agency for assistance. Community Services Agency worked with a client to rebuild her sense of self-worth, and, with Community Services Agency's help, Linda found a job with Saint Mary's in the nutrition department. She did computer classes and used the computer lab. Community Services Agency assisted her with job searches, cover letters and resumes. It only took one month to get the job at St. Mary's. At the interview they specifically said they were impressed with her cover letter and resume, both of which Community Services Agency helped her write. Community Services Agency also provided support services by assisting with her power bill.

A developmentally challenged participant has taken computer classes at Community Services Agency. He needed more intense help, so he was enrolled in the intergenerational program in order to have a one-on-one tutor. Community Services Agency worked with client extensively, as his learning style requires repetitive exposure to new tasks and incremental skill building. Community Services Agency worked one-on-one with him to draft several resumes and cover letters. He was sent on several job interviews and was always willing to let Community Services Agency know how it went. The client did many mock interviews with his job coach and continued with his computer classes. Community Services Agency is pleased Dennis found a job at the Atlantis Casino helping to maintain the outside appearance of the facility. He is very excited about his new job and his uniform. He has continued to come in and work on the computer on his days off and credits Loray, his job coach, with helping him turn his life around.

A participant came to Community Services Agency looking for a clerical position. As a victim of domestic violence and a single mom, she was out of work and new to the Reno area. She was in need of help acclimating herself with the area and job opportunities. She met with one of Community Services Agency's Employment Specialists, and they worked extensively on resumes and cover letters. They referred her to various jobs, and she was always very responsive and reliable. She had several interviews which Community Services Agency helped her prepare for by doing mock interviews. After a few weeks, she was offered a job with the Washoe County School District.

One of the participants is a single mother with three children, one of which is enrolled in the Head Start Program. A female client's goal was to obtain a paralegal certification. Community Services Agency helped the client enroll in the program and paid for her classes. She has since received her certificate, graduated at the top of her class, and has landed a job with a leasing agency. She hopes to eventually find a job in a law firm, but, for the time being, is pleased to have moved immediately into fulltime work with Riverstone Residential Group.

Job Opportunities in Nevada

Adult/Dislocated Worker & Youth:

Notable among the year's activities were the following:

- The Reno office worked closely with Reno Justice Court to provide specialized services to defendants in its drug/alcohol and domestic violence programs. For consistency, two Job Opportunities in Nevada staff was assigned to the program for the year. They attended court sessions and managed the employment preparation and placement of individuals assigned to them by the Court. The program will continue into Program Year 2009, and the Court has set aside money in its budget to assist the clients with their needs.
- To combat Ely's limited occupational training resources, help local employers find suitable new hires, and provide Ely residents with entry into occupations for which there was no local training, Ely frequently used On-the-Job Training. The Job Opportunities in Nevada staff was able to match clients with motivation, a solid work ethic, and job interest in a particular occupation with employers who were willing to train in specific occupational areas to fill vacant positions in Ely's labor market.
- Carson City's Learning Lab has become a fixture for both clients and employers in the Carson City area. The Lab provides in-depth assessments in both clerical and basic skills, occupational skills preparation, basic skills remediation, and General Education Diploma (GED) preparation. Based on the Lab's reputation for assessment and individualized training, the Carson City staff was selected to design and administer an assessment tool for a Douglas County business. The tool will assess an employee's potential for management and/or supervisory positions within their company.

Locations Served

Job Opportunities in Nevada's offices make a concerted effort to cover the largest geographic areas possible from their centralized locations.

Reno covers all of Washoe County, including Reno, Sparks, Wadsworth, Stead, Lemmon Valley, Panther Valley, Incline Village - essentially the 61 towns and populated areas in Washoe County. This past year, the staff let citizens in the outlying areas of Washoe County know that, despite its Reno location, the office serves all

areas of Washoe County. To that end, Job Opportunities in Nevada became a member of the Parasol Tahoe Community Collaboration to expand services to an unrecognized, yet needy, population around Lake Tahoe's north shore.

Carson City has served residents of Storey County, Douglas County (including Stateline and Zephyr Cove), western Lyon County (including Dayton), Moundhouse east to Silver Springs, Wellington, and Yerington. While Washoe Valley is in Washoe County, its residents typically choose to come to the Carson City Job Opportunities in Nevada office for services.

Ely reaches all of White Pine County and occasionally attracts clients from Eureka County.

Elko has provided services throughout Elko County: Elko, Spring Creek, Carlin, Wells, and Owyhee.

Fallon primarily serves Churchill County and northern Lyon County, including Fallon, Fernley, and Silver Springs. Clients also occasionally come to the Fallon and Fernley offices from Yerington, Hawthorne, Wadsworth, and Stagecoach.

