



nevada**works**

Coordinating Workforce Development for Northern Nevada

Annual Report

PROGRAM YEAR 2010

July 1, 2010 through June 30, 2011



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Coordinating Workforce Development for Northern Nevada

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 continuing high unemployment levels. The pace of growth for Northern Nevada's economy remains slow, and in some areas dramatically, for example the construction industry.

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 various initiatives and contractors. 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.

The following is the Common Measure Performance results for program year 2010 prior to the addition of Wage Record Interchange System wages:

Nevadaworks PY 2010 Performance prior to WRIS wages

	Actual	LWIA Plan	% LWIA Achieved
Served (Adult)	2,292		
Exiters (Adult)	1,234		
num Adult EER	342		
den Adult EER	581		
Adult Entered Employment	58.9%	63.0%	93.4%
num Adult Retention	262		
den Adult Retention	352		
Adult Retention	74.4%	70.0%	106.3%
num Adult Avg Earnings	3,275,723		
den Adult Avg Earnings	262		
Adult Avg Earnings	\$12,503	\$11,500	108.7%
Served (DW)	1,562		
Exiters (DW)	671		
num DW EER	508		
den DW EER	765		
DW Entered Employment	66.4%	70.0%	94.9%
num DW Retention	373		
den DW Retention	459		
DW Retention	81.3%	80.0%	101.6%
num DW Avg Earnings	5,855,880		
den DW Avg Earnings	372		
DW Avg Earnings	\$15,742	\$14,500	108.6%
Served (Youth)	698		
Exiters (Youth)	143		
num Youth Placement	102		
den Youth Placement	178		
Youth Placement	57.3%	40.0%	143.3%
num Youth Degree	114		
den Youth Degree	171		
Youth Attain Degree	66.7%	40.0%	166.7%
num Lit Num	11		
den Lit Num	44		
Literacy Numeracy	25.0%	29.0%	86.2%

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 PY 2010.



The GBC Nevadaworks program originally sent 36 clients through either CNA training or EMT training. Of those thirty six, to date, twenty three are employed (seven of them are full-time students/employed), eight are full-time students/not employed, and five are not employed.

Six of the original CNA students decided to continue their education at Great Basin College in health-related careers. Five students applied for and were accepted into the nursing program and one student was accepted into the Radiology Tech program. All six of these students will complete their AA degrees in Spring 2012 with the intention of becoming employed in the healthcare field. Their AA degrees in healthcare will make them highly employable in good-paying careers. Four of these students are single parents who will soon be able to provide well for themselves and their child(ren). Several of them received Nevadaworks services for childcare assistance to help ensure their ability to pursue their educations. The radiology student and her husband are both displaced workers from Las Vegas who moved in with his mother in Elko. They have four children. She has received various services through Nevadaworks for child care assistance and some student expenses. Upon completion of her AA degree, according to 2010 data, she should make a median hourly wage of \$31.36 with benefits.

Three other clients, who received EMT training through Nevadaworks, eventually decided to further their education in Emergency Medical Services. One is close to finishing paramedic training in Texas and will continue on to get an AAS degree. One has been employed in a part-time job but continued on with EMT-*Intermediate* training; she will begin paramedic training in Fall 2011. Another continued on to EMT-Intermediate training and is employed in another field right now but seeking employment as an EMT. Emergency medical technicians have decent employment opportunities in Nevada and elsewhere, but have good employability in Elko County due to the mining industry where EMT certification makes them highly desirable as mining employees.

Four of the clients are new single moms, who had babies in the last year. Two of them have used their CNA training to find employment. Two are not employed.

One client, a veteran and single mom, has been working and going to school full-time. She received Nevadaworks services to assist her with childcare. She completed her AA degree in Spring 2011. This client has been employed in a low-paying job to this point and is now seeking better employment.



Fellows Academy

is an in-school youth development program that connects struggling students with the community to provide them with the strategies, life skills training, interpersonal tools and inspiration they need to succeed. CIS Fellows Academy worked with community to ensure the program provided its students with the most effective and efficient services. Students were referred to the program based on criteria such as low literacy, low income, offender status, and credit deficient. Students participated in a Leadership and Resiliency Curriculum. Through this curriculum, students learned cognitive/behavioral techniques, leadership training, resiliency skills, career exploration, workforce readiness training, and academic development through credit redemption, proficiency preparation and tutoring.

Students also continued to work through the entrepreneur curriculum and their small candy making enterprise: “Moo Pies”, individually packaged cow pie shaped fudge. Students sold these items at various community events including the Elko Farmer’s Market, CIS Scarecrow Festival, and the Snowflake Festival. This project has provided the students with valuable skills in budgeting, sales, professional writing, product development, and basic entrepreneurial skills. These real-world experiences have given the Fellows Academy students an advantage in entering the workforce.



