



The 2012-2013 Northern Nevada Workforce Area Annual Report

Nevadaworks is the Local Workforce Investment Board for northern Nevada's thirteen counties: Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine, covering over 70,000 square miles. Nevadaworks coordinates workforce development to meet the needs of employers in Northern Nevada.

The jobs picture in Nevada continues to improve slowly with the May 2013 unemployment rate at 9.2%, compared to 11.6% for the same period last year. Under the guidance of the Nevadaworks Board, the staff continues to develop, monitor and manage programs that are successful and responsive to the employment needs of the communities served.

The Nevadaworks Board is dedicated to furthering the Governor's economic development plan in Nevada. To provide for greater coordination of workforce efforts, the Governor's Workforce Investment Board (GWIB) has identified nine industry sectors essential to the continued recovery and further growth of jobs in Nevada. An industry sector council has been established for each of the targeted industries of:

- Healthcare and Medical Services
- Mining and Materials
- Tourism, Gaming and Entertainment
- Clean Energy
- Logistics and Operations
- Aerospace and Defense
- Information Technology
- Manufacturing
- Agriculture

Each Council is tasked with identifying job training and education programs that anticipate the needs of employers. The sector councils consist of 20 or more members each with at least 51% comprised of senior management from that industry sector. Other required members on each council include: Local Elected Officials from the north, south and rural areas; representatives from State Assembly or Senate; education and labor representatives; and, Governor's Office of Economic Development (GOED) industry representatives. Department of Employment, Training and Rehabilitation (DETR), Workforce Connections and Nevadaworks staff are assigned to each council as non-voting members.

The Program Year 2012 Performance Measure results, according to the Department of Labor guidelines, is presented here along with the annual summaries of some the training programs funded by Nevadaworks.

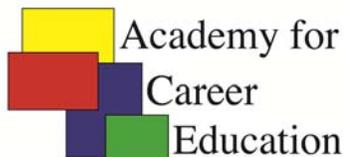


The following is the Common Measure Performance results for program year 2012:

Nevadaworks PY 2012 Performance			
	Actual	LWIA Plan	% LWIA Achieved
Adult			
Served (Adult)	3570		
Exiters (Adult)	2247		
num Adult EER	343		
den Adult EER	537		
Adult Entered Employment	63.9%	71.5%	89.4%
num Adult Retention	281		
den Adult Retention	357		
Adult Retention	78.7%	81.5%	96.6%
num Adult Avg Earnings	\$3,625,843		
den Adult Avg Earnings	277		
Adult Avg Earnings	\$13,090	\$13,600	96.3%
Dislocated Worker			
Served (DW)	1,170		
Exiters (DW)	745		
num DW EER	466		

den DW EER	687		
DW Entered Employment	67.8%	75%	94.4%
num DW Retention	469		
den DW Retention	565		
DW Retention	83%	84.5%	98.2%
num DW Avg Earnings	\$7,516,209		
den DW Avg Earnings	466		
DW Avg Earnings	\$16,129	\$16,200	99.6%
Youth			
Served (Youth)	713		
Exiters (Youth)	238		
num Youth Placement	146		
den Youth Placement	204		
Youth Placement	71.6%	65%	110.2%
num Youth Degree	134		
den Youth Degree	195		
Youth Attain Degree	68.7%	57.5%	119.5%
num Lit Num	15		
den Lit Num	26		
Literacy Numeracy	57.7%	41%	140.7%

YOUTH



35 **ACE** high school students participated in the building trades, CADD, and diesel programs. ACE is in the process of completing the school's ninth student-built house. With a tech prep high school curriculum and a dual enrollment agreement students can earn up to 10 college credits in each program. Students earned college credit through Truckee Meadows Community College (TMCC) in all three programs. 18 Nevadaworks clients earned a State of Nevada High School diploma, which is a record high.

10 Nevadaworks clients competed at the State Skills USA competition in Reno April 25-27. Students compete in team work, carpentry, plumbing, architectural and technical drafting, and diesel technologies. Through hard work and dedicated preparation Alexis and Paul won gold medals and qualify for the National Skills USA competition in Kansas City, Missouri June 24-28.

As the economy begins to regain power, this program will continue to grow, as it did prior to the recession.

The goal of **The Children's Cabinet's** Summer Work Experience (SWE) program is to give In School Youth the skills necessary to be self-sufficient through academic preparedness, occupational skills training and paid work experience. The SWE program targets at risk youth between the ages of 14-18 currently enrolled in high school.



All youth participating in the program received case management services focusing on educational and employment goals with emphasis on transitioning into college. The youth met at the Children's Cabinet monthly to discuss educational and work goals. A tutoring program was offered twice weekly during the traditional school year and every weekday during the summer.

The Children's Cabinet collaborated with Washoe County School District to create the School of Life and the Re-Engagement Center. The School of Life is a satellite school of Washoe High School, enrolls up to 30 students, and has 3 teachers, interns, and a school coordinator. Courses offered include a combination of intense computer-based credit recovery, using A-Plus, as well traditional teaching for English, Math and History courses. The Re-Engagement Center



is designed to provide students who have not been successful in the traditional high school setting and have fallen behind on credits (thus, potentially at-risk for becoming disengaged from high school), opportunities for credit recovery to get back on track toward graduation.

The GED is a last resort for the youth. Our pre GED testing allows the youth to determine if they are ready to pass the exam. If the youth and their family decide to take the GED, the Children's Cabinet's collaborates with Western Nevada College (WNC) to ensure a prompt registration for the next available test. Each youth is shuttled to and from the test to help eliminate any barriers of taking the test.

The Children's Cabinet has been in collaboration with TMCC and the Shepherds Scholarship to identify SWE youth who are eligible for the Scholarship program (The Success First Grant Initiative Bridge Program). Designed to give students a jump start on college by offering the opportunity to take two college courses and strengthen their college readiness skills, this scholarship offers youth the ability to attend TMCC at no expense to the youth or their family. The youth recipients are hand selected by Children's Cabinet staff and the donors, and meet the requirements of the donors. The youth are case managed while attending College to ensure their success.

Juan has done a great job being accountable and outstanding while working in the program. He maintains a B+ average while attending school and athletics. Juan is an outstanding athlete and student. His hard work ethic translates to his job. Juan was recently challenged with a worksite issue when he and his supervisor had a miscommunication on Juan's work schedule. Juan communicated with his Children's Cabinet case worker and work supervisor about the issue, and responded well to the constructive criticism from his supervisor. Juan aspires to attend college as a student athlete following his senior year of high school. With his relentless work ethic and great personality, Juan will be successful.

The Children's Cabinet's Achieving Work & Education Success (AWES) program completed its final year. The goal was to put Out of School Youth back into an educational setting where they can obtain their GED or high school diploma. Each youth participated in a work experience working 20-30 hours a week, either at the Children's Cabinet or an off-site location. The Children's Cabinet made great strides in the community working with employers to provide an exceptional work experience for our youth. Employers worked hand-in-hand with each youth and the case manager to teach the skills necessary for success in the workplace. At the end of the program each youth had the opportunity to receive a letter of recommendation from his/her supervisor. If the work site had an opening, the youth were encouraged to apply for the position.

This program developed several key components to ensure the success of these youth, including individualized case management, work readiness preparation, and individualized educational assessment. The case manager assisted youth in balancing personal and family life factors that interfere with accomplishing their goals. All youth were required to participate in work readiness classes offered at the Children's Cabinet. The classes focused on leadership,

work ethic, and duties expected from each individual as a work team member of either the Children's Cabinet or an off-site location.

