

---

*The 2013-2014 Northern Nevada Workforce Area Annual Report*

---

Nevadaworks administers the Workforce Investment Act of 1998 across the thirteen Northern Nevada counties, including, Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine. With a staff of eight and one-half dedicated individuals, we partnered with 14 different agencies and funded 49 Programs to serve over 2,350 clients in the 2013–2014 Program year.

Staff continued to attend individual Governor’s Workforce Investment Board industry sector council meetings throughout the year, with staff members assigned to represent Nevadaworks within each of the nine sectors.

With the emphasis on training, Nevadaworks facilitated Eligible Training Provider List (ETPL) growth from 84 offerings at the end of the 2012 Program Year to over 209 approved courses currently.

Nevadaworks prepared and solicited Request for Proposals (RFP) for the 2014 program year to award \$3.5M in Adult (AD) funding and approximately \$3M of Dislocated Worker (DW) funds. Required elements of the RFP included providing sector training within the nine industries deemed essential to Nevada.

In February 2014, Nevadaworks conducted an RFP technical assistance meeting attended by over 40 interested service providers in Reno and on video feeds in Elko, Ely and Winnemucca. There were 28 and 27 respondents to the Adult and DW RFPs, respectively. Nevadaworks board sub-committees evaluated and scored submissions, selecting 12 providers for each funding source.

Nevadaworks is governed by the Nevadaworks Board, comprised of both the Local Elected Officials (LEO) and the Nevadaworks Council. Standing committees of the Nevadaworks Board are the Executive Committee, which provides overall administrative oversight, and the Youth Council, which provides direction for youth programs in northern Nevada. Board members are a composite of northern Nevada’s business and community leaders and provide direct linkage to the employers in northern Nevada. The majority of the Board consists of representatives within the business community and the Chair of the Board is from the business sector. In addition to business (B) representation, membership categories including education (E), labor (L), economic development (D), and community-based organizations (C), required representation (M), as well as One-Stop Partner (\*) agencies.

Regular board meetings were held throughout the Program year in which the activities and functions of Nevadaworks were delineated, including: development of budgets; identifying eligible providers of adult and dislocated worker intensive and training services; negotiating and reaching agreement on local performance measures with the State and Department of Labor; Workforce Investment Act performance reporting; and, performance standards management and monitoring of programs, systems and providers. Current board members include:



---

*Local Elected Officials: Darin Bloyd, Chair / Bonnie Weber, Chair Elect*

---

Abowd, Karen	Supervisor Ward I	Carson
Bloyed, Darin	Commissioner	Pershing
Bullock, Dean	Commissioner	Lander
Castle, Denise	Social Services	Douglas
Cichowlaz, Clifford	Commissioner	Mineral
French, Jim	Commissioner	Humboldt
Hastings, Bob	Commissioner	Lyon
Howe, Richard	Commissioner	White Pine
Osborne, Austin	Senior Planner	Storey
Scharmann, Bus	Commissioner	Churchill
Sharkozy, Michael	Commissioner	Eureka
Weber, Bonnie	Commissioner	Washoe
Williams, Jeff	Commissioner	Elko

---

*Council Members: Kris Wells, Chair / Michelle Sanchez-Bickley, Chair Elect*

---

Auld, Theresa (B)	HR Manager	Haws Corporation
Bloyed, Darin (M)*	LEO Rep.	Pershing County
Chantrill, Shirley (M) *	Grants & Project Analyst	NV Dept. of HR, Div. Aging Services
Darney, Alan (L)	Administrator	No. NV Electrical Apprenticeship
Dugan, Ken (M)*	Center Director	Sierra Nevada Job Corps
Hill, Cheri (C) (D) (B)	Owner	Sage International, Inc.
McCormick, Nancy (D) (B)	Vice President	EDAWN
Meares, David (B)	President	AD Hawk Inc.
Miller, Thomas (B)	Dir. Staffing & Recruiting	Applied Staffing Solutions
Mowrey, Harry (L)	Training Coordinator	IPAT - Local 567 JATC
Olson, Steve (B)	President	ElectraTherm
Pierson, Ken (M) *	Business Dev. Mngr.	DETR
Ramirez, Tony (M) *	Field Office Director	U.S. Dept of Housing & Urban Dev.
Robinson, Susan (E) (M) *	Executive Director	Northern Nevada Literacy Council
Rutherford, Nancy (B)	Manager, Human Resources	SOC Hawthorne
Sanchez-Bickley, M. (B)	VP Human Resources	Renown Health
Sheehan, Maria Dr. (E) (M)*	President	TMCC
Sweeney, Chuck (B)	President	Chuck Sweeney Associates
Tulman, Mark (B)(C)	Business Development Rep.	National Association of Employers (NAE)
Washington, Maurice (D)	Deputy Director	(NNDA) No. Nevada Dev. Authority
Wells, Kris (B)	Area Mngr./External Affairs	AT & T

---

## *Service Providers*

---

The annual summaries of some training programs funded by Nevadaworks are presented here.

---

## *ADULT (AD) Programs*

---



The Dental Assisting Program at **Truckee Meadows Community College (TMCC)** began the year with 6 students. All six completed the general education, program courses, labs and clinical hours to complete the program with a Certificate of Achievement. One of the students earned an Associate Degree along with her Certificate. In addition to those who did complete this year, one of the students from last year who did not pass a course, has since passed that course, become employed full time as a dental assistant, and will be completing the program!

**Five of the six students were named to the Fall 2013 Dean's List,  
and all six were named to the Dean's List for Spring 2014!**

The students performed well in their clinical sites, earning solid evaluations and comments such as, "They were dependable, talented, professional, and demonstrated a strong work ethic."

Students are taking national board exams and awaiting results from the Dental Assisting National Board. They were given study guides and received study support in preparation for the examinations. Students updated resumes and cover letters, as well as worked on interview skills. A job placement specialist spoke to the students about how to get a job.

Four of the six students have been hired in local dental offices and are working full time as dental assistants. One student has a solid job offer and is making the decision whether to accept the job or keep looking. Another has recently returned from a trip and will have a job offer soon.

In addition to the academic success demonstrated by the students, they volunteered at events in the community.

- At 'Dentistry from the Heart', a day of free dental care provided by Sala Family Dentistry and Dr. Scott Boyden, 120+ patients were seen, resulting in \$70,000+ treatments donated by the dentists. Nevadaworks funded student assistance enabled the dentists to treat the large number of patients in one day.
- 'Give a Kid a Smile Day' is a nationally recognized event providing x-rays and preventive care to uninsured children. Students took nearly 100 x-rays on 19 children, polished teeth, placed sealants, and assisted the dental hygiene students with exams, cleanings, and fluoride.
- Partnering with AT&T, 'Pioneers Elementary School Oral Health Presentation' provided oral health kits. Students developed age-appropriate presentations to 400+ students at Veteran's Elementary School.
- At the 'OSHA and Infection Control Conference', students networked and assisted by registering participants and delivering certifications to the dentists and staff members.
- Students also donated their time to take dental x-rays for 20+ patients who could not afford a full set in a dental office.