Youth also participated in community service opportunities as a way for them to learn to serve others. These occasions helped the students develop into



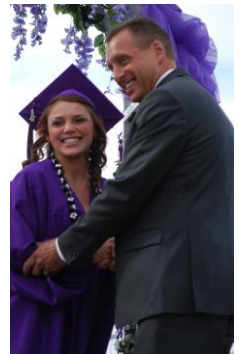
effective role models for others in the class, the greater school, and local communities. Elko High School students assisted CIS with their breakfast program and served breakfast to Grammar #2 Elementary students. Spring Creek High School students volunteered to help with the Kiwanis Buckaroo Breakfast and served pancake breakfasts to Spring Creek Elementary students and their families. SCHS Fellows Academy students also adopted a portion of the school campus to help maintain. Each class took turns weekly cleaning and maintaining a portion of the campus.

In the 2010-2011 school year, Fellows Academy students made significant progress. On average, students decreased the total number of In School



Suspensions by 34%, decreased the number of absences by 17%, and increased the average GPA by 32%. As of June 3, 2011, twenty Fellows Academy students received their traditional high school diplomas (15 from Spring Creek High School and 5 from Elko High School) and three students received their

General Education Diplomas. Additionally ten seniors received the Presidential Award for Educational Achievement. This award is given to senior students that have over-came personal and academic barriers and are the path to success. The CIS Fellows Academy students have overcome many challenges to turn their lives around and are now on the path to success. School administrators, teachers, and community leaders have commented on Fellows Academy's remarkable achievement and look forward to its continued success.



The Children's Cabinet work experience program is currently working with 62 out-of-school youth from the Achieving Work and Education Success (AWES) program. The goal of the AWES program is to put youth back into an educational setting where they can obtain their GED or High School Diploma. Each youth participates in a work experience where the youth works part-time between 15-30 hours a week – either at the Children's Cabinet or an off-site location – and has an opportunity to obtain the necessary skills to be a working member in society. Our program has developed several key components that ensure the success of these youth, including individualized case management, work readiness preparation, and individualized educational assessment and case planning.

All youth receive case management services that focus on a youth's educational and employment goals. The case manager also assists youth in balancing other factors in their personal and family life that might interfere with accomplishing these goals.

Each youth participating in the AWES program is required to participate in mandatory work readiness classes offered at the Children's Cabinet. The work readiness classes are an intensive two week program focusing on leadership, work ethic, and duties that are expected from each individual as a team member of either the Children's Cabinet or an off-site location.

Since the Children's Cabinet has been working with this population we have been able to identify gaps in the community and implement programs that assist our youth in achieving their educational goals. The Children's Cabinet offers pre GED testing to all AWES youth. The test allows individuals to determine what type of educational setting will be appropriate for reaching their educational goals. Often times, youth are best suited to work with a program called My Skills Tutor, which is a web-based curriculum tailored to each student's specific knowledge gaps identified by the pre GED.

Another option for our youth is School of Life and the Re-engagement Center. The Childrens Cabinet School of Life is a satellite school of Washoe High School which enrolls up to 20 students and has 2 teachers, interns, and a school coordinator. The class offers a combination of intense computer-based credit recovery, using PLATO, as well traditional teaching methods for English and history courses. The School of Life gives the youth the ability to return to mainstream school or the confidence to obtain their GED. The Re-Engagement Center gives opportunities to youth who have either become disconnected from school and are no longer attending school the opportunity to re-engage in school and get them back on a path toward graduation or GED. The REC also provides credit recovery/GED study opportunities for students who have fallen behind on credits and thus potentially at-risk for becoming disengaged from high school and need to get back on track toward graduation or their GED.

An additional resource for our youth is our Tutoring program offered twice a week during the traditional school year and every weekday during the summer. Each AWES youth that is studying for the GED or attending some type of schooling is encouraged to attend.

The Childrens Cabinet has been in collaboration with Truckee Meadows Community College and the Shepherds Scholarship. The Childrens Cabinet has been identifying AWES youth that are eligible for the Scholarship program (The Success First Grant Initiative Bridge Program). The Success First Grant Initiative Bridge program takes place during the 2011 school year, and is designed to give students a jump start on college by

offering the opportunity to take two college courses and strengthen their college readiness skills. The Shepherds Scholarship was designed to encourage youth to pursue a higher education. This scholarship offers youth the ability to attend Truckee Meadows Community College with no expense to the youth or the family. The youth that received this scholarship met the requirements of the donors and were hand selected by The Children's Cabinet staff and the donors. The youth will be case managed while attending Truckee Meadows Community College to ensure that the youth is successful.