GED testing was offered to all AWES youth. The Children's Cabinet collaborated with Western Nevada College to ensure a prompt registration for the next available test. Each youth was shuttled to and from the test to help eliminate any barriers of taking the test.

The School of Life and the Re-engagement Center was another option for AWES youth who were disconnected from school and no longer attending. The School of Life gave them the confidence to obtain their GED or the ability to re-engage in school.

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

Miguel has been a part of the AWES program since December 2008. During that time Miguel worked the front desk at The Children's Cabinet and was in the process of meeting his educational goals. Unfortunately, he was detained in 2009 and no longer received AWES services. May 2010, Miguel was released from China Springs and became eligible to re-enter the AWES program. After completing goals set with his case manager, Miguel was given the task of running the Food Bank at The Children's Cabinet, while he studied for the GED test. Miguel passed portions of the GED test in 2011, but was unable to achieve the passing average needed.

With determination, in August of 2012 Miguel passed his GED and expressed interest in attending college. With help from his case manager, Miguel was able to complete his FAFSA and sign up for classes at TMCC, where he will be attending in the fall.

Since returning to The Children's Cabinet in 2010, Miguel helped coordinate the Food Bank program, making it the success it is today. As of July 1, Miguel is the full time Food Bank Coordinator for The Children's Cabinet. When asked what the AWES program means to him, Miguel said, "Without the AWES program I would not be in the situation I'm in. It got me off the streets and inspired me to go to college." When asked about his future, Miguel said, "I want to help kids out in the community and give back, like The Children's Cabinet did for me."



The Community Chest, Inc. (CCI) Comstock Youth Works In-School Youth Program has made a positive difference in the educational, life skills' building and work experience opportunities for high school students in Storey and Lyon Counties. The program assists students in successfully graduating from high school, gaining employment skills, expanding education horizons, and acquiring life skills' building tools. Currently we serve Virginia City (VCHS), Dayton (DHS) and Silver Stage (SSHS) High Schools.

The program was expanded this year to include SSHS in Lyon County and 10 additional youth at DHS, successfully serving 47 clients this program year. The credit deficient youth were able

to supplement high school courses or attend summer school through their high schools. All 11 summer school youth successfully completed the classes. Youth activities and programs during their school year included: volunteer service; Stand Tall prevention teams that target drug, alcohol and tobacco use; Teens Against Domestic Violence; Every 15 Minutes; Get Real Day; JAG; student counsel; and, various sports. CCI held several workshops to assist the students with scholarship applications and grant writing for college or trade schools.



Youth also received supporting resources such as tutoring and study skills throughout the school year to graduate high school or advance to the next grade level. 19 youth graduated with 13 moving on to college (8 received scholarships). One client received an internship at the University of Reno (UNR). 28 clients advanced to the next grade level. CCI students earned 3 volunteer service awards, 2 academic letters of achievement and 1 citizenship award.

Summer work experience included employer evaluations scoring. From a scale of 100%, CCI youth collectively maintained a steady 80%, gaining work experience and job skills with adult mentoring. CCI prepared the youth for work experience building resumes, interview preparation and filling out job applications. Life skills' building was ongoing throughout the year with the largest impact during summer field trips. We saw team building and trust levels increase through the summer with activities that combined the three schools. Field trips included college campus tours, trade schools, and various professional locations to expose youth to career planning. The year ended with a CCI graduation ceremony honoring the youth for staying on task and completing the program. Families, employers, volunteers, school counselors and educators, CCI staff, and Nevadaworks representatives attended the ceremony.

The CCI Comstock Youth Works Out of School Youth Program assists youth in successfully completing a high school diploma or GED, gain employment skills/work experience, and acquire life skills tools.

The program served 7 youth this year. This was a diverse clientele from all walks of life. Clients came from Virginia City to Silver Springs, with some still living at home, or couch surfing with friends and other families (basically homeless). Some of the client's immediate needs were to acquire social security cards, birth certificates, driver's licenses or ID's. This year's youth chose to acquire their GED as opposed to a high school diploma. Clients were registered at Western Nevada College for the GED program where they were able to utilize tutoring at the college. They also accessed the tutoring staff at Community Chest. During this time we also completed the following components of the program: work readiness curriculum with speakers and workshops, on and off site; resume building; interview preparation; job skills building; and, work experience placement. CCI also worked with the youth on goal setting, filling out rental

applications, budgeting, banking and personal hygiene. Three clients moved out of the area to other states. One client successfully received his GED and gained extensive work experience. He has started Western Nevada College in the welding program and decided to not work his first semester, but has been told that a job with a local automotive mechanic would be secure for him once he is ready to return to work. Two clients are doing great and will roll over into the next program year due to late registration. They will be GED testing in August remain employed.

Brittany Miller became pregnant at 16 and dropped out of school. She had been in and out of trouble and on probation. She was living at her boyfriend's parents' house and was struggling with abandonment issues for many years. She came to us with such low self-esteem, we were not confident she would complete the program. Her commitment to her education, her employment, her son and herself has been remarkable. She has blossomed into an incredible young woman and mother. She is working on mending family relationships and having healthier relationships all around. She is less reserved and more confident. She is proof that all it takes are adults in her life that care and are willing to commit to her. Not once were we challenged to keep her on task quite the opposite in fact. She just turned 18, finished training for her position at a daycare and learning center, and works with her own group of kids at the center. She is getting stronger in her studies and more confident. She is a single mother of a one year old son. She is completing paperwork for a grant to go to Beauty College and will be starting in the fall.



Community Services Agency's Jobs for America's Graduates-Nevada



Jobs for America's Graduates (JAG) is one of the nation's largest and most successful strategies for helping the highest-risk, most disadvantaged young people succeed, both in school and on the job. Over the past 33 years, JAG has served more than 900,000 of our nation's at-risk and disadvantaged young people in 32 states and 1,000 communities.

The JAG Model was implemented in Nevada beginning with the 2012-13 school year. It was tested in 3 school districts and 6 schools across the state, with a focus on the 11th and 12th grades (approximately 200 students). The Governor's Office selected **Community Services Agency** to administer Nevada's program. Approximately 25% of the funding was provided by Nevadaworks.

School District	High Schools
Clark County School District	Bonanza High School
	Cimarron-Memorial High School
	Desert Pines High School
	Valley High School
Lyon County School District	Dayton High School
Washoe County School District	Galena High School



The JAG National accreditation team conducted a mid-year review of the progress and quality of the implementation of the JAG Model. This was the initial opportunity for the national organization to provide input and feedback that concludes with the awarding of standard, provisional or probationary accreditation. If this were a full accreditation review, JAG-Nevada representatives were told that they would receive the highest accreditation status to be awarded.

Key Findings:

School administrators were supportive of the JAG Model program and highlighted the benefits of students that they suggested were “falling between the cracks”. Early success stories were shared ranging from significant improvement in the state proficiency exam to improvement in student attendance and changes in student behavior. Students shared a variety of reasons for their changed attitude toward school. Among the most common were:

“...with JAG I feel like I belong and someone really cares about me – not just my school work, but me.”

“...I never thought I could ever get back on track with my credits, but with the support of my JAG Specialist I can see a future for me, I need college and I need to graduate.”