TMCC is thankful for the opportunity to serve students who have done a great job and will be assets to our dental community.

**Reno JOIN** served a total of 216 Adult clients in Program Year 2013. Ninety-three were carried over from the prior year and 123 were new enrollees, serving a higher percentage of AD clients than in previous years. Throughout the program year, emphasis was placed on enhancing job search skills for clients through the “Toolkit” workshops. Videotaped mock interviews and personalized coaching sessions provided feedback on each client’s approach to job search and his or her presentation to potential employers. Once the Toolkit workshops were completed, clients were integrated into the “Job Club”. This high energy group met daily and was facilitated by JOIN staff providing clients the skills to do job search independently. The clients learned the value of detailed job searches and how to persevere through the process.

Certification training was predominately focused on CDL, OSHA, Warehousing, Fork lift Operations, CNA, Certified Medical Assistant and Phlebotomy. Additionally, many clients required computer skills training as a prerequisite to completing certifications. The certifications supported high demand positions and Nevada’s sector initiatives.

Reno JOIN continued to work with the two local JobConnect offices, as well as the Bureau of Vocational Rehabilitation and other local agencies. JOIN often collaborates with other local agencies to ensure maximize services for its clients.

*Alfred came to JOIN with several barriers to employment, some psychological. Raised in a cult environment with little or no contact with the outside world during his childhood, he was home-schooled until he was 18 years old. He was cast out of his home, barely equipped to deal with the realities of the world. He managed to get a job in a warehouse, eventually being promoted to a machinist troubleshooter. Alfred had found a company that felt more like family than an employer. But, Alfred got sick and had to be hospitalized for a long period of time; and, the employer replaced him. At JOIN, while in the Toolkit training series, he struggled with processing information and completing training exercises. His doctor diagnosed his condition as PTSD, linked to the demise of his employment where he had worked for 15 years. During his tenure with JOIN, Alfred attended the Downing Clinic at UNR, where JOIN has an outreach relationship with the Psychology Department. His confidence began to build. With the support of the clinicians at UNR and JOIN Job Club staff, Alfred was able to get job with Zulily as a full time employee with full benefits.*

**Carson City JOIN** enrolled 41 new Adult clients for the program year 2013-2014, and carried over 11 from the previous year. This put Carson JOIN’s new enrollments for the year at 103% of their projected contract of 40 new clients. A total of 24 clients were exited from this program, 18 entered either employment or school, and 6 who exited for other reasons. Other notable statistics include: 35 clients participated in the Employment Preparation Workshop (EPW); 4 clients received a Work Readiness Credential (WRC); and, 11 clients attained their HSE. Adult clients attended 1,165 hours of training in the Computer Lab and 561 hours of training in the ABE/HSE lab. Below is one of JOIN’s success stories:



*During the initial intake, Patricia was shy, unsure of herself, and exhibited a slight speech impediment due to her anxiety. While Patricia had many years of experience working in warehousing, packing and inventory, she desired a better lifestyle for herself and her daughter.*

*Her new employer, Joe, stated, “We are lucky to have found her.” Patricia will soon be attending a training class in Reno on Social Media. Her boss has given her the new “job title” of being the Social Media Guru. Now, Patricia will really be able to express her creative side in a job she loves.*

Patricia’s thank you:

“I just wanted to say how much I appreciate all you did for me!! I would never have gotten this far without you. I love what you guys do and am grateful for your program. Your never ending patience and support has had a huge impact on me that will last forever! There are no words that I can say that express my gratitude enough. Your environment made it possible for me to go to school and to graduate. This has meant the world to me and I just wanted to thank you ladies for all of your help. I am loving my job as a receptionist at the Sausage Factory. Not only am I the Receptionist, but I get to sell the meats retail and I get the chance to be creative by making flyers and putting up decorations. Turns out I love that sort of thing and I am good at it. Forever Grateful, Patricia”



### *Peer Support Specialist Project for Adult Workers (PSSP-AW)*

The **Center for the Application of Substance Abuse Technologies (CASAT)** is organizationally connected to the Division of Health Sciences at the University of Nevada, Reno. CASAT received funding to implement the *Peer Support Specialist Project for Adult Workers (PSSP-AW)* to provide financial assistance to individuals interested in pursuing a career in addiction treatment services as a Peer Support Specialist (PSS), and to build and strengthen Nevada's substance use disorders treatment workforce. Program accomplishments include:

- ✓ building and implementing the Peer Support Specialist Certificate Program;
- ✓ presenting the program to local behavioral health centers;
- ✓ recruiting and retaining participants into the PSSP-AW Program;
- ✓ conducting outreach services to other local colleges;
- ✓ identifying work-based training sites;
- ✓ creating strategies and incentives to retain students in rural/remote areas; and,
- ✓ assisting students entering into the behavioral health field who have difficulty locating or maintaining employment.

Providing tuition assistance, sponsoring work-based training, and offering trainings reduced educational barriers while increasing career on-ramps for students interested in the behavioral health field. This project created a new career entry track (Peer Support Specialists) and increased students' marketability to employers.

Since August 2013, three males (2 veterans of the U.S. military), and four females enrolled in the program. Of the seven participants enrolled, one withdrew in January 2014; five of the six active students are continuing to pursue educational goals.

- one plans to re-enter the field as a Certified Alcohol and Drug Abuse Counselor Intern (CADC-I) in early September 2014, after spending time with her newborn;
- one is pursuing her bachelor's degree in psychology, with plans to graduate in 2015;
- one is pursuing a bachelor's degree in criminal justice and continuing to work while completing his degree;
- one is pursuing a bachelor's degree in education and currently works with youth as a substitute teacher;
- one was recently selected to facilitate a Peer Recovery Support Training and continues to seek permanent employment, as well as complete bachelor's degrees in psychology and criminal justice; and,
- one is currently seeking employment with plans of pursuing a master's degree.

Numerous community outreach activities were conducted throughout the year, including interaction with treatment centers in northern Nevada to identify internship positions for PSSP-AW participants. Six students were placed in the following locations: West Hills Hospital; Step 2, Inc.; Washoe County Public Defender's Office; Nevada's Recovery and Prevention Community at Truckee Meadows Community College; Reno Vet Center; and Healthy Communities Coalition. In addition to reaching out to addiction treatment centers, the integration of Join Together Northern Nevada (JTNN) in the program created an opportunity for additional community outreach. Sub-contract work provided by JTNN assisted in the education of behavioral health care providers regarding the use of Peer Support Specialists (PSS) as members of their treatment team, recruitment of agencies willing to hire PSS's, and work-based experience opportunities in Washoe County. JTNN held two 8-hour trainings (November 2013 and January 2014), attended community outreach opportunities, provided communication via email and telephone, and assisted in PSS Clinical Supervision training.