The Children's Cabinet work experience program is currently working with 82 in-school youth from the Summer Work Experience Program (SWE). The goal of the SWE program is to provide youth with a work experience, track their educational progress, and encourage the start of college. The youth work part-time between 15-30 hours a week – either at the Children's Cabinet, The Boys and Girls Club, or another off-site location – and have an opportunity to obtain the necessary skills to be a working member in society. Our program has developed several key components that ensure the success of these youth, including individualized case management, work readiness preparation, and individualized educational assessment and case planning.

All youth receive case management services that focus on a youth's educational and employment goals. The case manager also assists youth in balancing other factors in their personal and family life that might interfere with accomplishing these goals. Each youth participating in the SWE program is encouraged to participate in work readiness class offered at the Children's Cabinet. The work readiness classes focus on leadership, work ethic, and duties that are expected from each individual as a team member of either the Children's Cabinet or an off-site location. The youth are also encouraged to complete over a hundred hours of community service.

Since the Children's Cabinet has been working with this population we have been able to identify gaps in the community and implement programs that assist our youth in achieving their educational goals. The Children's Cabinet offers pre GED testing to all interested youth. The test allows individuals to determine what type of educational setting will be appropriate for reaching their educational goals. Often times, youth are best suited to work with a program called My Skills Tutor, which is a web-based curriculum tailored to each student's specific

knowledge gaps identified by the pre GED or district proficiency tests, while continuing to attend traditional school during the regular school year.

Another option for our youth is School of Life and the Re-engagement Center. The Children's Cabinet School of Life is a satellite school of Washoe High School which enrolls up to 20 students and has 2 teachers, interns, and a school coordinator. The class offers a combination of intense computer-based credit recovery, using PLATO, as well traditional teaching methods for English and history courses. The School of Life gives the youth the ability to return to mainstream school or the confidence to obtain their GED. The Re-Engagement Center gives opportunities to youth who have either become disconnected from school and are no longer attending school the opportunity to re-engage in school and get them back on a path toward graduation or GED. The REC also provides credit recovery/GED study opportunities for students who have fallen behind on credits and thus potentially at-risk for becoming disengaged from high school and need to get back on track toward graduation or their GED.

All youth that participate in the SWE program are encouraged to go to college. The Childrens Cabinet staff assists all youth with filling out financial aid and scholarships. If a youth is interested in attending Truckee Meadows Community College the youth were encouraged to sign up for the Sumer Bridge program and the Sheppard Scholarship. The Childrens Cabinet has been in collaboration with Truckee Meadows Community College and the Shepherds Scholarship. The Childrens Cabinet has been identifying SWE youth that are eligible for the Scholarship program (The Success First Grant Initiative Bridge Program). The Success First Grant Initiative Bridge program takes place during the 2011 school year, and is designed to give students a jump start on college by offering the opportunity to take two college courses and strengthen their college readiness skills. The Shepherds Scholarship was designed to encourage youth to pursue a higher education. This scholarship offers youth the ability to attend Truckee Meadows Community College with no expense to the youth or the family. The youth that received this scholarship met the requirements of the donors and were hand selected by The Children's Cabinet staff and the donors. The youth will be case managed while attending Truckee Meadows Community College to ensure that the youth is successful.



Community Services Agency

In Program Year 2011, Community Services Agency (CSA) operated Workforce Investment Act (WIA) Adult and Dislocated Worker (DW) programs for Nevadaworks serving 75 Adult clients, placing 68 and serving 53 DW clients, placing 42.

CSA's Workforce Development program consisted of the following key components:

- *One-on-one case management* services provided by Employment Specialists certified as resume writers and peer educators
- Individualized service plans that *required completion of core workshops* such as Job Search Boot Camp and Workplace Conduct at the start of program participation
- Variety of workshops offered to jobseekers *based on customer needs and employer feedback*: Interviewing for Success, Dressing for Success, Money Management, Self-Esteem: Shaking the Long-term Unemployment Blues, Troubleshooting Your Past, Self-Assessment: Charting Your Course, Mock Interviews, and computer classes
- Key staff *dedicated to working with employers* to place jobseekers

This period marked the first time CSA operated a work experience (WEX) program for Nevadaworks. The WEX proved a powerful tool to meeting employer needs (lower hiring risk and reducing new hire expenses) and providing jobseekers with valuable on-the-job training. During the program year, CSA worked with 18 employers to place 50 jobseekers in wage subsidy positions. The average wage was \$13.76 for DW clients and \$12.03 for Adult clients.

Metrics aside, at the end of the day, it is about clients (both jobseekers and employers) and the opportunity to make a difference in our community. The following are some success stories and feedback from CSA's clients.