Other JAG Nevada highlights include:

- **42** JAG students obtained employment since enrolling into the JAG program. The average wage is \$8.50 with an average of sixteen and a half working hours per week.
- **70%** of all JAG seniors attained a High School Diploma.
- JAG Nevada students received approximately received **\$169,360** in scholarships and grants to pursue postsecondary education.
- At the beginning of the school year 135 JAG students were identified as not passing State Proficiencies Exams. **80** JAG students have passed one or more State Proficiencies Exams since enrolling in the JAG program

Edgar received \$25,000 in college Grants and Scholarships to attend Universal Technical Institute (UTI) in Sacramento, California in the fall. His dream is to work with the latest equipment and vehicles. Once this student completes his training, he will have endless employment opportunities; he will be certified on the latest technology, immediately becoming employable to dealers, manufacturers and other vehicle-related businesses.



This year **Communities In Schools Academy** continued to strive for academic success, providing students opportunities to build character, responsibility and the ability to trust in themselves to achieve the goals they set, either for the school year or the next chapter in their life.

CIS Academy continued to use the framework of life skills and resiliency training curriculum; focusing on leadership training, career exploration, workforce readiness training, credit redemption, and proficiency preparation. Students entered this program having met the criteria of low income, offender status, and/or credit deficient. To start the school year our Academy class participated in the “Above the Influence” campaign. The idea was to challenge students to rise above the influence of drugs, alcohol, peer pressure, and everyday logo’s used to sell fashion. Students created a logo and motto that described themselves and the mark they intend to leave on others. They were invited to attend an open panel discussion that was a live feed program through Washington D.C. Our students were such a captive audience that they were asked to be part of a commercial for rising “Above the Influence.”

Several community members volunteered their time throughout the year to inform our students of life experiences and the education that contributed to success in their career field. Guest speakers varied from real estate agents, a cosmetologist, Barrick Gold Mines employees, Great Basin College Nursing instructors, a wildlife biologist and dental hygienist. We worked to create positive relationships in the community to provide students with exposure and opportunity to learn about multiple career fields. A service learning project our students thoroughly enjoyed was the “Buckaroo Breakfast.” Students volunteered to serve breakfast to a nearby elementary school’s students. This project allowed the youth to see what helping others can do; their efforts were appreciated by principals, teachers and most of all the elementary kids.

Barrick North America provided students an opportunity to take an educational field trip to Bald Mountain Mine. They experienced the travel time, safety requirements, as well as educational requirements for the positions at the mine site, and witnessed first-hand that mining is an effort by many different people with a variety of educational backgrounds. Students were fascinated by the heavy equipment used and process of gold extraction. During this field trip they learned valuable information for mining careers.

To prepare for their end of year bowling party, students had to identify their strengths that will help create the path to achieving their goals. They created posters displaying characteristics, motto, and or symbols to define themselves. Students also wrote letters explaining where they were academically and socially upon enrollment into the program versus where they were at the end of the school year.



1 Youth formed bonds with other students, teachers and case managers. They
 2 began to self-actualize and accept responsibility for where they are and where
 3 they want to go. Finally, a close to a busy year was celebrated with 30 youth
 4 receiving diplomas from the Elko County School District. Case managers put in
 5 a tremendous amount of effort to provide students with information on grades,
 6 credit recovery and graduation progress. Students showed amazing effort with
 7 a combined total of 79.5 credits earned through credit recovery this year.

The CIS Academy had a successful year providing students with academic assistance, opportunities to learn about college and career fields, and social/life skills.

The Communities In Schools Workforce Academy was implemented to re-engage Out of School youth, offering access to an alternative program for Spring Creek area youth and assisting youth in earning a GED or adult/regular high school diploma, as well as prepare them for post-high school life through resiliency and workforce readiness training. The model elements for the Workforce Readiness Academy focus on developing employability skills. The framework consists of Academic Development, Workforce Training, and Individual Case Management. The program targets youth ages 14-21 not attending high school who meet the WIA low income criteria. As we embarked on our first year of operation, we anticipated enrolling 15 students with 70% becoming re-engaged into the education system over the course of the school year, obtaining a GED, adult diploma, high school diploma, or promotion to the next grade level. Additionally, the goal was for these students to become successful members of the workforce.

The Workforce Readiness Academy enrolled 13 students into the program. As the youth became familiar with the program framework, it was clear that this was the environment these students needed all along. They were able to focus, develop goals, and work towards their goals in a more effective manner than when previously enrolled in high school. Academic assistance was primarily completed online through the A+ credit recovery system; students were able to complete courses at their own pace, but also had the convenience of having a licensed teacher and case manager to assist with their educational needs. Outside of the online curriculum students were able to work through the Bridges: Transition from School to Work Activities program. These lessons were guided by the case manager and allowed students to learn and discuss workplace decisions, such as, hourly pay versus salaried; creating their own business with issues such as, location, advertising, and the costs required to own and successfully run a business. Students explored the fastest growing career fields, and education and experience required. They discussed standard benefits that come with many jobs, such as paid and unpaid leave, health benefits, and retirement plans. This curriculum allowed students many opportunities for self-evaluation and personal interest inventories to research how their interests can and should fit into a career.

Dean McCabe from Great Basin Community College (GBC) visited the youth and provided important information on the Maintenance Trainer Cooperative (MTC) scholarship program. This program allows students to earn an accelerated Associate Degree in one of the following areas; Diesel Mechanics, Electrical Systems, Industrial Millwright, Instrumentation or Welding. Students were provided the opportunity to attend a two-day MSHA training and attain their MSHA certificate to be better prepared to qualify for a majority of the work positions in this area. Four students from the Workforce Academy completed and received their MSHA certificate.

The students earned a total of 35 credits, 5 students received their adult diploma from Elko County School District, 1 student completed all components of the GED, and 1 student is currently awaiting results for the GED. Five students have continued on to find successful employment in the Elko area. Lastly, we want to wish our ECSD instructor, Ms. Boyer, the best of luck in her retirement! Thank you for your continued dedication to the students in the Workforce Readiness Academy.



The **Fallon/Fernley JOIN's** Out of School Youth Program has been very successful in the 2012-13 year. Ten new youth were enrolled in Fallon and one in Fernley. In Fallon, 7 clients were carried forward from the prior year. During the year, 13 youth were exited, 6 found employment and 3 earned credentials.



The age distribution of the new enrollees was three between 14-18 and seven from 19-21 years old. One of the youth served was disabled. Five youth were placed on work experience (WEXs) and one on an on-the-job training (OJT).

With the current economy in Fallon and Fernley, it has been difficult to get employers to take a chance on youth employees. They have stiff competition from adults, and employers tend to hire adults when given the choice. As instructed by the JOIN Board, all youth that have not finished high school are required to enroll in either adult education classes or pursue a GED. Some youth are so opposed to school that it is a difficult sell. Fallon and Fernley staff worked individually with the youth to determine their goals, interests, capabilities and educational need, both academic and vocational. JOIN will continue to work with those that have not been exited in the coming year.

Akira had no job experience before coming to JOIN. He had been looking for employment since his graduation from high school in 2011. His mother had recently divorced and was supporting 3 children with only a part-time job. Akira needed to find employment to help his mother and siblings. We placed him on a WEX at the Galley at NAS Fallon, but he didn't get hired because of the fast-paced environment. We placed him on a second WEX and after successful completion of 300 hours; he was hired as a permanent employee. Although he was only working 5 hours per day, he was able to contribute to the support of his family. Akira expressed an interest in going to college to work in the radiology field. After he proved to his grandfather that he could find and keep employment, his wish will come true. His grandfather has agreed to send him to college this coming fall semester.



