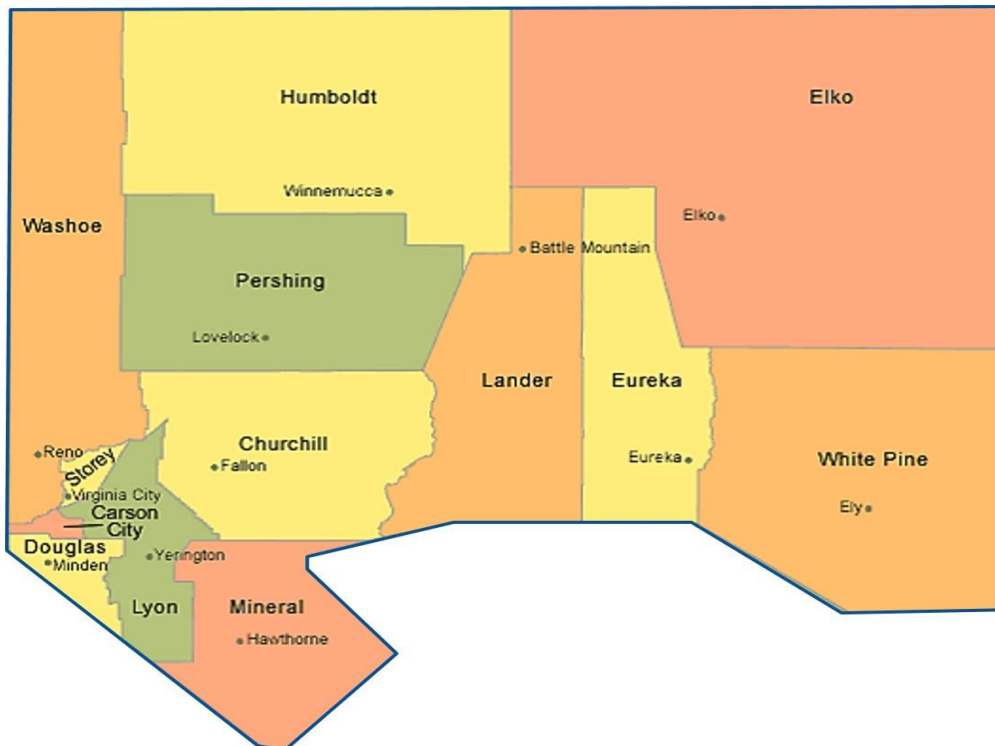

Northern Nevada Workforce Area WIOA Annual Report for PY2021

Nevadaworks administered the Workforce Innovation and Opportunity Act (WIOA) across the 13 Northern Nevada counties of Carson City, Churchill, Douglas, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, Washoe, and White Pine. This region covers 70,172 square miles, making it one of the largest single workforce geographic areas in the country. Staffed by seven dedicated individuals and with a budget of approximately six million dollars, Nevadaworks contracted with eight partner agencies and funded 22 local programs which served 1,010 participants from July 1, 2021 to June 30, 2022 (PY2021). This number represented a ten percent increase over the previous program year (PY2020) and a fifteen percent increase over PY2019 when the COVID pandemic started and its full impact was being felt. These increases were seen across the WIOA Title I programs (Adult, Dislocated Worker, and Out of School Youth) and the National Dislocated Worker Grants (Employment Recovery and Disaster Recovery).



The H-1B Rural Healthcare Grant also gained momentum in the rural communities over the 2021 program year after being launched late in PY2020. This program's goal is to increase the number of individuals training in healthcare

occupations that directly impact patient care and alleviate workforce shortages by creating sustainable employment and training programs in healthcare occupations, with focus given to qualifying participants in priority focused populations of underserved, unemployed, under employed, and incumbent workers.