Overall, the program successfully provided the addiction treatment workforce with qualified professionals. The PSSP-AW program produced six adequately prepared Peer Support Specialists who will have the opportunity to begin or continue a career in addiction treatment services. Although this first year provided challenges, this program has demonstrated a capacity to motivate, encourage, change and develop the addiction treatment, prevention and recovery workforce. This was demonstrated via a client who became pregnant during the program, completed while she was pregnant and is moving forward in her education, employment and becoming certified not only as a PSS but a CADC-I as well. Every client that completed this program will further themselves in education, certification and therefore remain employed or gain employment.



## Keys to Success (Adult)

The 2013-2014 **Community Services Agency (CSA)** Keys to Success program focused on working with the customers to continue to remove their multi-layer barriers to employment and ultimately place them in employment. A majority of customers needed assistance with obtaining trainings and certifications and intensive career coaching and case management.

### Achievements (according to their internal data base)

Performance Measure	Actual #	Target	Rate
Served	78	70	111%
Entered Employment	50	55	90%
Retained Employment 90+ days*	33	45	73%
Received Vocational Training	48	--	--
Received Soft Skills Training	66	--	--

\* Some customers have started employment within the last 90 days and are unable to be fully captured in this milestone at the time of this report.

CSA continued to work with each customer to develop a customized employment goal plan based on the individual's unique needs and barriers. These plans incorporate many components, such as the soft skill workshops CSA offers; resume development; career assessment and training assistance; referrals to community resources; and, access to a job search computer lab for job postings.

This year CSA implemented a process to better assist customers with career assessments and research utilizing the Nevada Career Information System. CSA staff scheduled time with customers to take skills assessments, researched in-demand jobs in Nevada, and identified trainings, certifications, and skills necessary for those types of jobs. In addition, CSA staff developed relationships with training providers to assist customers with obtaining the certifications and skills. CSA also provided customers with workshops to help develop the soft skills necessary for obtaining and maintaining employment, such as interviewing, networking, workplace conduct, and job search best practices.

CSA launched a Financial Empowerment program to provide customers with financial literacy and the chance to improve their financial situation once they've obtained employment so that they could be in a better, stable position to maintain employment. In the program, customers learned about budgeting, goal planning, credit repair and management, identity theft, and banking.

CSA staff also worked with each customer to refer them to other community resources to assist them with overcoming barriers to obtaining and maintaining employment. Referrals consisted of providing information about other community resources that provide food, housing, energy, healthcare and/or utility assistance. CSA staff continues to work with customers experiencing the usual range of barriers, such as transportation, lack of education necessary for employment, and computer literacy.

Transportation continues to be a barrier for many customers as they try to obtain and maintain employment. Many customers rely on the bus system to get around town, but many new jobs aren't located on the bus line. Customers who have a driver's license and access to a vehicle struggle with the increasing cost of gas. Transportation is also a barrier for customers when they are in training, because they have decreased or no income to cover the costs.

Education, specifically the lack of a GED or high school diploma, is another common barrier. With Nevada's changing job market many customers are now required to have completed higher levels of education and had more trainings and certificates than what was previously expected. CSA staff continues to work with customers to identify education and training opportunities to overcome these barriers.

Computer literacy is another barrier many clients face. With a majority of jobs now posted online, customers who have had limited or no experience with computers struggle to complete online job applications and correspondence with prospective employers via email. CSA continues to offer computer classes to assist customers with developing those skills.



## Success Stories:

*A client came to CSA seeking assistance with transitioning into the medical sector. She is a single mom of two sons, had limited work history, and no high school diploma. While working with CSA staff, the client was able to get a job as a caregiver, and started and completed training to be a certified nursing assistant (CNA). With assistance from CSA, she has also earned her GED, and maintains employment as a caregiver while she looks for work as a CNA.*

*An unemployed veteran looking to transition into employment in logistics and supply chain had experience in the military with air transportation, but needed to develop civilian skills in warehousing and manufacturing. In addition to creating a transitional resume for him, CSA assisted him with a series of warehouse, logistics, and supply chain trainings & certifications to build his skills and employability in this sector. In November, CSA connected with Hamilton Company and arranged a WEX for him so he could gain work experience in the manufacturing sector. He has since completed the WEX and is now employed with Hamilton Company. Customer is thrilled with the skills he has gained and for the employment opportunity to improve his skills.*

*A client came to CSA homeless with the goal of obtaining her commercial driver's license so that she could improve her situation and start working on her long-term education and career goals. With support from CSA, she attended Horizon Commercial Truck School and earned her CDL. She is now employed at Werner as a student driver and reports that she is thankful for the opportunity to achieve her goal. CSA also assisted her with food while she was in training and with work attire and equipment when she was offered the position so that she could start her new job on a strong note.*

*A single mother of two came to CSA seeking assistance with obtaining work in the medical sector to work towards achieving her long-term goal of becoming a registered nurse. She had completed training to be a medical assistant about a year ago, but was unable to find that type of work. With career coaching from CSA staff, she was enrolled in CNA training. She has since completed the training and obtained employment with Manor Care. While she was in training, CSA assisted her with transportation, childcare, training attire and supplies, and food.*



**Ridge House** is committed to work with people in the reentry process. Most of the staff had been incarcerated and received support similar to the services offered at Ridge House — several of them actually came through this program. Their life experience adds depth and a level of understanding vital to program success. Ridge House created collaborative partners, such as HOPEs and JOIN, offering clients access to many community resources. One partnership, with RTC, provided vehicles and fuel for staff to drive clients to apply for jobs. Staff used the time driving to potential employers to provide job coaching skills such as maintaining a positive attitude, answering questions about their backgrounds, interacting with employers, and other topics.

Clients were offered a 13-week mentoring program focused on employment, budgeting, interviewing, applications and online job searching, among others. Mentoring facilitated by one or more peer recovery support staff, addressed employment barriers specific to the ex-offender. The program invited partnering community members and interns to make the mentorship experience more meaningful. Two personal bankers from Wells Fargo Bank lead sessions with in-depth information on credit repair, IRS interactions and how to establish sound financial practices. Representatives from ACLU presented information on how and when to restore their voter rights.

Clients were encouraged to utilize the computer lab located near the Workforce offices for ongoing support. Ridge House also offered all supplies necessary to learn about current job opening in our area, many with their established contacts.