The **Elko JOIN** office enrolled 20 new In-School Youth during the program year. Twenty-six were carried forward from the prior year, for a total of 46 youth. Twenty youth were placed on WEXs at the following businesses: Hilton Garden Inn, Got Ya Covered, Elko High School Maintenance Department, City of Carlin Public Works, Ruby Mountain Resource Center, the Boys and Girls Club, a Chiropractic office, Callaway Carpet, Carol's Country Garden and Khoury's Fresh Market Place.

Youth held positions as host/busser, silk screen assistant, cashier, program assistant, file clerk, cleaning tech, agronomist intern and produce assistant. Got Ya Covered taught the youth skills



relating to silk-screening by a screen printing technician. Youth at Callaway Carpet learned the skills of good car detailing.

Regularly scheduled workshops were held for the youth. The workshop series highlights career, character and education essentials to help youth succeed in school, at work, and in life. It is based on the concept of "Becoming the Best Me." The intent was to provide information and a forum for discussing the issues that plague youth. The plan was to have ten youth in each workshop. For some reason, yet to be determined, many of the youth never attended. The probability is that age and other interests interfered. We are in the process of talking to some of the youth and re-thinking our year-round activities.

The good news is that 13 youth graduated and received high school diplomas this year. Four are enrolled in advanced education and five are employed.

Brandon was enrolled with JOIN in July of 2009. He did a WEX at J.R.'s Bar and Grill, training as a table busser. After his WEX ended, J.R.'s hired him on permanently. He remains employed there today and has been given several more responsibilities. He is well liked, and goes out of his way to make both customers and co-workers feel at ease. He is content doing what he does, and fondly remembers JOIN. Over the past two years, he has successfully completed some general education classes at GBC. He said, "I'm still deciding what to do for a career, but thank you for helping me out. This job is exactly what I want to do right now. I love it here."

The proposed goal for **Carson City JOIN's** Out-of-School Youth Program was to enroll 25 new at-risk youth who needed educational and occupational assistance. As of the end of the program year, enrollment was at 33 new youth. Twelve clients were also carried over from the prior year. Twenty-four youth clients, 53%, completed their Learning Lab studies and received their GEDs. One youth client was placed on a WEX, and 4 youth clients were exited to employment. We encountered some difficulty again this year in placing appropriate youth in work experience. The staff is looking at ways to alter the approach and create more flexibility for both the youth and the employers.

This program year additions were made to the GED learning lab materials and monitoring techniques used as teaching tools during job search and training plan development. Additional computer courses designed for our youth participants and new workshops were offered. The services were changed to keep our youth program relevant to today's youth job seekers. Youth made up the largest contingency in the JOIN's GED program. They also made up the largest number of graduates, with 24 receiving their GED. For the graduation ceremony, the shyest participant asked to be a speaker to express her gratitude for the teachers' patience with her and their faith in her. Every youth talked to at the graduation ceremony expressed their gratitude for both the patience of the JOIN staff, especially the teachers, and for the confidence they now have that they can conquer anything. And no, there wasn't a dry eye among the staff!

The Work Readiness Certificate was as successful, if not more so, with youth as with adult clients. The youth liked the practical applications they learned and the situational judgment



piece because it raised their confidence and self-esteem, both issues sorely lacking in the youth. As can be seen from the number that attained their GED, the JOIN youth staff have a remarkable way of reaching these youth.

Ashanti was the first youth in Carson City to earn the Work Readiness Credential! She was referred to JOIN by her juvenile probation officer. Ashanti was a young adult going through the motions to satisfy her probation officer, lacking enthusiasm and self-confidence. She began her studies by attending the JOIN LL for GED preparation. Within weeks in our program, Ashanti's true personality, capabilities and self-confidence began to shine through. Ashanti obtained her GED several weeks before her estimated completion date and immediately started on the second phase of her training plan; to secure employment and attend college. She participated in both the Work Readiness Credential and Accuplacer testing preparation in our on-site Learning Lab. Ashanti will be taking the Accuplacer test in May, complete FASFA and register for fall courses at WNC. She also just passed her driving test so I told her there is no test that she cannot pass!

Ashanti hand-wrote the following:

"Before I decided to come to JOIN, I had no intention in getting my life together. I felt like I had already hit rock bottom and there was no hope for me. I wasn't going to school or trying to find a job. I wasn't doing anything with my life. I was honestly prepared to live my life as a high school drop out with no goals. Until I got into trouble, and thank God I did.

My probation officer said I had to be in school. There was no chance of me going back to high school and I also tried many different types of GED schools. None of them worked. I hated all of them and I didn't have the motivation to stick it out. My probation officer told me about JOIN.

*She told me it was a great everyday program. I heard every day and said, "F*** that!" JOIN was definitely a last resort for me. At the end of my search, my last resort was my only option. So*

I went in and signed up. After getting signed up and ready to go, they had me doing work instantly! The best part was I was actually understanding it. Out of nowhere I had all this motivation to get to school and do all my work! Augusta was great. She actually helped me understand it. She didn't just give me the answers. She really cared about my success. And within a month and a half of being at JOIN I had my GED! They didn't quit on me after that. A week after they had me back in the classroom working on my WRC and my Accuplacer for college. Now I have passed my WRC and I'm scheduled to take my Accuplacer in 2 weeks. I also start college in August. I wouldn't have been able to do any of it if it wasn't for this place. The people here helped me dig my way out of the hole I was stuck in. They gave me hope, and made me believe that I can go far in my life.

Because of JOIN I have realized how smart I really am, and that I can accomplish anything if I set my mind to it. Thank you Tamara for this amazing opportunity you have given me, and I don't know what I could ever do to repay you for everything you have done for me."



The **Dean's Future Scholars** (DFS) program is an academic outreach program that has been serving over 300 Washoe County School District students over the past few years through mentoring, tutoring, and academic preparation.

The expansion of the In School Youth program enabled us to serve three different program components in summer including our Summer Enrichment Program, Summer Academic Program and Youth College Internship Program. The Youth College Internship Program has been possible because of the Nevadaworks grant, allowing our students to take two college courses while participating in paid internships on campus. The students get a head start by earning college credits and familiarizing themselves with the campus before attending college. Furthermore, students get first-hand experience attaining a job and learning the skills necessary to maintain their job. The work internships introduce and teach students professionalism, organization, responsibility and communication skills, all of which are needed to be successful in the workforce. The income gives our students the opportunity to earn money to save for school expenses in the future.

To ensure students learn the importance of accountability and professionalism, we have taken several measures to monitor for success. Students and their supervisors complete a work site agreement and the students receive weekly mentoring from graduate assistants (GAs). Each week, the GA visits the students' worksites to ensure students are fulfilling their work tasks and are doing well with their academic courses. The weekly meetings identify problems or concerns early, which simplifies resolution.



Thirty-seven students successfully completed their first session summer classes, and today all are beginning their second session summer courses. The majority of our high school graduates are enrolled in post-secondary education for the fall, either attending UNR or TMCC, with the exception of two, who will be attending college out of state.

Edith is a great example of a student success. She graduated from Hug High School as valedictorian and participated in the Youth Internship last year. She claims that her work and academic experience from last year and the opportunity to participate this year have contributed to her passion and devotion to doing well in school. Edith feels fully prepared for her fall semester; she will have 12 credits completed before even starting college!