Winnemucca's client base is primarily in Winnemucca, but may also come from other Humboldt County communities including McDermitt, Paradise Valley, Golconda, and Valmy. The Winnemucca office occasionally draws clients from Pershing and Lander Counties.

Success Stories

A 27-year-old single mother client had struggled to find steady employment and a meaningful career. Her work history was one of jobs at which she never earned more than \$7.75/hour. She found Job Opportunities in Nevada and decided to see what assistance was available to her. Discussions with a Job Opportunities in Nevada staff member helped her decide that becoming a Certified Nursing Assistant was something that she was interested in, would immediately give her a higher wage to support herself and her son, and have the prospect of earning even more. Job Opportunities in Nevada helped her attend Great Basin College to take CNA training. After receiving her CNA license, Kimberly no longer has to commute 60 miles each day to a dead-end job. She is working locally at Humboldt Health Care as a Home Health CNA making \$9.00/hour, and loves her job. She has also referred her brother to Job Opportunities in Nevada.



Client and son with her CNA License

Another client came to Job Opportunities in Nevada straight out of prison. While there, he had done some welding, and after he was paroled, he came into the office to see if they could help him return to the labor force. He really wanted to expand his knowledge of welding and receive the credentials needed to become a professional. A plan was designed for him to become more proficient and obtain some welding certifications from Western Nevada College. He was a natural. According to his instructors he was a model student, learned quickly, and was able to retain information extremely well. Before he had completed his first

semester, he applied at a local company in Carson City and was hired at \$13.10/hour. As of this report, he is still taking classes and receiving more certifications. To quote his manager, “We hope to have him with us for many years to come.”

The client continues to add to his list of welding certifications and has recently made the Dean’s List at Western Nevada College. Below is a testimonial from his manager.



Client and his manager at American Buildings Company

Testimonial:

“The client came to American Buildings Company through the Job Opportunities in Nevada Program. Progress was monitored by Job Opportunities in Nevada and American Buildings. During that time, the client learned: (1) Welding (2) Plasma Cutting (3) Shear (4) Punch Press and (5) Press Brake.

He has become well-rounded in the Endwall Department. He treats people with respect and has the willingness to help others and strives to be the best employee he can. I have worked with him for one year now, and we hope to have him with us for many years to come”.

Youth Out-of-School

Youth were provided a variety of services depending on which Job Opportunities in Nevada office served them. Common activities included:

- Assessments, including CopSystem, Learning Unlimited academic assessment, Career Coach, and GED Pre-tests;
- Employment preparation workshops;
- Basic skills upgrade;
- Occupational training opportunities;
- Job search assistance, including resume writing;
- Support services such as GED testing fees and work-appropriate clothing;
- Pell Grant application assistance;
- Job shadowing and work experience.

Activity differences were determined by the program’s emphasis and population served. In Ely, the program was designed so eight youth could learn basic work readiness skills and practice those skills on-site in a work experience at the Quadra Robinson Mine. Fallon’s focus was to ensure the youth received appropriate job preparation to get and keep a job in the local community. Successful completion of the Workforce Academy at Western Nevada College, Fallon, was a crucial component of the Fallon program. In Carson City, the staff

placed a heavy emphasis on education, particularly high school and/or GED completion. Youth who had not finished high school were required to attend GED classes. Other youth were encouraged to enroll in various occupational training programs at Western Nevada College. Intense individualized case management services were an essential component of the Carson City program.

Success Stories

A 19 year old client successfully completed the Youth out-of-school program at Quadra Robinson Mine in the summer of 2008. He used the skills he learned to successfully find two jobs - one in maintenance at the William Bee Ririe Hospital at \$8.00/hour, 40 hours/week and the other in the after-school program at the elementary school at \$11.02/hour, 16 hours/week. He is a hard-working young man who is dependable and pleasant to work with. He has returned to the Job Opportunities in Nevada office to express his gratitude for Job Opportunities in Nevada and what it has done for him.



In the Ely Job Opportunities in Nevada office

A female client entered the Carson City program in April of 2008. She was referred to Carson's youth program by her boyfriend, who had been successful in the program. She was 17 and had a 3½-month-old daughter still in the hospital with severe medical problems. She badly wanted her GED and then to go to college to get the skills to support her daughter. She began classes and only missed a class when she had doctor appointments with her daughter. In the middle of her training, she was put on medical leave because her daughter took a turn for the worse and she needed to be with the baby. During her medical leave, she stayed in contact with her case manager. Her daughter was finally stable enough to go home in October 2008. With her daughter at home and receiving in-home nursing assistance, she returned to Carson's Learning Lab to finish her GED. On her first attempt, she passed everything but Social Studies. However, her determination didn't waiver. She studied hard and took the test again. Finally, in May 2009, her persistence paid off and she got her GED! The client has a new plan now. She wants to work and attend Western Nevada College, to become a nurse. The Job Opportunities in Nevada staff has no doubt she will accomplish her goal, and they be there to help if she needs it.