*One of our best successes this year has been an On the Job Training (OJT) participant, Pedro. Pedro was referred to the Workforce department through Ridge House's outpatient services for assistance in rebuilding his life. He was a self-described 'backyard mechanic' and has always dreamed of a career in the automotive industry. Through our relationship with Dolan Auto Group we were able to utilize OJT dollars to provide Pedro the opportunity he's always wanted. He successfully completed his contract and was hired on full time as a valued team member. Pedro is now on track to enroll in TMCC's ASE certification, required before Toyota can send him to their specialized four-year training. The department is so proud of Pedro! His incredible work ethic has paved a path of opportunity for future clients.*

---

## Dislocated Worker (DW) Programs

---



The **JOIN ProNet** branch continues to support the unique demographic of the “professional” in northern Nevada. A professional is one “who manages company assets (people, time, equipment, training, or money), has been in a leadership position, or whose career field requires a specific accreditation or education.” Over the last program year, 148 clients were enrolled and 146 exited to employment. ProNet achieved an *85%* success with the average client earning \$44,997 per year. ProNet coordinates closely with JOIN Reno, JOIN Carson, and JOIN Fernley/Fallon to assist professionals who do not qualify as DW.

The premise of ProNet is to re-instill confidence in its clients. This is accomplished with training and experience on “Job Search” tools, “Surviving Unemployment” tools and “Staying Employed After Awarded the Next Position.” New clients are immediately immersed in “core workshops”, including: “Skills Analysis,” “Resume Writing,” “Jobs Search Techniques,” “Interviewing Skills,” “Connecting,” and “Negotiations,” culminating with a mock interview. During the past year, 99 graduate workshops were offered with nearly 800 attendees. Some of the graduate workshops offered were: “Improving Your Management Skills,” “Leadership versus Management,” “Top Level Business Skills,” and “Social Media for Business.” Other workshops to assist the individual included: “Learn Yourself Through Tri Matrix Assessment,” “Networking for Introverts,” and “Using Strength Finder 2.0 in Job Search.”

With new requirements for sector training expenditures, ProNet staff took the lead in coordinating with academic institutions and organizations to ensure more classes and workshops were properly certified and approved on the EPTL. In addition, UNR, TMCC, PITA and other organizations, as well as many independent instructors, were encouraged to complete ETPL applications to provide clients appropriate opportunities for training within the 9 industry sectors.

With 80% of jobs found through networking, the Community Partner Committee (one of six committees) continued to coordinate volunteer opportunities that provide networking activities. ProNet members volunteered at the Northern Nevada Food Bank warehouse, a fundraising concert and a golf tournament. ProNet was recognized as the 4th largest contributor of personnel hours on the NNFB wall of fame, moving up four places from the prior year. Other organizations receiving ProNet support included, the American Cancer Society, RTO, NNHRA, Reno Tahoe Olympic Committee, and March of Dimes. The reputation of ProNet volunteers has steadily increased with the Lake Tahoe Shakespeare Festival, Art Town and others requesting ProNet assistance. Through these volunteer experiences, ProNet clients network, utilize presentation and speaking skills, and improve self-confidence and self-esteem.

This e-mail from Katrina best demonstrates that ProNet entices with “education,” but compels success with “confidence.”

*“When I entered the program, I had no idea what I was getting myself into! A friend told me about your organization with such enthusiasm, I didn’t even ask any questions. I just signed up. I would like to tell you that the instant I came in the door, I knew that I was in the right place. However, the opposite was true for me. After all, I was surrounded by professionals with college degrees. Folks who were, I thought, out of my league. Someone in my core class made a suggestion that I change my job title because “assistant” made me sound “subservient” and before I could respond, the facilitator responded in such a way that I felt qualified to be there. I have never looked back. When I found out that I had to stand up in front of everyone (by everyone I mean my core class) and give my 60 second me, I wanted to head for the door. When I found out I had to stand up and give it in front of the entire organization, I wanted to throw up! The fear of public speaking aside, my lack of self-confidence was crippling. I can’t say that I’m ready to grab a microphone, but my confidence is at an exponentially higher level.*

*What I had hoped for was a magic wand to use to manifest a job. Instead of getting what I thought I wanted, I have been given an opportunity to grow. I have learned valuable life lessons ... in every workshop. I’ve been encouraged at times and have experienced a couple of lightning bolts, those light my fire type of realizations that have made me stronger and renewed my passion to become my best self. ProNet has been a “life changing experience” for me. I know that is an over-used catch phrase these days but in my case, it is true.*

*Thank you... I hope you all realize you are pebbles that create a ripple effect change in people’s lives. Best regards, Katrina”*



The goal for the Dislocated Worker program at Ely JOIN over the past year was to provide clients with customer service/job ethics training, specific and customized occupational skills training, and upgraded skill training for incumbent employees. Co-enrollment continues to be an integral part of the Career Enhancement Program (CEP), Vocational Rehabilitation, and JOIN, Inc. The goal for this program year was 33 Dislocated Workers served. The actual number served this grant cycle was 20. The numbers of DW clients this fiscal year has been tremendously low, as many of the unemployed have been dislocated from employment for an extended period of time and have become discouraged and hopeless about finding employment. Others have found employment out of this community and often out of state.

The Ely JOIN office attributes much of its success to strong partnerships with CEP and Vocational Rehabilitation in paying tuition costs for WIA clients. Once the client has been deemed prepared to work, JOIN has assisted Voc Rehab in finding appropriate training programs for clients. The partnership between JOIN and Voc Rehab has created successful comprehensive training for disabled clients. Great Basin College (GBC) offered valuable resources for training for JOIN clients. The new Ely JOIN GED program partnered with the White Pine County School District, which provided information and support in developing the new program. Another new partnership developed during the year was with Ely Mental Health. JOIN and Ely Mental Health collaborated on several clients involved in the GED program or who participated in JOIN workshops. Additional partner agencies, such as State and County Welfare, sent clients to JOIN for training, when appropriate.

CNA courses taught in Ely were partially funded by WIA and have led to gainful employment, as well as benefit to the White Pine community. The majority of CNA students were hired by the White Pine Care Center. The most recent CNA class had five JOIN clients and of those five clients, two are currently employed there. The other three CNA clients are expected to be hired by the White Pine Care Center by August 1, 2014. Because Ely is one of the most isolated communities in the United States, health care workers are highly sought after and much needed.

The largest employer currently in White Pine and Eureka Counties is the mining industry. Because MSHA training is needed for employment at the area mines, JOIN has secured an MSHA instructor who lives and works in Ely. The local MSHA training is provided once a month. In the past all clients interested in MSHA training had to travel to Elko for instruction, unless JOIN brought an instructor in for the training. Clients were sent to Elko for MSHA training only when local training was not possible this fiscal year.

A successful component of the JOIN program was CDL training. Of the ten JOIN clients participating in CDL training, three were DW clients. The CDL training was conducted at the Desert Trucking School in Sparks. The students were responsible for travel expenses to and from Sparks, as well as living expenses. All of the clients sent to CDL training completed the program successfully and all but one is employed. The one not employed will begin new employment in two weeks.

Work Experience provides financial assistance to employers and training to clients. Local employers are familiar with this program and frequently call to request it. Employers in White Pine County became involved by partnering with JOIN to supervise JOIN clients on the work sites. It is very difficult for the unemployed to survive without either subsidized wages or support services during WEX training.

The Ely JOIN office continues to provide a unique and valuable service to White Pine and Eureka Counties.