While we have been successful with our In-School Youth over the years, we wanted to reconnect with previous DFS students who dropped out of high school for various reasons or finished high school, but have not entered the job market or have not enrolled in college.

This new Out of School Youth grant brought challenges for the program we did not anticipate. DFS recruited 10 students to participate in our Out-Of-School Youth Grant to take two college courses while obtaining a paid internship. All participants received mentoring from the DFS GAs throughout the year to ensure the participants were keeping up with their work obligations and staying committed to the college classes the participants were enrolled in at TMCC.

The work internship introduced and taught our students the importance of professionalism, organization, responsibility, and communication skills, all of which are essential to be successful in the workforce. For many of our students, this was a first time experience for either taking college classes or having work experience. We tried to match students at job sites of their interest; to acquire new skills needed for maintaining that job.

Our participants benefited from weekly mentoring they received from their GA who focused on academics, work challenges, and support for this new experience they were encountering. Students faced numerous challenges that made their work and academic experience difficult. However, our students succeeded and successfully completed the tasks given to them.

Two participants received their GED's since their participation in the program. Many of our students found employment opportunities after participating. Four students will be enrolling at TMCC this fall either as full-time or part-time students to continue their education and ultimately transfer to UNR.

Without the help of Nevadaworks it would not have been possible for DFS to assist these youth with their future endeavors.

Trino had the opportunity to keep his job even after the completion of his work hours with the grant. His work supervisors offered to hire him on for the remainder of the summer as they truly saw the growth and willingness to learn within him. Furthermore, Ricardo took it upon himself to volunteer his time at his worksite after the completion of his work hours to add volunteer work to his resume.

Dislocated Worker



The funding provided by Nevadaworks allowed the **Nevada Hospital Association** (NHA) to assist new graduate/re-entry nurses financially while they transitioned into clinical practice. NHA provided supportive services to the participants at a time when they faced many barriers to employment. Some of the challenges included paying bills and student loans, and in some cases, simply struggling to make rent or pay mortgages.

Most new graduate/re-entry nurses were stressed financially, but all were strained professionally in feeling confident as new nurses. The additional training the HC 20/20 Program provided, made a difference in how they viewed themselves and their profession, as expressed by many of the participants. The mentorship and support provided by both the Health Care Training Academy staff and the case manager served as a much needed safety net for most. The training provided a safe environment for communication without judgment, and the confidence to influence nursing care in advocating for patients.

Eighteen clients were enrolled in the 2013 Dislocated Worker Program. All participants completed Health Care Training Academy Occupational Skill Training. Fourteen completed On the Job Training contracts at five Northern Nevada Hospitals. Fifteen became fully employed among six Northern Nevada Hospitals, the most at Renown Regional Medical Center. Over \$15,722 was provided in supportive services to help eliminate barriers to employment.

Participants and employer partners indicate a high level of satisfaction with the program and the outcomes related to new grad nurse preparation and transition.

One participant, Devon, from Renown Regional Medical Center states,

“I want to thank you so much for all the support and help. The NHA program was a real help for me in the first weeks of my new job. The extra training and the financial support made a huge difference for me. I could concentrate more on the learning through your program as well as through Renown’s orientation program.”

Another participant, Shelly, at Saint Mary’s Regional Medical Center, stated:

“I don’t even have enough words to tell you how much gratitude I have for the NHA and your great program to help new nurses. You are awesome. What a relief that is for us, to have this gift of services help with the rent, scrubs, BLS, etc. I can’t wait to meet everyone on the 5th and to get started in my new career as a Nevada nurse.”

The Community Chest Rural Liaison Program provided a newsletter to about 50 local businesses each month. Our VC Tips Newsletters provided advice on developing and maintaining a successful business. Topics included how to be a successful leader, increase sales, hire right, customer service, etc. The goal of our newsletter is to not only provide tips, but also to build relationships with the small business owners, ultimately, using the relationships to support employment programs so the business will contact us directly to fill their positions. Several businesses have started to do this and we want that bond to continue.



This program also allows CCI to maintain and staff our Business and Educational Development Center, housing 5 computers with internet access and word processing software. It also has access to printing and faxing for our clients and community. The Center is generally used for job searches, resume building, copies, school work, faxing, web search, internet use, research, meeting with our employment case managers and more. There was an average of 18 users with an average of 35 different instances of use each month. The Center always has someone available to assist with computer help, troubleshooting and general questions.

One new business that has contributed to the quality of life for locals and tourists in Virginia City is a micro-coffee roaster called The Roasting House. It has ambience, wonderful coffee and food, and actively contributes philanthropically to the life of the community. This is the kind of success story we'd like for every business in Virginia City to have!

The CCI Adult Works program was successful meeting its goals for this program year. Although the program had a late start due to staffing, 23 clients were recruited with 16 attaining permanent employment in only six months after getting the program off the ground.

The clients served live in rural areas and often have more severe barriers than those in urban areas. Several of our clients do not have transportation, access to medical care, presentable clothing for interviews, and are unable to maintain proper hygiene due to lack of resources. Many live 15 miles or more away from decent job opportunities. Their limited skills make it hard to obtain a job that pays enough to drive the required distance. By working closely with our clients each week to provide continual support in their job search with resume building, interviewing skills, and financial skills, we removed many of their barriers.

One client was able to move to an urban area with more resources and opportunities to continue to grow. She had been unemployed for 2 years with extensive office experience. She had applied to several jobs in driving distance with no success. She was falling behind on bills and selling personal mementos to pond shops just to keep a roof over her head. After becoming a client she received help with gas and her electric bill to support her job search. We got her a job that paid enough to move out on the rural area. On her 90-day follow up, she was still working there and even caught up on her bills.



The Back2Work program, founded in 2009, is an employment readiness workshop centered around 5 key points to success. The program operates at **Bristlecone Family Resources**, a center for addiction and treatment. The purpose of Back2Work is to help individuals in recovery acquire the information, skills and support needed to re-enter the workforce.

The structure of the program is 5 days of 3-hour sessions, totaling 15 hours of intensive class time. Each day is based on a key point, some reviewed for two days based on importance. Specific skills reviewed over the 5 day course are: the Introduction to Points of Success, Personal Job Skill Assessment, Resume Writing, Interviewing, and Tailored Job Search Procedures. Enrollment requirements include two case management interviews with the B2W Case Manager to ensure individuals selected are truly motivated to retain the knowledge presented in the workshops to help them re-enter unsubsidized employment.

Incentives are provided upon successful completion of the workshop series. Clients receive a \$100 clothing stipend to purchase interview appropriate attire. Each client receives a username and password to access and search Nevada JobConnect on the Back2Work computers, as well as to upload their resumes on itsaboutjobs.com. In addition, the B2W Case Manager provides job leads and conducts frequent job matching searches through Nevada's One-Stop System.

Back2Work spent the past year fine tuning the program to run even more effectively. The Bristlecone Family Resources relocation to a new building provided Back2Work with a new office and conference room/tech center. Clients now have a designated area for their use as well as a place for staff to present workshop material in a quiet setting with fewer distractions.

Individuals, who attend the workshop and meet with Back2Work regularly, usually gain employment in 3 months. Eric was one of these clients this past year. Eric came to the program after completing his treatment for meth addiction. He was determined to change his life and regain his commercial driver's license. Back2Work helped Eric find an appropriate truck driving school that would give him the refresher skills needed to pass the test. He feels Back2Work helped him gain the confidence he needed to obtain his license. Eric succeeded and passed with a 95%. He is employed driving a tow truck and loves his job!