When the Job Opportunities in Nevada staff first met another female client she was a 20-year-old single parent with limited work experience. She completed the Western Nevada College Workforce Academy and received additional training on job search and resume writing. She worked for Century 21 Realty to give her practice with her new employment skills. She successfully completed that job and won rave reviews from her supervisors. They wanted to hire her, but only had a part-time position available. As a single parent, she needed full-time work. She applied for a position at Wells Fargo Bank, aced the interview, and was hired at \$10.50/hour. As of the last communication with her, she continues to do well.

Youth In-School

Job Opportunities in Nevada's outreach was aimed at getting a mix of students. Students selected for the program came from Elko County high-schools, Elko Juvenile Probation Department, and the Bureau of Vocational Rehabilitation's "Students in Transition" counselor.

Youth received the following services:

- Comprehensive Guidance and Counseling activities which included the CopSystem Career Interest Survey workshop which helped youth identify their interests and abilities. Results of the CopSystem survey were used to place the youth in work experiences and to allow them to learn more about what future careers might be appropriate for them to explore.
- Leadership Development Opportunities were provided through the Work Readiness training. A guest speaker from Great Basin College talked to the youth about “What the Future Holds for You.” Youth were awarded incentives for successful completion.
- The importance of motivation and reliability on the job were emphasized. 11 of the 15 youth in the 2008 summer program had perfect attendance at their jobs.

Employers who participated did a wonderful job of emphasizing the on-the-job application of the skills the youth learned in Job Opportunities in Nevada’s workshops and of allowing the youth to gain a sense of accomplishment.

Success Stories

A male client had heard about the Elko Job Opportunities in Nevada summer youth program from friends and couldn’t wait until he was old enough to apply. In fact, he was among the first, if not the first, to contact Job Opportunities in Nevada about the program in the summer of 2008. Because his mechanical interests were coupled with a love of bicycling, he was placed at T-Rix Bikes. A shy youth, he gained confidence and developed great customer service skills. Collin did such a great job he was hired back by T-Rix Bikes for the summer of 2009!



Client at work at T-Rix

Yet another client is a special needs student and a joint client of Job Opportunities in Nevada, Vocational Rehabilitation, and Students in Transition. Because of her love for animals she was placed at Brebeau Animal Boarding for a summer work experience. She absolutely loved her job, where she tended to pets of all shapes and sizes. Her father told Job Opportunities in Nevada staff that she had always been afraid to use the telephone. Amazingly, after her WEX with Job Opportunities in Nevada started, he said she couldn’t wait to get home to phone her friends and tell them about her day!



Client at work at Brebeau Animal Boarding

Client, a student at Carlin High School, was pregnant when she entered the Job Opportunities in Nevada program, but determined to make the most of her opportunity. Because of her interest in clerical work, she was placed at the City Manager's office in Carlin. Showing determination, she completed her work experience at the City Manager's office, working right up until her baby boy was born! She graduated from Carlin High School in June 2009, and is now employed at J.C. Penney as a clerk. She said she loves being a mom, and she also enjoys her job.



Client at Job Opportunities in Nevada's Elko office

Dislocated Worker

Branch offices provided clients with a full menu of WIA services: intake; assessment; job search and job retention workshops; basic education brush-up classes and GED preparation, where needed; basic skills training in areas such as computer skills, including computer use and software, basic accounting and clerical techniques; occupational skills training; on-the-job training; support services; and post-program assistance. Dislocated Worker clients receive the personal support that is essential to ensure that the stress of becoming unemployed doesn't get in the way of returning to work. Job Opportunities in Nevada offices have the latitude to customize both the service content and the providers to meet the needs of their clients.

Highlights of some Branch activities for Dislocated Workers follow:

Since ProNet members contribute to the operation and governance of the program, a recognition luncheon for current and past members was held. Ninety-nine people attended. Recognition plaques and certificates were given to members of the Executive, Education, Resource, and Marketing Committees.

Elko had a better economic climate than most Job Opportunities in Nevada offices in Program Year 2008. Consequently, the staff focused on training for specific job sectors that were hiring. Among those training areas were Certified Nursing Assistant, Mine Safety and Health Administration, Computer Office Technology,

Industrial Technology, and Commercial Driving. Great Basin College was instrumental in providing training to Job Opportunities in Nevada's clients.