For the H-1B grant's first full program year, seven participants were enrolled into registered nursing programs, two new graduate nurse participants enrolled in Transition to Practice skill seminar training, and five participants enrolled into Radiology and Sonography academic programs. Three additional participants enrolled in Advanced EMT and Paramedic academic programs, one participant enrolled in a Certified Nursing Assistant academic program, and three participants enrolled in prerequisite courses to gain acceptance into a healthcare degree program, for a total of 21 enrollments in the program year.

The Comprehensive One-Stop Center for Northern Nevada, American Job Center of Nevada (AJCN) at the Reno Town Mall, continued to assist both job seekers and employers alike during the 2021 program Year, and Nevadaworks continued to work with the required and optional partners in the Reno AJCN. WIOA Title I mandated partners and all required services were available at the Reno AJCN as the Reno AJCN incorporated a campus approach with other partners located on the same property. This comprehensive approach enhanced the range and quality of workforce development services provided to those in need of assistance. Program services were offered through a collaboration of partners responsible for the delivery, integration, and coordination of workforce development services.

Nevadaworks staff continued to actively cooperate with the Nevada Department of Employment, Training, and Rehabilitation (DETR) to assist in the formulation of policies and procedures for WIOA. Nevadaworks staff collaborated with DETR to identify best practices and to help resolve issues within the EmployNV system. Nevadaworks provided EmployNV training and technical assistance to its contracted Service Providers on an ongoing basis to ensure accurate and timely data entry and introduced one-off workshops dedicated to a single topic each (e.g., SARA training). Nevadaworks staff also managed the Eligible Training Provider List (ETPL) through the EmployNV system. The total number of ETPL Training Programs during PY2021 was 333, with 33 Training Providers represented.

Nevadaworks resumed their regular convening of regional workforce development professionals, including employers, community-based organizations, and state agencies, with the Northern Nevada Workforce Alliance holding regularly scheduled monthly meetings the third Thursday of each month in the Reno Town Mall Board Room. Meetings are generally divided into segments to include presentations for businesses as well highlighting opportunities for jobseekers, with guided tours of the One-Stop always available immediately following. Robust networking among attendees is also always encouraged and enjoyed.

Nevadaworks' 2019 pilot program with Metrix Learning called "SkillUp Northern Nevada" continued to see increased enrollment and participation in PY2021. Over 1,100 registrants have signed up for on-line classes, explored career pathways and prepared for industry-recognized certifications. Metrix Learning utilizes a course catalog from Skillsoft, a leader in online training and eLearning. With over 5,500 courses and 24/7 access, individuals with internet capability have unlimited access to work at their own pace through a variety of courses that teach both technical and soft skills so they could learn new skills and earn certifications. During PY2021, Nevadaworks continued to see more service providers incorporating SkillUp in their arsenal of training tools.

While pandemic restrictions began to be lifted throughout the year, some challenges remained and required adjustment (e.g., flexibility in meeting potential clients, training absences due to COVID). Housing and the need for childcare were

also hurdles faced by many this year, and rising inflation impacted everyone. The biggest barrier for most clients was simply the cost of living.

Northern Nevada in general, and Washoe County specifically, continued to experience a housing shortage that drastically increased costs and decreased availability in a year that saw more people relocating from larger metropolitan areas to take advantage of new remote working options. The median sales price for a single-family home in Reno reached \$615,000 in May 2022 and median days on the market was 40 according to Realtor.com. Although multiple large apartment projects have recently been completed, current market rates continued to price most of those out of reach.

Nevadaworks is governed by its Board, comprised of the Nevadaworks Local Elected Officials (LEO)s and the Nevadaworks Council through a cooperative agreement. Regular board meetings were held throughout the year with active participation from members. While the meetings were held in Reno, members unable to attend in person (due to travel distance, work schedules, or the COVID-19 Pandemic restrictions) were able to participate through teleconferencing and virtual meetings. Members of the two standing committees of the Nevadaworks Board also were active throughout the year. These committees are the Executive Committee, which provides overall administrative oversight, and the Nevadaworks Youth Council, which provides direction for youth programs in the region. The Youth Council welcomed a new chair as the previous Business Community Liaison from Sierra Nevada Job Corps (SNJCC) retired, and his position was assumed by his replacement at SNJCC. Board and staff relations remained excellent as the Board provided guidance in such areas as budget development, WIOA performance reporting, program monitoring, policy creation, and performance standards management.