*Kyle completed CDL training at Desert Trucking School in three weeks. Upon completion Kyle was hired by Weber Trucking, where he is still employed.*





**Carson City JOIN** enrolled 56 new Dislocated Worker clients for the program Year 2013-2014, and carried over 25 clients from the previous year. The new enrollments met 93% of the projected contract of 60 new clients. A total of 34 clients were exited from this program, 25 clients entered employment or school, and 9 exited for other reasons. Additional statistics included: 51 clients participated in EPW, 2 clients received WRC, and 6 clients received HSE training. DW clients attended 2,125 hours of training in the Computer Lab and 441 hours of training in the ABE/HSE lab.

Below is one of JOIN's success stories:

*Norma was referred to JOIN by a friend after she was laid off where she was employed as a Planner & Input Specialist for 11 years. Norma qualified under the Dislocated Worker Program as she was receiving unemployment benefits. When Norma enrolled in the Program, she was in process of studying for her U.S. Citizenship test, which she took during her time at JOIN and passed. She needed to prep for her HSE to obtain her basic education in the U.S. and began her prep classes on January 9, 2013. During that time, Norma became distracted with issues at home and being occupied by three teenagers. As a result she was moved out of her lab and enrolled in Job Search. When Norma realized she needed her basic education, she resumed her HSE prep classes with our amazing teacher, Augusta, on April 29, 2013. She obtained her HSE at Western Nevada College on December 19.*

*Norma then began Computer Application Training to learn Word, Excel, and QuickBooks for a company she wanted to start with her fiancé, and completed PC Literacy and Outlook.*

*She has since opened a business enterprise in Carson City named "Soccer 4 You" which carries the latest soccer gear for the adult and youth soccer programs in the community. She's now married, a citizen, an HSE graduate, and a proud and appreciative recipient of JOIN's many services. In fact, Norma is so busy with her entrepreneurial endeavor that it was difficult to find the time to snap some photos.*



The **Winnemucca JOIN** office had projected serving 24 new Dislocated Worker clients in the 2013-14 program year, but missed its goal by 2 clients. The office did experience an influx of five new DW clients late in the program year, but three were able to find work on their own prior to being enrolled, and one relocated out-of-state for a truck driving position paying \$40.00 per hour.

This year, unlike other years, potential clients who lost their jobs in the mining and construction industries left the area, rather than remaining to look for reemployment. This migration away from Winnemucca resulted in a soft housing market with many homes for sale, a reduced tax based, decrease of the school district budget, and reductions in county personnel.

The local JobConnect office has not held a Profiling session in over six months, so the JOIN office was unable to benefit from its referrals. However, the relationship with that office stays strong, and Winnemucca JOIN staff will continue to make regular calls and visits to JobConnect to pursue potential DW clients.



**Disability Resources-New2u Computer's** Computer Technician Internship Program assisted participants in developing necessary computer skills for diagnosing, troubleshooting and repairing computers, peripherals and other technical hardware. Along with complete computer system building, clients learned warehouse organization and proper warehouse safety, rules and procedures. Through the retail store, interns were trained in customer service skills along with phone etiquette and professionalism.

Clients were also able to purchase professional business attire for interviews, and receive resume building and interview training to demonstrate the skills and experience they now have to offer perspective employers. Along with a fresh smile and new attitude, participants were given the proper tools of the trade. Each received necessary tools and supplies to aid them in their new career path.

Currently, at least 14 clients have successfully passed the CompTIA A+ certification exams with another 6 taking the certification tests soon. Through the efforts of New2U staff, immersion with hands-on materials and applications, and formal education through their training provider, the Professional Institute of Technology and Accounting, 100% of New2U clients passed the test on their first try.

New2U Computers helped more than 18 clients find employment. Several participants have come to work for New2U Computers, sharing the same passion and effort that make us successful in helping our community.



The AdultWorks Program at **Community Chest, Incorporated (CCI)** continued to meet the needs of adult clients living in Storey and Lyon counties who were looking for employment. The case managers had a goal of serving 35 clients but were only able to recruit 19 clients by year's-end. Those clients the case managers did work with were given support in their job searches, exposure to job leads, training for improving their employment-seeking skills, moral support during the often long dry stretches while looking for work, transportation to job fairs, opportunities for networking, resume and cover letter support, and direct assistance for sundry employment-seeking expenses. Of the 19 clients the case managers worked with, almost 60% (11 clients) were able to secure permanent employment.

*When I first received a call from Chris you could hear the disparity in his voice. This is a young man in his 30's who's world just bottomed out. He had a recent break up with his wife, lost his job, became homeless and felt as though life as he knew it was over.*

*I tried to reassure Chris that taking the first step to meet with me was going to be hard for him, as I could tell he was proud and unsure of asking for help. Chris was informed of how Nevadaworks could assist him and told to think about it and call back.*

*I received a second call and set up an appointment. I met a strong young man, broken down and discouraged with life. During each appointment and in between phone calls, I could see and hear him start to regain his self-worth. Chris and I applied to many different jobs. He had a few interviews and then it happened!!! He called to request help with a drug test and a few other requirements. Chris was given the funds, passed and is now working! Chris said, "I could not have done it without all of your help and support and will be forever grateful."*

*He is now employed 40 hours a week, moved in to a place, and loves his Job!*

---

## *In School Youth Programs*

---



Community Services Agency JAG Nevada program increased from the six pilot high schools to six high schools and one middle school program for the 2013-2014 school year, serving 224 High School Students.

School District	Schools
Lyon County School District	Dayton High School
Washoe County School District	Galena High School
	Wooster High School
Mineral County School District	Mineral County High School
	Hawthorne Middle School
Carson City School District	Pioneer High School
White Pine County School District	White Pine County High School

The JAG Nevada program saw an increase in student employment. In the 2013-2014 school year, 68 JAG students obtained employment; an increase from the 42 in the last school year. The average wage and working hours also increased this school year. The JAG students earned an average of \$8.91 with an average of 26 working hours per week, compared to an average wage of \$8.50 with an average of 16½ working hours previously.

At the beginning of the school year, 135 JAG students were identified as not passing a State Proficiencies Exam. Eighty JAG students have passed one or more State Proficiencies Exams since enrolling into the JAG program this year. Twenty-seven of JAG students passed a Nevada State Proficiency Exam who had never passed before enrolling into the JAG Nevada Program. JAG Nevada students also increased their academic performance by 22%.

JAG Nevada students highlighted the benefits of the JAG Nevada program:

- “I was enrolled in the JAG class and it has definitely kept me on track, helped me keep my grades up, and has given me what I need to be a success after I graduate.”
- “This program has helped me realize my potential and helped me see my future clearly. This program isn’t just about trying to help you reach your dreams, but to help you become the person you want to be and the person you’ll be proud to say you are. It has helped me realize you can do anything you want if you just put your mind to it.”