As the economy worsened, the Carson City office stepped up its outreach activities to ensure people in their service area who were losing jobs knew Job Opportunities in Nevada was a resource for them. Outreach locations included: the Carson JobConnect, Western Nevada College (Carson and Douglas Campuses), Nevada State Welfare Division, Carson City Library, Douglas County Library, Carson Human Services, Lyon County Human Services, Douglas County Human Services, Children's Cabinet, Partnership of Community Resources in Douglas County, the Storey County Court House, Carson City Court House-Alternative Sentencing, Douglas County Court House, Adult Parole and Probation, Family Support Council of Douglas County, Ron Wood Family Center, Division of Child and Family Services (Carson and Lyon Counties), and Advocates to End Domestic Violence. Materials on Job Opportunities in Nevada services were provided to Spherion, Westaff, Hire Dynamics, Manpower, Sak N Save, Smith's Foods (Carson and Gardnerville), Trader Joe's and Raley's Markets. Public service announcements were sent to all Reno/Carson-area radio stations to promote WIA programs. The Carson office also worked with the Brewery Arts Center Television Stations to develop a public service announcement. Carson Job Opportunities in Nevada participated in nine Rapid Responses and 22 Worker Profiling workshops.

Success Stories

At age 31, a male client, whose work history was not stellar to begin with, was further sidelined by drug abuse. Not long after completing a court-ordered drug program, he came to Job Opportunities in Nevada's Ely office. He had a strong desire to succeed, but very limited options. He had worked in construction, furniture-moving, and maintenance, none of which suited him. The case manager who interviewed Danule felt On-the-Job training could be a positive way for him to find permanent employment. He had some experience and interest in food service, so the decision was made to place him at The Big Apple restaurant. He was happy to start as a prep cook. Now, he is a full-time chef at The Big Apple making \$9.00/hour. He's been there a year and comes to the Job Opportunities in Nevada office often to share his successes with us.

Client at The Big Apple

Male and female clients are a hard working, determined, and resourceful couple. Job Opportunities in Nevada provided much needed support services (resume preparation, fuel, and clothing, cooking utensils required for a job – not to mention lots of encouragement) to the family during their time of need.

Male client had worked steadily, but never earned more than \$9.00/hour. After being laid off once again, he came to Job Opportunities in Nevada in December of 2008. As head of household with three young children to support, he was eager to take the first position that was offered to him, which was as a cook at the Red Lion Hotel and Casino. In order to get that job, he had to have certain cooking utensils, which Job





Male Client

Opportunities in Nevada helped him purchase. However, he didn't give up on his dream job, commercial truck driving, toward which Job Opportunities in Nevada had started him. With support services from Job Opportunities in Nevada and a lot of determination, he reached his ultimate goal! Within three months, he obtained his CDL License and is now employed at KT Services as a bus driver, making \$14.60/hour.

Client's wife came to Job Opportunities in Nevada in February 2009. She had some skills but hadn't worked for a while, so she lacked professional clothes and needed help with her presentation and interview skills. She had a promising lead on a job at a bank, but with rusty interviewing skills and no appropriate clothing, she was reluctant to apply. Job Opportunities in Nevada shored up her self-confidence with reassurance and interviewing hints, and helped her purchase some outfits that would work well in a bank setting. With renewed confidence, she landed her new job at Wells Fargo Bank. She is currently employed at Wells Fargo as a part-time teller, working 30 hours per week, and making \$10.00/hour.



Female Client

Benny and Tracey were so motivated, so dedicated to their success, that Job Opportunities in Nevada created a new category for the office's annual recognition celebration. The couple was awarded Elko Job Opportunities in Nevada's "Couple of the Year" Award. It has been a wonderful experience for Job Opportunities in Nevada's Elko staff to work with them both.

Client came to Job Opportunities in Nevada's Fernley office after losing his job and finding out he had insufficient wage credits to get unemployment. With a family to support, he was desperate. He had been promised a job with GE Specialized Transport if he could obtain his "Class A" CDL. Job Opportunities in Nevada and the CEP program collaborated to provide his tuition costs, and Job Opportunities in Nevada gave him assistance with the cost of commuting to Reno for CDL training. He obtained his license, and GE Specialized Transport made good on their promise to hire him. He is now making \$20/hour plus overtime. He is doing well and thankful for the assistance that Job Opportunities in Nevada provided, which allows him to support his family.