The Back2Work program has provided services for 262 clients over a 4-year span successfully placing 60% of its clients in the workforce, with many more on the cusp of employment. The top reason for the success of the program is the implementation of training services provided to clients. Training provides motivation as well as skills that increase the employability of clients dramatically. The Back2Work program is goal oriented and whole-heartedly focused on helping dislocated workers find and qualify for meaningful employment.

Community Services Agency's Dislocated Workers program was a great success this year. Almost half of all customers enrolled received at least one type of training and/or certification which directly resulted in increased employment opportunities and placements. Performance measures included placing 54 of 66 clients served into employment.



Ambrosia was unemployed and struggling to support her family when she enrolled with CSA. Since enrollment she has passed her GED, obtained a Work Experience placement with Tahoe Call Center, and addressed a number of barriers to employment such as transportation and appropriate work attire. Upon completion of her Work Experience, the Call Center offered her the position as a permanent employee.

Matthew was an unemployed veteran and looking to work in the warehousing sector. CSA was able to provide warehouse training for him and because of having all of his new warehouse certifications; he was hired by Amazon working as a picker. He is now able to better provide for his small family.



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. Clients also learned warehouse organization and proper warehouse safety, rules and procedures. Through our retail store, interns were trained in customer service skills along with phone etiquette and professionalism.

Individuals were able to purchase professional business attire for interviews. Some expressed that they did not own business clothes prior to this. They were shown how to get properly fitted for a dress shirt, blazer and how to tie a tie. They also received 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, they were given the proper tools of the trade. Each received a computer repair kit along with a power supply tester to ensure job readiness.

Currently, 10 successful students passed the CompTia A+ certification with another 3 taking the test soon. Through the efforts of New2U staff, the immersion with hands-on materials and applications through our training program, and instruction received through New Horizons, 100% of our applicants passed the test on their first try.

New2U Computers helped 15 interns find employment through this program. Christian and Daniel were so confident with their new skills, that they have opened a local business doing mobile onsite computer repair. One participant was hired as the technician for a local ski resort. Six of the participants have come to work for New2U Computers, sharing the same passion and effort that made us successful in helping out our community.



The **Winnemucca JOIN** office served more Dislocated Worker (DW) clients than planned this past year. A total of 18 new DW clients were enrolled. Fourteen were carried forward from the previous year. Most DW clients got jobs right away. Seventy percent of the clients that exited did so with jobs.

The Winnemucca office serves Humboldt, Lander, and Pershing Counties, and overlaps with the Fallon/Fernley JOIN offices for Lovelock, and the Elko office for Battle Mountain. Housing continued to be a struggle. The developer of Caughlin Ranch in Reno is building a new development. Another company is getting permits to build 250 housing units. Unfortunately, nothing completed this year. Currently, motels are renting by the week and month with no vacancies. The sheriff's department plans on hiring a new Deputy due to the projected population increase. Candlewood Hotel and Taco Bell are building in the area.

Our counties have been fortunate to have a strong economy, due mainly to the mines growth projected for the foreseeable future. Mining and health care top the list of jobs. MSHA, OSHA, CDL (truck driving) and CNA (certified nursing assistant) certificates are in high demand. Great Basin College (GBC) in Winnemucca is starting an Industrial Electrician program. Jobs abound in those fields and there is no indication that they will slow down.

The low number of job seekers has been illustrated by the lack of REA referrals and Profiling sessions with JobConnect. There is also no longer a Welfare office in Winnemucca. The Winnemucca office did have an open house in March to remind local residents of our services.

Mary, a young mother with one child when she came to JOIN, received a notice of layoff from her job as a personal banker at a local bank. She was working on her Bachelor's degree to become a Registered Nurse and since she was now eligible for JOIN services, she asked if JOIN could help her reach her goal; she obtained her degree as a Registered Nurse this year. While working on her degree, she had two more children and lived on a ranch approximately 40 miles away from Winnemucca. Thank goodness for on-line and interactive classes! With her degree and license, she is now working as an RN at the local hospital making \$26.00 per hour. She has family in town and can work three 12-hour shifts without having to travel home and she can spend the rest of her week with her young family.

Unemployed professionals continue to be served out of the **JOIN ProNet** branch office. ProNet has a good working relationship with JOIN's Reno branch office. When a Dislocated Worker doesn't qualify for ProNet, they are referred to the Reno office for services and vice versa.



ProNet started the year with 102 existing clients and enrolled an additional 171 new clients for a total of 273 clients served. ProNet exited 84% of the DW clients served to employment. One



client was placed on an On-the-Job Training this year at the Professional Institute of Technology (PITA) and is still employed.

Referrals for services from JobConnect and other sources nearly doubled this year.

Volunteering in the community is highly encouraged for ProNet clients and involving them in the community is having an effect on referrals. Examples include: job fairs, ACE High School mock interviews, Reno Air Races and blood drives through United Blood Services. This year, ProNet was the #7 contributor of man hours at the northern Nevada Food Bank.

A ProNet survey conducted this year of 121 clients regarding their educational background showed 4 clients with PhDs and over 50% of clients having advanced degrees. ProNet provides emotional and psychological support to clients as well as in-house training on finding and keeping jobs. However, the staff views ProNet's offering of 106 graduate workshops this past year as its biggest accomplishment. They believe the workshops expanding job search tools, increasing managerial skills, and providing introspective tools resulted in the high employment rate of the clients.

ProNet started a clothes closet and has been getting donations regularly for clients needing interview clothing because what they have is out of date or no longer fits. Despite having experience and jobs as professionals, ProNet members don't always have the money to afford new clothing.

Fred came to ProNet in September 2012 and attended workshops. As part of the core material, each student is given a copy of the book "Strength Finder 2.0" by Tom Roth to assist in determining strengths, positions, companies and bosses to work for. At the end of the workshops, each student is recognized with a "magical and powerful ProNet Pen." It is referred to as the "ProNet Sword" as each is ordained into the "Order of ProNet as Knights of Professionalism." Below is a letter from Fred regarding ProNet services.

"Yes, I am still employed and with the same employer (my first week in training). I am also actively using social media, especially LinkedIn. I have a success I would like to share with you. As part of the interview/screening process I went through for my new job, I had to describe my strengths for the position I applied for. I emphasized my 5 top themes, and explained that I found them through Strengths Finder 2.0. Also I explained the online test, and where I received this book from. My new employer was so impressed with this, that not only did he hire me, but he also purchased copies of Strength's Finder 2.0 for his entire team. In addition he integrated the Strengths Finder book & test into the training program for his company. This was very well received by the entire team, and reaffirming for me to review the material again. This evening the team was treated to a delicious dinner at the Blue Mesa restaurant in Addison, TX. My new employer asked to borrow my pen to sign for the meal. I was proud to lend him my 'ProNet Sword' to purchase our meal! Thank you again for all of the help you and your team provide. There is no doubt in my mind that it made a big difference in my life."

ADULT



The Ridge House workforce development program managed to meet our goals by utilizing our resources as well as knowledge of prisoner re-entry. We created a workforce development department that was able to put each client to work within an average time of three weeks from orientation to employment.

The agency hosted two Career Resource Fairs in July 2012 and May 2013. Classes provided for attendees included Dress for Success, Financial Planning and Job Readiness. The classes were taught by community partners from JOIN, Job Connect and Charles Schwab Bank. Both Career Fairs were successful; they brought in about 135 clients and employment and resource agencies.