- Jobseeker worked in construction and maintenance for entire career until the company that he worked for went out of business. Through one-on-one assistance and the wage subsidy program, the jobseeker was placed in a permanent position as a Senior Facilities Manager with a wage of \$18/hour.
- Jobseeker had several barriers to employment: single parent, pregnant, and had previous legal record. Job seeker worked one-on-one with her Employment Specialist, attended workshops, and received supportive services. In parallel, the Employer Developer and Employment Specialist worked as a team to find the right job and employer fit given the jobseeker's situation. The work experience turned into permanent placement and the opportunity for career advancement (moving from reception work to added sales opportunities).
- "I was unsure what to expect from Community Services Agency's (CSA) program when first introduced, as my demands were for a highly skilled, ambitious, and hardworking individual. I have been absolutely blown away

by the employee they were able to send me and the fact that I was able to locate a qualified candidate in Nevada. CSA's program has become a truly integral part of the GBL team and underscores *the importance of programs that help small businesses find qualified candidates, and the genuine benefits that are gained by small business owners.*" Jim Wallace, GBL Geothermal, Excerpt from Letter to Senator Harry Reid.



The 2010-2011 school year proved to be one of the most successful school years at ACE High School. The goal is to produce students who earn a high school diploma and are either college or career ready. This year 29 ACE clients earned a high school diploma. Of those 29 students, 11 students were exited from the program in June 2011 to employment. ACE is continuing to serve clients and further assist them with education and searching for employment.

The Building Trades Program with the help of Nevadaworks completed another successful year at the job site. With funding from Nevadaworks the building trades program was able to hire an aide for the jobsite for the second consecutive year, her name is Christy (Chris) Clayton. Chris Clayton's primary responsibility is to give one-on-one attention at the jobsite to Nevadaworks clients. Another integral part of Chris Clayton's job is to drive the student shuttle to and from the jobsite. During this challenging economic period fewer students and families have the means to provide transportation to and from the jobsite. Therefore ACE must provide this transportation and Chris Clayton was tasked with this responsibility.

Clients in the building trades program participated in a curriculum that included the following lessons: ten hours of OSHA training, preparing footings and pouring concrete, inserting floor joists, making a crawl space, water systems piping, AC and HVAC installation, rough plumbing work, floor installation, wall framing, truss installation, framing exterior walls, installing windows, and exterior designing. At the conclusion of this curriculum clients have the opportunity to earn 2 high school credits at ACE and 8 college credits at TMCC if he or she passes the class earning an A or B.

At the conclusion of the 2010-2011 school year ACE students helped complete work on the student built house. This house is located at 4929 Hombre Way, Reno, Nevada, 89502. The house is a three bedroom, two bath, 1,456 sq ft home.

Two building trades students won gold medals at the state SkillsUSA competition in Las Vegas, Nevada. These two will participate in masonry and plumbing at the national competition in Kansas City, Missouri.

In conjunction with Truckee Meadows Community College and Nevadaworks, ACE High School diesel technologies program completed another successful year. In this year's program 25 ACE students were also Nevadaworks clients. Nevadaworks funded the tuition and textbooks for these clients at TMCC.

Clients in the diesel technologies program participated in a curriculum that included the following lessons and labs: safety training (passing of a safety test is required of all students at the conclusion of training), tool recognition, basic engine systems, brake systems including ABS brakes, light duty diesel systems including Cummins International and Dodge Power Stroke Duramax, heavy duty electrical systems, and heating and AC generators. At the conclusion of this curriculum clients have the opportunity to earn 2 high school credits at ACE and 10 college credits at TMCC.

Dean's Future Scholars Program Workforce Investment Act funding through Nevadaworks has allowed the Dean's Future Scholars Program (DFS) to provide 56 students with internships on the University of Nevada, Reno campus. These internships help the students earn money encouraging them to save to pay for college. By placing students in different departments throughout the university, DFS hopes some are hired permanently and have a job as they commence their undergraduate careers. In the past year, DFS has been successful in having several students hired permanently in the departments they did their work experience. Having a job on campus motivates these students to also do well academically as they have to maintain a certain GPA in order to remain employees of the university.

In order to ensure employers are satisfied with DFS students, DFS has incorporated worksite evaluations to the work program. Evaluations allow the employers to rate the students on timeliness, efficiency, leadership, citizenship, and comment on anything that needs improvement or behaviors they like. In addition, DFS graduate assistants visit students at their worksites weekly to see what tasks they are asked to perform and for support. Most of the employers report that the students are performing very well and are a pleasure to have as employees.

These students gain work experience and the skills that prepare them for future jobs and careers. The program makes it possible for DFS students to be productive during the summer rather than having them stay home exposes them to college life. Over the past few years, DFS has received appreciations from parents who have gotten to see their son/daughter mature and become more

responsible and motivated due to their internship positions and their exposure to their first college courses.