Client came to the Carson City Job Opportunities in Nevada office after being laid off as a Food and Beverage Supervisor at the Grand Sierra Resort. William felt if he became more knowledgeable in computers he would be a more valuable asset to an employer. In addition, he would be able to produce his own reports and

track food and beverage usage by the hotel for inventory and ordering purposes. He enrolled in computer training classes in the Carson Learning Lab and also attended our Employment Preparation Workshops. Upon successful completion of both, He started applying for positions in Carson City and other areas. After several job offers, he settled on becoming the Food and Beverage Director for Curry Village in Yosemite National Park. He is making \$41,000/year, 21% more than he earned at the Grand Sierra Resort. Client originally applied for a position as a supervisor, but after his interview his new employer felt he was the best candidate for the position of Director for all food services in the Village. He attributes his success in getting this job directly to Job Opportunities in Nevada. He said that without his new computer skills he would not have been considered. He also praised the information and materials given to him in the workshops. These allowed him to create a professional resume and gave him increased confidence during the interview process. The client is now a “happy camper” in Yosemite National Park, making more money and working in a better position than he originally sought.

Pieter had a career in the Army, Logistics experience in the private sector, and, after his latest lay-off, decided to change career fields. He earned the Non-Profit Management Certificate program from University of Nevada Reno in April 2009. With a real passion for ProNet, he applied to be its Branch Manager, at the end of June Pieter was selected for the position. He brings a wealth of private sector experience, and, as a former ProNet member and chair of the Executive Committee, an intimate knowledge of ProNet.

**Pieter Droog & Carolyn Wilson,
Job Opportunities in Nevada
Executive Director**



Female client was referred to Job Opportunities in Nevada



through an orientation held at the Reno JobConnect office. She had worked for several years as a staff trainer for retail stores. At her initial appointment, she obtained some resume assistance, labor market information, and a referral to a ProNet Case Manager for enrollment in ProNet, Job Opportunities in Nevada’s program for professionals. Discussions with her case manager led to the suggestion she apply for position as a Program Specialist with New Employees of Nevada, a program training welfare recipients to begin or return to work. With her newly revised resume and some interview tips she sold herself effectively. Within a month she was working again!

Special Event: ProNet Recognition Luncheon

This year ProNet held a new event. The ProNet Recognition Luncheon had 99 current and past members attend. A special presentation was given by Idora Silver and recognition plaques and certificates were given to many of our very special ProNet members for their



help with creating a new improve ProNet program for the future.

City of Reno – Dean’s Future Scholars Program

The City of Reno partnered with the University of Nevada Reno, College of Education’s Dean’s Future Scholars program to provide youth services for program year 2008-2009. The Dean’s Future Scholars Program is an innovative, research-based program that assists low income Washoe County students to increase academic skills, determine career paths, develop work skills, graduate from high school, and enroll in college. The Dean’s Future Scholars Program was started in 2000 by William Sparkman, Dean of the College of Education at University of Nevada Reno.



The majority of the funding for this program comes from private grants, such as AT&T and USA Funds, as well as some support from the University.



DFS is a cooperative program between the University of Nevada Reno, College of Education, and Washoe County School District (WCSD) that recruits students from local Title I (federally defined low income) elementary schools and then provides mentoring, tutoring and support services for these students until high school graduation.



Activities include college classes and university experiences that will act as a bridge between high school and college. The courses offered help reinforce English and math skills, introduce concepts of career choice, and develop skills that will contribute to success



in high school and college.

Nevadaworks role in this program allows these students to be placed as interns in real-life job situations on



the University of Nevada Reno campus where the students learn the ethic of work while performing meaningful work assignments. For many of the students these jobs are their first paid positions. Work experiences are in many locations around University of Nevada Reno such as the Center for Cultural Diversity, the Bookstore, Student Services, University Advisement Center, the Career Center, College



of Medicine, College of Business, Judicial College, College of Engineering, Athletics, and Getchell Library.

The program is so well received by parents, the community, and university staff. Even the president of the university volunteers time as a mentor for these students.

Community Chest

In-School

The program year began in May with meetings in school including academic support/counseling and work readiness. Field trips throughout the summer included team building/leadership development that kicked off with Project Discovery's ropes course at Mt. Rose. Career exploration opportunities were the remainder of the field trips. The final field trip was a celebration at Sand Harbor at Lake Tahoe for the participant's certificates for completing the summer portion of their commitment. Weekly follow up meetings were scheduled for the



next school year with assistance and resources made available to keep the student on track with their academic studies to improve grade levels for graduation or advancement to the next grade level. Self esteem building continued with supportive resources, when needed, such as professional and/or parent counseling, teachers and school counselors. Last, but not least, they had a graduation ceremony to honor participants for their commitment to the program and for all they have achieved. The celebration included opening speeches with speakers from Community Chest, Inc., Nevadaworks, and various support people from the Lyon and Storey County School districts and partnering organizations such as Healthy Communities

Coalition and Lyon County Youth Connection. Additional attendance and support for the participants were their families, friends, and participating employers.