During this fiscal year we served over 125 clients, both inpatient and outpatient, who received help with building resumes, job readiness information and life skills training. The Workforce department put 69 of these clients to work. A total of 33 clients participated in the On the Job Training and Work Experience programs. The agency continues to build relationships with the following employers; Gandolfo's Deli, A Doggies Dream, House of Bread, Reno Lumber, Carl's Junior, Taco Bell, Blazing Wrenches, Pinnacle Paint, and Johnny Rockets.

Danny is a 35 year old addict who had spent over half of his life in correctional facilities. He had a long his history of drug use and drug related criminal behavior. He also has 2 children, both under the age of 4, that he had no contact with since their birth. Danny had no significant work history or education. Upon his arrival to the Ridge House in February 2013, he had spent years in and out of prison and various treatment facilities with little success. He came to us with little expectation of himself and a tremendous fear of failure. Within 2 weeks Danny managed to secure a position at The Pizza Baron. We established an On the Job Training contract with the employer in an effort to provide Danny some life skills, work ethic and employment training. Danny began working as a dishwasher but quickly worked his way up to prep cook, then lead cook. In May 2013, Danny moved into his own apartment. He successfully completed the OJT contract Pizza Baron hired him permanently. At a site visit to the pizza parlor last month his boss told me that Danny did not know it yet, but he was being promoted and would be in charge of the kitchen of the new store.

Probably the most exciting event is that in June 2013, Danny was awarded full custody of his children. He continues to check-in weekly and last week brought his children along. Danny has made enormous progress and strives to provide a safe, healthy and loving life for his kids. He learned that there is no shame in asking for help but has also learned the value of things earned.



The goal of **Great Basin College** was to provide training for up to 30 WIA qualified under-employed/ unemployed adults in targeted healthcare areas. A total of 27 new clients, and one JOIN client were recruited and trained.

Certified Nursing Assistant: Seventeen clients were registered in CNA courses between July 2012 and June 2013. Clients received training in Elko, Winnemucca, or Battle Mountain. The training completion rate was 15/17, but not all clients have tested to become licensed, yet. Three are scheduled for their CNA licensing exams mid-July, and should be eligible for employment within days of passing. Due to budget cuts to the college, CNA exam dates have been reduced. This has been a frustration for many clients, as they cannot be hired in most locales until licensed; clients have been/are on a several-month waiting list to take the licensing exam. We offer a "CNA review" for the clients that have to wait to take their exams.

Eight of the CNA students are single parents who had low job skills and poor employability. Several of them are now working as CNAs; several more are awaiting their exam. Five clients are currently employed in long-term care, and another was just hired July 2.

One client sent an email after working for a month as a CNA:

"My job is going great. I love it there and love the staff...I'm spoken of very highly at work. It makes me feel really good... I'm loving my job and all the wonderful nurses and patients."

Another success is the 52-year old client whose life circumstance changed and she suddenly needed to work; in addition to low job skills, age-discrimination was likely working against her in her job search; she completed the CNA training, and is now employed.

Medical Administrative Assistant: Eight clients were registered in the MAA training, a one-semester on-line course. Six clients successfully completed the course and passed the final. All received job search skills training and resources and are currently being assisted with notice of job openings. This has proven to be a difficult field to break in to. Future plans are to discontinue this particular program, and offer instead a combination of the CNA training plus a 3-credit Medical Office Procedures course for students who are interested in this career and have adequate basic computer skills/experience.

Medical Coder/Biller: Two clients were registered in this two-semester training program. Both successfully completed all of the courses; one passed the final in June; one has to re-take the exam. Both are seeking employment in the field at this time.

Pharmacy Technician-in-Training: This on-line training is being discontinued. The one student enrolled Fall 2012 had taken a basic college math course prior to being admitted to the Pharm Tech training, but was unable to pass the final exam. Inability to pass the final exam is an on-going problem with students in this course. Finding employment in this field has also been difficult.

Carson City JOIN enrolled 43 new Adult clients, and carried forward an additional 20 clients from the previous program year. A total of 36 clients were exited this program year and 19 of them were exited to employment.



One Adult client was placed on an On-the-Job Training at Team Sport Inc. and was hired. The local employers hiring JOIN Adult clients were: Swift Trucking; Department of Employment Training and Rehabilitation; Roehl Transportation; Lowe's; Labor Max; AARP Foundation Work search; and, Evergreen Carson City.

July 2012 the Carson City JOIN office became the first official test site in Nevada for the Work Readiness Credential (WRC), a national, portable certification which provides a common, business defined national standard for work readiness. The staff completed a week long training to provide the training and credential to clients. A total of 17 clients completed WRC training and received a credential, a 95% success rate. Among clients who took the training, there was consensus that WRC was the best job search preparation they have had. Several directly credit it, particularly the Situational Judgment component, for their current employment.

Nine Adult clients completed the Learning Lab's individualized course and received their GEDs. The learning lab also provided services to individuals who completed high school but needed to brush up basic skills, like Math and English, and gain additional job related certificates in a variety of computer operations and skills.

JOIN's Board of Directors adopted a position statement this year to guide JOIN personnel in working with clients, and to assure employers that JOIN understands the necessity of education in today's labor market. The Board directed the staff that any client lacking a high school diploma will be required, as part of any training received, to pursue a high school diploma or GED. With that in mind, Carson City JOIN held their very first GED Graduation Ceremony for the 9 clients who obtained their GED. The Ceremony was held at the Governor's Mansion. The keynote speaker was Brad Deeds, Adult Education Director for the Nevada Department of Education. The crowning moment for JOIN staff was when Mr. Deeds mentioned that JOIN Carson City had more GED graduates than Western Nevada College's GED program! Financial constraints prevented buying caps and gowns for the graduates. However, staff donated two caps and gowns that were used for pictures. There were over 100 family and friends with few dry eyes, including JOIN staff. Of the 9 Adult graduates, the oldest was 63.



Training in specific employment sectors has become a JOIN focus. Clients received training in the following sectors: Logistics/Operations, Leisure/Hospitality/Retail, Manufacturing/Mining and Health/Medical. Partner agencies are integral to Adult clients' success. Primary partners are: Advocates to End Domestic Violence, Carson JobConnect, Douglas County Social Services Workforce Program, Carson City Partnership of Community Resources, Lyon County Healthy Communities Coalition, Friends in Service Helping, Carson Area Action Network, Douglas Partnership of Community Resources, Nevada Rural Housing Authority, Nevada State Welfare, Carson Adult Education, and Nevada State Adult Education.

After reading a JOIN flyer, Mercedes' mission was to see if JOIN could help her obtain her GED. Mercedes is a single mom, raising three children and lacked self-confidence. She had tried unsuccessfully, several times, to pass the GED test, but always had issues with the math and science. Mercedes received her GED certificate with the assistance of JOIN's ABE instructor. This gave her a boost in confidence and she felt a huge weight had been lifted off her shoulders. She is now enrolled in basic computer classes and in the pilot program for the Work Readiness Credential. Mercedes is progressing quickly in her computer classes. She started with virtually no knowledge of using the computer and is now creating tables in MS Word. When Mercedes completes her training with JOIN, she will have completed three separate training programs: GED; Certificates of Completion in computer classes; and, last but not least, Work Readiness Credential. This will be quite an accomplishment for someone who started the JOIN program by picking up and reading a flyer.