CSA has been unable to report on CCSD JAG students to since May 2013. This has created significant reporting problems and the inability to track if performance measures have been met. However, the CSA JAG Nevada management continued to contact all 110 Las Vegas JAG Students for follow up to provide continued assistance to students as needed.

Due to the numerous late starts within the new participating school districts, CSA’s JAG Nevada management entered all participating JAG Nevada students into NJCOS to allow the Specialists more time to effectively implement the JAG Program within their schools.

*One student worked hard to retrieve all missing credits needed for graduation. The student also was nominated for the South Rotary Club Most Improved Student Scholarship. The student won a \$100 dollar scholarship and presented a speech on March 8, 2014.*



**The Children's Cabinet** 2013-2014 Summer Work Experience (SWE) program continued to provide services to youth in need of additional assistance. The primary goal of youth enrolled is for them to graduate with either their high school diploma or GED, and to enter post-secondary education and/or find employment in a non-WIA subsidized job. Throughout the program year, services were provided to 68 youth, as well as youth in follow up services. 16 youth were closed-out this year, most of them due to obtaining their goals.

Services provided to clients included, case management, job skills coaching, food bank services, counseling, tutoring, transportation, and general support in order to help youth achieve their goals. A 'Work Readiness Program' where youth were taught basic job skills, resume skills, conducted mock job interviews, and more was also offered.

Recently, a participant who received his diploma from North Valleys High School informed the staff he had been looking at dropping out of school, but his enrollment in this program, and his work experience, motivated him to continue to work hard and to reach graduation.

Overall, the program has been instrumental in helping youth achieve success. The work site locations provide a source of income for youth who otherwise have difficulty finding a job, and gives them valuable experience and training which will benefit them for years to come. The case management services help the youth to stay on track towards reaching their educational goals.

*Cliff entered the SWE program in 2013. He recently graduated from Hug High School and received a football scholarship for the University of Nevada Wolf Pack. Cliff overcame many issues, and has become an outstanding role model for his peers and for others in this community. Cliff was featured in a local news story (see below).*

**Chris Murray**

Insight and analysis from sports columnist Chris Murray



## Hug High's Cliff Porter isn't your average jock, which is a really good thing

5:22 pm, Jan 24, 2014 | Written by Chris Murray

Like (2) Tweet (4) 8 (1) 0 Share

Hug High's Cliff Porter isn't your average jock.

Really, there's nothing average about the 17-year-old Porter, a two-sport standout for the Hawks.

His 6-foot-6, 250-pound frame and size 15 shoe isn't normal. His explosive athleticism isn't normal. The fact he's a self-taught pianist and drummer who plays both instruments like he was born to be a musician isn't normal. And his ascension to brigade commander of the junior ROTC program, which makes him the highest-ranking member of all Washoe County high school students, isn't normal, either.

But perhaps the most unusual aspect of Porter's personality is how he joined the ROTC program.

"I actually joined ROTC to get out of my PE class," Porter said.

A jock trying to find a way to ditch PE class? That certainly isn't normal.



Hug High' defensive tackle Cliff Porter will play football for Nevada next season, but he's far from your typical athlete. (Andy Barron/RGJ)

But, Porter, who will sign a letter of intent Feb. 5 to play football for the Wolf Pack next year, isn't normal. In a world of specialized athletes who just want to get to the NFL or NBA, Porter is refreshingly different. The honor student loves sports, but he isn't defined by them. Porter isn't your average jock.

"Not at all," his father, Cliff Porter Sr. said. "He's very determined to be at the top in everything he does. He understands that football is not the only thing in life that can bring him happiness and provide him a substantial lifestyle. He just had an injury (a broken thumb),



Gisel working in her job at the Children's Cabinet

*Gisel began as a participant in the Summer Work Experience program, and was hired on as a full-time employee because of her great work and positive attitude. She began in the SWE program working part-time as the front desk receptionist at our Sinclair office location. She later interviewed for the full-time front desk position at our Rock Blvd office using skills and experience she learned in the program, and was hired. She has since been promoted (and even has her own cubicle) and is now working as a Subsidy Reimbursement Specialist.*



Although Rite of Passage Adolescent Treatment Centers and Schools has operated as a leading national provider of programs and opportunities for troubled and at-risk youth from social services, welfare agencies and juvenile courts for over 25 years, this was its first year as a Nevadaworks service provider. Some internal challenges arose because the *Education Career Readiness Program* was new and communication strategies had to be developed. Challenges also arose due to transportation and shortage of staff to assist with student travel. Lastly, the new high school equivalency program that began January 2014 proved challenging due to lack of study guides, practice tests or testing sites for the students.

On the other hand, student successes have been abundant. Through this program, students are maturing, becoming independent, and learning to self-advocate. In the beginning, students had to be “chased” down; now students come to meetings with a list of questions, comments and topics that they want to learn about. Students are not only completing the program but earning their high school diplomas. The goals set for the majority of students have been met and accomplished, making their transition home smoother and more defined. With the additional services of training and planning, students have become self-reliant and have been able to maintain the standards and behaviors they have learned to become productive citizens in society.

Students in the program also earn either their Welding or Culinary Arts certification. One extraordinary student earned both certifications, something no other student had accomplished in years.

*Jose did not have much of a support system at home and was hesitant about the program. At one point, he decided not to be part of the program with no reason. We discussed what he needed to stay in the program and what he would gain from this experience. After our conversation, he decided to stay at Rite of Passage, and he set the following goals: earn his diploma, receive a certificate in culinary and eventually go to college to become a chef.*

*Jose was the first Student Athlete in years to become a Block R status (the highest achievement in the ROP Program). He attended employment preparation workshops and learned how to network, and create his resume and references, as well as how to dress appropriately. Also, he participated in mock interviews and attended job fairs; all of which helped him to overcome his shyness and project a sense of confidence.*

*For one of his Block R projects, Jose organized an outing for his fellow Student Athletes, and through his fundraising and campaigning efforts, he minimized the cost for the students and raised funds for them to have a little pocket money. He joined the wrestling and cycling team, and as part of the cycling team he committed himself to the Tour de Tahoe, riding the 72 miles around Lake Tahoe.*

*Jose earned his high school diploma, something he later stated, “He never thought he would get.” He was accepted to Le Cordon Bleu Culinary Institute, but decided that JobCorps was a better fit for him, finding a newfound passion for auto mechanics. Due to his dedication and abilities, JobCorps staff asked him to apply to the advanced program. He will continue his education in Utah studying diesel auto mechanics. Jose is looking forward to the future and feels confident that he will be successful and able to help his mother financially when he completes the program.*



## Building Trades, CADD, and Diesel

Over the 2013-14 school year, 34 Academy for Career Education (ACE) students participated in building trades, CADD, and diesel programs in a tech prep high school curriculum with a dual enrollment agreement where students earned 10 college credits through TMCC in all three programs. In the building trades and CADD programs, students must earn a B or better in order to earn college credit. In the diesel class students have two grades, one for high school and one for TMCC.