Facilities and locations included Community Chest, Inc., Dayton and Virginia City High Schools' classrooms and libraries and various field trip locations, and places of employment and employers.

The program had four participants graduate high school with the remaining committed participants graduating to the next grade level. One participant had violated probation and was incarcerated for six months or more and achieved her GED while incarcerated. Self esteem improved along with leadership skills. Another participant was asked back to work by an employer that she worked with last summer, and she has been employed this summer. One student continues to work with a program for alternative energy resources and community gardening. Friendships, bonds, and trust were built between participants and Community Chest staff.



Out-of-School

Recruiting for this program was more difficult than originally realized with three participants enrolled by October of 2008 with the remaining participants gradually enrolling through January 2009. Participants registered at Western Nevada College, and placement tests were given to determine grade level. GED prep classes were scheduled two days a week and Work Readiness Curriculum was implemented the remaining week days. This was an intense study covering everything the course had to offer. Participants learned how to maneuver company websites, online job searches, and applications. College and grant opportunities were researched showing many available possibilities. With staff assistance, each participant was responsible for

researching and following through with their job search in areas of career interest. Workshops were given on budgeting money, saving for rainy days, and living on their own. Bank accounts were opened so participants could learn how to deposit their pay checks and manage a checking account

Facilities and locations included Community Chest, Inc., Western Nevada College, and various employment/employers. Transportation was provided for the rural participants living in Silver Springs and Stagecoach which was 90% of enrollment.

The program had three participants acquire their GEDs with the remaining three very close to passing. They will continue with their studies to retest later in June and early July. Personal transportation became available to some participants after saving money to purchase a vehicle. One participant was able to move out of his parent's house after Community Chest was able to find him a trailer and have it moved to Silver Springs.



Stimulus Summer Youth

Kids Klub



This out-of-school program teaches youth valuable skills in dealing not only with young children, but people in general. These are lessons that will benefit the participants for years to come. Participants received classroom training comprised of three components, workforce readiness, orientation, and policies and procedures. During the workforce readiness training staff participated in hands on learning activities. They received education on what employers look for in an employee, building values and work ethic, as well as characteristics that demonstrate responsible work

behaviors. The orientation portion of the training was dedicated to preparing the participants for this specific work experience. During the orientation they participated in hands-on art projects, songs, skits, and instruction on how to prepare themselves as well as the children for field trips, group games/team building and organized activities. The last component of the orientation was geared toward policies and procedures. Participants reviewed all of the Kids' Klub handbooks as well as a review of proper procedures for reporting accidents, incidents, abuse and neglect, in addition to their confidentiality procedures.

Staff (participant) members all received CPR and First Aid certifications in addition to a background check.

Success Stories

Participant #1 reports to have kept this job longer than any other job she ever held and since employed has qualified for housing for her and her young child. She is currently living in motels and on the couch of friends and family members. She has currently set goals to test for her GED and opened her first checking account.

Participant number #2 has learned the skills to seek additional employment. She has now obtained a second job and is saving money so she can find residence of her own. She is currently living with a friend.

Participant #3 is currently living in a house with her mother and the house is being foreclosed upon. She is helping her family out by assisting with the purchase of groceries while they transition to an apartment. She says that she plans on covering the families moving costs.

Participant #4 did not receive her financial aid to go to college however, has decided to save all of her earnings from the program and apply them to her tuition.

Participant #5 received his first ever paycheck he took his first check to the bank and opened a checking and savings account.



Job Opportunities in Nevada

Job Opportunities in Nevada has enrolled 41 in-school youth and 15 out-of-school youth. They are distributed as follows: Elko-IS, 15; Ely-IS, 16; Fallon-IS, 10 and Winnemucca-OS, 15.

All youth have participated in the following program activities:

- Assessments, either CopSystem or SAGE
- Work readiness workshops on assorted topics such as time management, employment issues, employer expectations, dependability, appropriate dress, communication, and inter-personal behavior on the job
- Work experience

Youth in Ely and Elko have begun their work experience placements. Fallon and Winnemucca youth started their work experiences in July.

In Elko, an Employee of the Week is selected and receives a Wal-Mart gift card.

Ely youth completed College Week, where Work Readiness was addressed. Eight guest speakers were part of the program.

Ely youth also completed their Community Service week. They did community service at White Pine Care Center, a local park, and the White Pine County courthouse. Two youth decided to work beyond the required 15 hours and contribute additional time on their own.

Even though they aren't ready to declare "success stories" yet, pictures of the participating youth from Elko follow, as well as a picture and the personal story of one of Ely's youth participants.