P.S. As if her training and studies at the JOIN office weren't enough, Mercedes works part-time, is a single mom, and has been volunteering for over a year at the Sheriff's office. One of her main responsibilities is setting up visitation appointments between inmates and family members. Mercedes was recently honored for her volunteer efforts with the President's Volunteer Service Award.

Forty-three years ago, Linda made the decision to drop out of high school. She thought school wasn't important and going to work would be more glamorous, plus you got paid. Working in the gaming industry was fun and a great way to make a lot of money. With the economic downturn, Linda found herself unemployed. She also discovered finding a job without an education wasn't what it used to be, either.



As Linda told her case manager, "That bad decision will finally be corrected." She was enrolled in GED studies at WNC, completed her studies, and received her GED certificate despite the fact she obtained employment shortly after enrolling with JOIN. Linda said, "I'm not going to make the same mistake I made 43 years ago." She was very excited participating in JOIN's first GED graduation ceremony on June 21st. She brought her grandchildren to graduation to show them the value and power of education...no matter how old you are!



In Program Year 2012, the **JOIN Reno** office served a total of 219 Adult clients, 105 were carried over from the prior year, and 114 were new enrollees. An uncounted number of Reno residents took advantage of JOIN's self-service employment research resources, too. Four Adult clients received their GED and one client was placed on an On-The-Job Training and is still employed.

A primary focus of the Reno office was to expand ways to involve clients in their own job search activities, should they become unemployed again. The most aggressive effort toward that end has been the implementation of Job Club Turbo. As the name suggests, it is a high energy, client driven job search methodology. Under the guidance of a JOIN staff member and sharing information and suggestions with each other, the members of Turbo create individualized plans for their job search. Mock interviews, personalized coaching sessions, client self-review and videography of their activities provide instant feedback on their approach to job search and their presentation of information to potential employers. The participants learn to become their own best critic, to alter their approaches when necessary, to change their approach or round out rough edges, and improve their self-confidence. It teaches the clients the hard work of job search and how to guide themselves through rough spots. Clients get to know each other well and share jobs they find that may benefit a fellow member. The camaraderie and support among group members is invaluable. It creates a quicker buy-in from clients and expands their network for job search. Word of mouth among the members to the outside community serves as continuous promotion of what JOIN can do to help others find that perfect job.

In addition to Turbo, JOIN teaches soft skills, social media and other job search techniques through less intensive Job Clubs and workshops. Reno JOIN continues to work with the two local JobConnect offices. JOIN often steps in to help JobConnect case managers to serve clients in cases where clients need more services or training but are limited under JobConnect policies. The most in demand training requests are CDL, OSHA, Warehousing, Forklift Operation, and Healthcare, all of which fall into the State emphasized Sector initiatives.

One gentleman held solid employment until a vehicle versus bicycle accident November 2008. He had numerous surgeries and extensive rehabilitation over four years. He wasn't able to work, and although his medical was covered, he had no income. He became homeless and was living at the Record Street shelter. The Bureau of Vocational Rehabilitation couldn't help him because he wasn't determined to be permanently disabled. He was referred to JOIN and funding was approved to provide him a Class A CDL. He completed training and secured permanent fulltime employment as a long haul truck driver with Swift Transportation.

Repeatedly, the client has expressed his thanks to JOIN for giving him the help he needed. This month, he let us know that he had been awarded the Platinum Safety award from Swift Transportation - no small feat! This is an award, bronze, silver, gold and platinum being the highest, given to select company drivers based on their performance. Our client is receiving the platinum award after only 90 days with the company, along with a \$1000 cash bonus. The awards are based on safety, on-time delivery, quality of his log book entries and other factors. He has also been approached to teach safety courses to newly hired drivers. This gentleman needed help and JOIN was able to provide that help.



Truckee Meadows Community College enrolled 6 students in the **Geothermal Plant Operator (GPO)** Scholarship Fall 2012 program. Two graduated in December 2012, both are employed with \$22.00/hour entry level pay. One graduated in May 2013 with \$24.00/hour entry pay. The 3 rest only need two more classes each and will graduate in the Fall 2013.

The Spring 2013 semester program had 12 students. Six graduated in June 2013. One is employed by Enel Energy at \$23.00/hour (was homeless). Five are currently interviewing with energy companies, with two currently waiting to hear back from the companies HR this week. The remaining are graduating in the Fall 2013 and Spring 2014.

There has been a tremendous amount of interest in our GPO program from community colleges in Southern California, the USAID in Washington, D.C., the African Rift countries, and an energy company in Mexico. We were contacted last week regarding our graduates for possible work in Mexico. We have received a Certificate of Commendation from Senator Dean Heller's office; two articles in the Reno Gazette-Journal, two articles in Nevada Business Weekly, and an article in the Department of Energy's Geothermal Energy Association (GEA) newsletter. In addition, we will be able to offer our Certificate of Achievement for the Geothermal Plant Operator (GPO) program, as a more generic Power Plant Operators Certificate of Achievement. We are modifying two courses and anticipate this new certificate will be offered in the Fall 2014 semester. This will open additional career opportunities across the country for graduates of our program—it won't be just limited to geothermal energy.

The **Dental Assisting Program** at **Truckee Meadows Community College** began the year with 6 students. One dropped due to life issues, but was replaced with a student who went on to complete the program. Another student who began the program did not pass her radiology courses even with a great deal of tutoring, but she was assisted in getting an entry-level sterilization job in a dental office and she plans on completing the program next year.

The remaining 4 students and spring addition have done well academically. Three are already working as full-time dental assistants. The remaining are being actively assisted in pursuing employment opportunities. They are armed with updated resumes and cover letters as well as interview techniques. One of our students will be moving to Utah and should have no problems gaining a position there. The students are in the process of taking their national board examinations. No results as of yet.

Throughout the program the students worked hard to excel in class and volunteered at many events in our community:

At Dentistry from the Heart, a day of free dental care provided by Sala Family Dentistry and Dr. Scott Boyden, over 120 patients were treated and \$60,000 in treatment was donated by the dentists. Our students assisted doctors and patients to enable the dentists to treat the large number of patients in one day.



Give a Kid a Smile Day, was a nationally recognized event to provide x-rays and preventive care including cleaning, sealants and examinations to uninsured children. Our students took the x-rays and assisted with all of the other procedures.

Northern Nevada Dental Society Charity Golf Tournament proceeds benefit children of northern Nevada. Our grant students assisted the Society Director by registering golfers, setting up the venue and attending to the golfers.

AT&T Pioneers Elementary School Oral Health Presentation, partnering with AT&T Pioneers provided oral health kits, our Nevadaworks students developed age-appropriate presentations for Roger Corbett Elementary school in Reno. The school is an At-Risk school and benefited by the student interaction with the children and the kits given to each child. Over 300 children were present at the presentations.

At the Northern Nevada Dental Society OSHA and Infection Control Conference, students assisted the Society Director by registering participants and delivering continuing education certifications to the dentists and staff members.

Students also donated their time to take dental x-rays for patients who could not afford a full set taken in a dental office. Twenty+ patients were the recipients of this service by our students.

The students performed well in their clinical sites earning solid evaluations and many good comments from both dentists and staff members. They were dependable, and demonstrated professionalism and a strong work ethic in their clinical sites. Several of the Nevadaworks students earned grades that placed them on the Dean's List. Thank you for this opportunity to serve students who have done a great job and will be assets to our dental community.