Third year diesel students qualified to earn a Diesel Technician Certificate through TMCC as well as a high school diploma this school year. Those students were required to take an additional English and Communications class at TMCC in the college classroom setting. In total, they earned 40 college credits while attending high school in order to attain this certificate, allowing the students to enter into the diesel technician workforce with the education required to obtain apprentice level positions.

Students in the building trades program began working on a new project, Tiny Houses. ACE's Tiny House project builds on the idea of home construction by exposing students to all the essential elements of residential construction while learning energy technologies (renewables) and how to reduce their carbon footprint. Students will continue to build Tiny Houses in this class while continuing construction on the ACE student-built residential home.

Twenty-five ACE students competed at the State *Skills USA* competition held in Las Vegas April 25-28<sup>th</sup>. Through hard work and dedicated preparation, 6 gold medals were earned in architectural drafting, automotive servicing, carpentry, diesel technologies, electrical construction wiring, and plumbing. These medalists participated in the national *Skills USA* competition in Kansas City, MO, where two students in carpentry and diesel technologies placed 4<sup>th</sup>.

Eighteen Nevadaworks clients earned a State of Nevada High School diploma from ACE High School.

Six Nevadaworks clients earned a CTE endorsement from the State of Nevada by completing the 3<sup>rd</sup> level of their career class (building trades or CADD), passing workplace readiness, and end of placement exams.



The Comstock Youth Works In-School Program at **Community Chest, Incorporated (CCI)** continues to improve each year with the expertise of three site facilitators at Dayton, Silver Stage and Virginia City High Schools. CCI enhanced its already-strong collaboration Healthy Communities Coalition. The Comstock YouthWorks program engages and wraps services around at-risk high school youth to support their academic success, assist them in developing important soft skills (i.e., communication, leadership, teamwork), and link them to work and career opportunities. It does this through work and volunteer experience, and field trips that introduce students to higher education and employment environments, facilitating pathways for students to be successful and graduate from high school.

Of the students participating in the 2013-14 academic year, 43 were served and 21 graduated. Most of the non-graduates were not seniors, and will continue along with a newer cohort of 40+ students for the 2014-15 year.

Here is but a sampling of the successes of our graduating seniors.

- Two students signed with the Army.
- Students received a total of \$45,000 through the Scholarship workshops.
- Several earned volunteer service awards; one received the "Presidential Gold Award" for over 400 volunteer hours.

*One student struggled through the summer of his first year in the program with various employers and participation in the workshops & fieldtrips. We provided encouragement and support to find his gifts and he did! His senior year he found full-time employment at a culinary restaurant. The chef said he is a fine young man, and looks forward to seeing the culinary art he learns to prepare! He also went from a student who spent quite a few days out-of-class, to a student who earned the prestigious "Principal's Award" and the "Outstanding Culinary Arts Student Award", which is nationally recognized. He received a culinary scholarship and plans to continue to follow his passion of cooking fine meals and creating art!*

---

## Out of School Youth Programs

---



### WORKFORCE READINESS ACADEMY

The *Workforce Readiness Academy* (WRA) completed its second year of operation.

**Communities In Schools** (CIS) continued to see and address the need to re-engage out-of-school students and offer access to an alternative program for Spring Creek area youth, assisting them in earning a GED or adult/regular high school diploma, as well as preparing them for post-high school life through resiliency and workforce readiness training. The model elements for the WRA, while similar to the In-School Youth Academy, focused on developing employability skills. The framework consists of academic development, workforce training, and individual case management. The WRA targets youth between 14 and 21 who are not attending high school and meet the WIA low income criteria.

The CIS *Workforce Readiness Academy* served 18 new youth for the 2013-2014 year who lacked the ability to attain a GED or adult education diploma due to a variety of barriers that limited their ability to access educational services and achieve educational goals. Focusing on creating workforce ready individuals, the WRA provided guest speakers from the community to provide valuable life information.

- The Elko School of Dental Assisting provided an informative presentation and introduced various dental fields that students might pursue. The speaker emphasized the need for males to enter into this field as they are 'in demand'. The limited amount of time required at the Elko School of Dental Assisting was a positive factor for many students.
- Personal bankers from a local Wells Fargo branch provided a presentation on how to budget and manage finances. A key component to preparing clients to be productive members of the workforce is to provide them with training on how to effectively manage their money. In addition, they were offered relevant information on student loans and balancing incoming and outgoing expenses.

To strengthen students' employability skills, workshops were provided throughout the year on specifically targeted skills.

- Academy students had an opportunity to participate in a formal letter writing workshop. Students applied their knowledge as they drafted, wrote, edited and finalized a formal thank-you letter to someone who supported the WRA this year.
- Even more important was a workshop on resume writing using the Nevada Careers Information System (NCIS) website. Clients continue to find this website a valuable tool and were rewarded with professional-looking resumes using minimal effort.
- A timely workshop on test-taking strategies was provided as students prepared for the Nevada High School Proficiency Exams. Students brainstormed methods for reading and reviewing test questions, what to do when a vocabulary word or question is too challenging to complete, and how to calm test anxiety.
- A job interviewing workshop closed out the year with discussion on how to dress appropriately and prepare for a job interview (i.e., practicing, research, being prompt and professional). Only 2 of the 8 students present had experienced an interview. The students were engaged during mock interviews and enjoyed answering interview questions, getting pointers on how best to answer.

During February and May, Great Basin Safety provided 3 days of MSHA/OSHA training, learning CPR and first aid, along with work place safety specific to the mining industry. Each student who completed the training received a MSHA/OSHA certificate. In addition, the students provided Great Basin Safety copies of their resumes for assistance obtaining summer employment with their new credentials.

The WRA had great success, surpassing the enrollment goal of 15 with 18 new WIA students. The out-of-school youth earned 6 adult diplomas and 5 GED's. CIS is looking forward to the upcoming 2014-2015 school year to re-engage new youth in achieving their goals and assisting those who will return to culminate their efforts.



The *Success First* program is an academic program at **Truckee Meadows Community College (TMCC)** serving first time college students in an effort to prepare them for their college experience.

The program aims at providing students proper tools and support to successfully transition into college and ultimately achieve their goals. Over the past 5 years, the *Success First* program has served over 700 students.

For the 2013-2014 year, Nevadaworks enabled the *Success First* program to target 18 youth and provide them expanded resources. Each youth in *Success First* participated in a five-week summer program entailing two classes to help them prepare for the academic rigor of the Fall semester. Tuition, textbooks, and lunches were covered by the program. In addition, students successfully completing the summer program received \$800 to cover expenses for the Fall semester. With the Nevadaworks grant, the 18 Nevadaworks students were able to receive additional funding throughout the year to cover two classes in the Fall semester and two classes in the Spring semester, along with additional assistance for textbooks.