Elko



**Summer Youth Stimulus — Work Readiness Day at GBC Campus
“Crew A”**



Summer Youth Stimulus — Work Readiness Day at Great Basin College Campus



“Crew B”



Work Readiness / Teamwork Exercise

Job Opportunities in Nevada staff member Janail and Cody — at a classroom session during Work Readiness.



“Crew B” — First day on the job at Elko High School.



“Crew A” — Teamwork at the Elko High School Campus, and the end result, below:



Ely:

Ely's Education, Development, and Inspiration for Youth program had places for 16 youth and the next applicant was the 17th applicant on their list. He was aware that he could not enroll in the program unless another youth dropped out, but knowing he was first on the waiting list, Austin asked if he could attend "just in case." Keith, the program supervisor, and Annette, Job Opportunities in Nevada's Ely Manager, both spoke

with the applicant about the fact that he might be disappointed if he couldn't be enrolled in Education, Development, and Inspiration for Youth program because of funds. Applicant told Job Opportunities in Nevada staff that if he couldn't be part of the work experience, that it would be fine. The staff could tell he really wanted to be in the program. The Job Opportunities in Nevada staff allowed him to attend College Week and Community Service Week. Even knowing there might not be a work experience in his future, he fully participated. Then, something unexpected happened. Keith, who had just relocated to Ely with his family, was offered and accepted permanent employment with the Ely Department of Corrections. Instead of replacing Keith, the Job Opportunities in Nevada staff made the decision to take over his program supervision responsibilities themselves. By diverting the remainder of Keith's salary to participant enrollment, more youth could be enrolled in Education, Development, and Inspiration for Youth program. In July, the determined applicant became the 17th youth enrolled in Education, Development, and Inspiration for Youth program, and three more youth from their waiting list were also able to participate.



While programs that facilitate active high school recruitment are in place and imperative at the University of Nevada Reno one of the most effective recruitment of college bound youth must begin with elementary aged children and continue through middle and high school. Of significant importance is the need to focus on the underserved population of children raised in low income families. Campus Kids is part of the Nevada Small Business Development Center, College of Business at University of Nevada Reno. The program employs 28 in and out-of-school youths.



The Team Leaders, as well as the attendees, have positive experiences at University of Nevada Reno and leave with a powerful impression that higher education is feasible and obtainable. While providing fun, diverse and memorable activities that engage, stimulate, educate and entertain kids, the Team Leaders become comfortable with a campus of higher education and have a better chance of setting goals of going to college.

Community Council on Youth

Summer Related Employment Opportunity/Work Readiness Goal -

Each youth was mandated to participate in a Youth Employment Preparation Workshop Series resulting in a certificate of completion. During the workshop pre and post tests and evaluations were administered, and copies of all workshop materials are maintained.

Summer Related Employment Opportunity/Work Readiness

Each employer will complete a Work Readiness Evaluation form on each youth placed through the program. Successful youth in the program are expected to show improvement during their work experience.

29 were enrolled in the Program by June 30th. One potential participant did not attend the workshop, one "Dropped on Request," and one is scheduled to complete a final Workshop session by mid-July. This results in, 27 participants ready to work through the program. The program goal was 30. Therefore, work-in-progress continued with wait-listed applications in order to complete the target enrollment for the vacant slots.

The Carson City Job Opportunities in Nevada, Inc. office is the primary location for communications, intake interviews and workshop sessions with the enrolled and potential participants.



Churchill County Juvenile Probation

The objective was to provide 25 youth offenders with short-term pre-vocational and job readiness skills that include goal setting, personal management, interviewing, creating a good first impression, work place etiquette, resume preparation and customer service skills.



- 23 youth offenders were enrolled in the program. All 23 successfully complete the pre-vocational portion of the program.
- 23 youth were placed in work experiences. Placing this group of youth into community job placement settings has not been totally successful, although some of the youth did excel in their job placements.

- 20 youth completed summer school for an 86% success rate.
- 15 youth graduated from the Leadership and Resiliency Program through their enrollment in the Churchill County Juvenile Probation Department's program where youth receive over 50 hours of leadership skill building.
- All youth needing drug and alcohol counseling were identified and provided with services.
- 100% of the parents of participants received parenting classes.



Children's Cabinet

Activities included in program

During the course of the last few months the Children's Cabinet hosted many activities for the Summer Stimulus Program. All youth were encouraged to attend these activities, but the level of participation varied by youth due to many different factors, such as transportation or conflicts with work schedules. The following programs took place between May 1, 2009 to June 30, 2009.

Work Readiness Classes

The work readiness classes involved a series of intense 2-week classes focused on leadership, work ethic, and duties that are expected from each individual as a team member of the Children's Cabinet and off-site locations.

My Skills Tutor

My Skills Tutor is an online learning program where Stimulus youths can improve proficiency on high school subjects, as well as learning the necessary skills for either passing the GED or other proficiency exams. Subjects taught through My Skills include English, math, science, and writing, as well as work readiness skills.



Teens Doing Stuff

All Stimulus youths were encouraged to participate in Teens Doing Stuff, which is a community focused, youth directed community youth development program. Youths voluntarily meet weekly to plan and implement community service projects at various locations such as senior citizen retirement communities or local domestic violence shelters.

Worksite locations included in the program:

- Rosewood Rehabilitation Center
- Reno Green Landscaping
- The Children's Cabinet
- Life Care
- Reno Police Department
- Flowers by Patti
- Washoe Arc
- Atlantis
- Nevada Hopes
- KNPB news station
- Reno Medical Plaza
- Rock Sport
- Truckee Meadow Water Authority
- Record Street Café

Success stories

Client is currently employed at Truckee Meadows Water Authority. Originally the site location had agreed to take two workers, but he is so efficient in his job that they no longer have a need for a second worker. Although he has had some personal struggles, Mike continues to show up to work and perform his job well while supporting a family.

One of the youngest youths placed in the program, has shown tenacity for hard work. He is employed at Washoe ARC, which is an organization dedicated to helping people with disabilities. He has done exceptionally well in his position and his supervisor has stated that he would be eligible for a permanent position because of his hard work and dedication to the job.



Community Chest Summer Youth Stimulus

The Comstock YouthWorks has 115 students enrolled. Ages range from 14 to 18 years. They are hosted at 26 local businesses in the Dayton area.

Some of the great businesses involved in their program are:

Community Roots	Healthy Communities/River Wranglers
Community Treasures	Highway 50 Cleaners
Comstock Mortgage	Latchkey Program
Dayton Chevron	Law Office of Kenneth V. Ward
Dayton Grooming	Lyon County Library
Dayton Senior Center	Lyon County Utilities
Dayton Valley Historical Society	Makin Coffee
Dayton Valley Nursery	Northern Nevada Development Authority
Department of Recreation	Palmer Magic
Desert Rose Chiropractic	Pizza Factory
Dollar Tree	River Fitness
F.I.S.H	Sierra Surgery
Great Clips	State Farm



Weekly 1½ hour workshops were conducted on the following curriculum: Workplace Appearance, Attitude, Work Habits, and Completing Employment Applications. Guest speakers were invited to do three workshops: Conflict Resolution, Savings/Finance, and Introduction to the Ropes Course. A workshop was also held on Diversity in the Workplace. The weekly workshops were well attended, and they provided a time for reflection on the students' work week.



Their very active students have been involved in improving the beauty of the community by removing weeds from Community Treasure and the Dayton senior parking lots. The first big project was building the community garden. They are looking forward to hosting an Employer & Parent



Appreciation Workshop in July when the garden starts to bloom. Employers have been impressed with the students' interview process and preparedness for work.

Finishing Touch Landscape

Targeting low-income high school students from Galena High School in south Reno, Finishing Touch is teaching them fundamental skills needed to work in the landscape and lawn maintenance industry. Work experience activities include:

- Measuring and calculating square footage then converting to cubic feet and cubic yards
- Safety training and operation of power equipment (sod cutter and bobcat)
- Proper use of hand tools used in landscape and lawn care
- Irrigations system operations and installation
- Proper planting techniques



A work readiness program is also part of the program and is a compilation of resources and information. It is a customized design that is relevant to the students in the program. The program is designed to address the persistent skills gap identified by employers. Areas of emphasis are:

- Complete work accurately, on time, and to a high standard of quality
- Follow work-related rules and regulations
- Display responsible behaviors at work, including avoiding absenteeism and being prompt
- Demonstrating a willingness to work and show initiative

Every day on the project, the on-site supervisor puts students to the practical test of using the skills that need development by creating teams, assigning job responsibilities, giving direction, and looking for communication feedback and accountability in the completion of tasks assigned.



Walker River Paiute Tribe

This is Nevadaworks first contract with the Walker River Paiute Tribe. Their summer youth employment and training program consists of meaningful community service projects. Youth are supervised by a full-time coordinator who is responsible for scheduling all trainings and workshops. The workshops and trainings are on various topics preparing students for job readiness. The focus was on, but not limited to:

- Work ethic
- Interpersonal skills
- Dependability

- Diversity in the workplace
- Teamwork
- Communications

The work experience component of the program is a key element. It helps develop healthy behaviors by providing opportunities and skills. Each week team leaders are responsible for making a work plan along with an action plan that list goals and objectives for the students that week. These goals and objectives give each youth the opportunity to practice their leadership skills and put into action the job readiness skills they are acquiring.