The youth were required to meet with their Case Manager (Mentor) bi-weekly throughout the academic school year. The meetings with the Case Manager focused on academics, professionalism, career goals, and personal development. All students benefited from the bi-weekly mentoring that they received from their Case Manager, as they often encountered academic, vocational, and personal challenges. The bi-weekly meetings ensured a safe place for the youth to confidentially discuss these challenges and work through them with professional guidance.

At the conclusion of the 2013 *Success First* Summer Bridge program, all 18 youth completed the summer program. Seventeen are either still enrolled at TMCC and continuing their education towards their Associate's degree for the Fall of 2014, or working full time. In addition, 10 of the 18 have already attained a Certificate of General Studies, along the way to an Associate's degree.

Without Nevadaworks, these 18 students would not have been served to the extent that they were. Not only is *Success First* appreciative of the support, but each of the 18 youth is grateful for Nevadaworks contributions to their success.



The **Fallon and Fernley JOIN** offices served a total of 8 Youth clients, one youth from Fernley and 7 from Fallon. There were 4 carryover clients from the previous program year, for a total of 12 served.

The age distribution was from 18 to 21, all with no work experience. Five youth were placed in Work Experiences. Eight were exited this program year; 4 obtained employment, 4 obtained credentials, and there were 3 goal attainments.

Since neither Fallon nor Fernley experienced as much of an economic rebound, youth faced significant competition for employment as employers tended to hire adults with some work experience versus youth with little or none.

JOIN continued to partner with the Juvenile Probation Offices in both Fallon and Fernley for referrals, and the staff regularly attended local events sponsored by the two school districts.

Success Story:

*Chris was an eligible out-of-school youth due to income guidelines and needing significant assistance in obtaining employment as he had no work history, had never completed an employment application, and was without any content for his resume. He was living with his sister, lacked confidence, and was very shy and unsure of how to begin the search for employment.*

*Chris completed his CASAS testing requirements and performed extremely well. He attended our workshops on Applications/Resumes and Interviewing Skills. His Assessment revealed his creative talent and desire to perform outdoor work. With that information available, JOIN approached a local nursery. The business placed Chris on a WEX.*

*Chris is no longer lacking in confidence or work experience, and has been hire fulltime by the nursery!*



Carson City JOIN enrolled 35 new Youth Out-of- School clients in program year 2013-2014 and carried over 17 clients from the previous year, resulting in 117% of their projected contract of 40 new clients. A total of 12 clients were exited from this program, 4 clients to either employment or school, and 8 exited for other reasons.

Notable statistics include:

- ❖ 26 youth participated in the Employment Preparation Workshop,
- ❖ One client received a Work Readiness Credential, and
- ❖ 16 clients received their high school equivalency certification.

Out-of- School youth clients attended over 669 hours of training in the Computer Lab and over 3,271 hours of training in the ABE/HSE lab.

Below is one of the branch's many success stories:

*Jermaine entered our youth program May 2013 seeking assistance with his GED and employment. Jermaine stated he had always wanted to be an automobile mechanic but at 17 years old, he had no work history, a 9<sup>th</sup> grade education and was on formal probation through juvenile court. Needless to say, he faced great challenges in reaching his goals.*

*The youth program in Carson City prides itself on being able to break down goals so that they can each be successfully obtained, always reminding our youth to stay focused on the next step. Jermaine is a perfect example of a youth client who, when given opportunities to succeed, will always do so.*

*Jermaine's first step to reaching his employment goal was to address his basic skills deficiencies. He had an 8-13 week estimate to obtain his GED and the majority of his studies focused on math proficiency. Jermaine had excellent attendance, a positive work attitude while in the lab, and successfully obtained his GED in June 2013. He then began the process of learning how to job search, attending the Employment Preparation Workshop series, and participating in Accuplacer preparation courses to forward his prospects for college.*

*JOIN received information about the Accelerated Program offered at Western Nevada College for Automotive Mechanics. Jermaine applied for FAFSA, interviewed and presented a resume, was successfully accepted into the program, and began courses August 2013.*

*Jermaine was doing so well in his college courses, he was chosen as a possible WEX candidate. JOIN was able to arrange a flexible work arrangement for Jermaine with his college classes and his employer under new contract guidelines. Jermaine has been able to attend his college courses in the morning then go to Mario's Auto Repair and apply his skills in a real working automotive shop.*

*Jermaine just completed his first WEX evaluation and received an "above standard" score on each skill. Jermaine also took all his ASE certification tests through Western Nevada College and passed eight of them. He is now finishing up his WEX while conducting his own job search. In addition to these many accomplishments, Jermaine was presented a new torch wrench from WNC in recognition of his being the "most improved" student*





**CAREER  
COLLEGE**  
*of Northern Nevada*  
WE BUILD CAREERS

Since July 1, 2013 Career College of Northern Nevada had seven WIA students enroll in their college for the HVAC/R Program. Heating, air conditioning, and refrigeration mechanics and installers—often referred to as HVACR technicians—work on heating, ventilation, cooling, and refrigeration systems that control the air quality in many types of buildings.

The HVAC/R Diploma Program is designed to introduce and prepare students for entry level employment by developing the essential skills and knowledge base to meet the standards and demands of today's industry. Students are introduced to the basic principles, functions and practical applications of residential and light commercial heating, air conditioning, and refrigeration; how it pertains to, and its significance to a Service Technician as a career choice in the HVAC/R field. Included is a systematic approach to the proper diagnostics and evaluation of an HVAC/R system's performance.

Students completing the HVAC/R program will possess the necessary knowledge and skills to install, evaluate service, and repair a large array of typical residential and light commercial HVAC equipment. Upon successful completion students will receive a Diploma for the HVAC/R Service Technician Program.

This course incorporates coordinated classroom and hands-on training in the physics and functions of common residential and commercial HVAC/R equipment and their components. The characteristics of refrigerant gases, air flow, electricity, industry mathematics, and forms of energy, with an emphasis on safety in the workplace are also addressed. Customer service and professionalism is emphasized as well as job seeking skills and placement opportunities.

Out of the seven enrolled, there were three graduates:

*Connor graduated on time with a 3.09 GPA on 4/3/14. He passed his CASAS testing, and has been interviewed for three positions. His most recent interview was for a maintenance position with his tribe.*

*James graduated on time with a 3.73 GPA on 7/3/14. He passed his CASAS testing. We have sent his resume to two employers and are waiting to hear back from them.*

*Jamison graduated 5/22/14. He had issues outside of school, but came through strong at the end of the program with a 2.87 GPA. He passed his reading portion of the CASAS exam, but still needs to complete the math section. Jamison has an interview next week for a maintenance job in Fernley.*

*Alexander is set to graduate 8/21/14 if he passes all of his classes. He needs to pass the math section of the CASAS exam. Alex struggles with a lot of absences due to his work schedule, and it's almost impossible to get him to his tutoring sessions, but his grades have improved drastically from the beginning of his program. He is currently at a 2.96 GPA.*



**nevada**works

Coordinating Workforce Development for Northern Nevada