As required by WIOA law, board members represent a composite of Northern Nevada's business and community leaders, providing a direct linkage to employers in the service area. The Chairperson and a majority of the Board are employed in the business community.

Nevadaworks Local Elected Officials as of January 1, 2022
Jim French, Chair
Austin Osborne, Vice Chair

<u>NAME</u>	<u>TITLE</u>	<u>COUNTY</u>
White, Maurice	Supervisor Ward 3	Carson
Clark, Art	Commissioner	Lander
Eklund, Clifford	Commissioner	Elko
Koenig, Greg	Commissioner	Churchill
French, Jim	Commissioner	Humboldt
Keller, Vida	Commissioner	Lyon
Herman, Jeanne	Commissioner	Washoe
Howe, Richard	Commissioner	White Pine
Lusby-Angvick, Heidi	Executive Director	Pershing Alternate
Hudson, Shayla	Commissioner	Pershing
Osborne, Austin	County Manager	Storey
Engels, John	Commissioner	Douglas
Schlepp, Curtis	Commissioner	Mineral
Sharkozy, Michael	Commissioner	Eureka

Nevadaworks Council Members, as of July 1, 2021
Cheri Hill, Chair
Steve Olson, Chair Elect



<u>NAME</u>	<u>TITLE</u>	<u>COMPANY</u>
Auld, Theresa (B)	Human Resource Manager	Haws Corporation
Darney, Alan (L)	Administrator	Northern Nevada Electrical Apprenticeship
Ryan, Dr. Dana (E)	Special Assistant to the President	Truckee Meadows Community College
Hill, Cheri (B)	Owner	Sage International, Inc.
Holt, Angela (E)	Adult Literacy & Language Program Coordinator	Western Nevada College
Mix, Leslie (L) (B)	Business Relations Specialist	Sierra Nevada Job Corps
Jolcover, Scott (B)	Chief Resource Officer	American Battery Metals
Landry, Kevin (B)	CEO	New Horizons
McCormick, Nancy (G&ED) (B)	Vice President	EDAWN
Merrill, Mechelle (G&ED)	Bureau Chief	DETR Vocational Rehab
Mowrey, Harry (L)	Training Coordinator	IPAT - Local 567 JATC
Parven, Lynda (G&ED)	Administrator – Employment Security Division	DETR

Sanchez-Bickley, Michelle (B)	Vice President Human Resources	Renown Health
Sweeney, Chuck (B)	President	Chuck Sweeney Associates
Towler, Thoran (B)	CEO	Nevada Association of Employers (NAE)

In addition to business (B), membership categories for the Board included education (E), labor/CBO/youth organizations (L), and government and economic development (G & ED), as reflected in the list above.

Nevadaworks Performance Measures

The following table shows the Nevadaworks Performance Measures Actual Achievement Rates and the Percentage of the DOL Negotiated Rates attained.

 Coordinating Workforce Development for Northern Nevada					
Nevadaworks Performance Measures Actual Achievement Rates and Percentage of DOL Negotiated Rates Attained PY2021 - Q4 Rolling 4 Quarters 7/1/2021 Through 6/30/2022					
Adult					
	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measurable Skill Gains
Actual Achievement Rate	78.8%	79.0%	\$7,473.00	80.3%	75.4%
DOL Negotiated Rate	85.5%	85.3%	\$5,700.00	77.2%	65.2%
% of Neg. Rate Attained	92.2%	92.6%	131.1%	104.0%	115.6%
Dislocated Worker					
	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measurable Skill Gains
Actual Achievement Rate	79.8%	82.5%	\$9,268.00	76.0%	81.1%
DOL Negotiated Rate	84.0%	85.7%	\$7,400.00	82.4%	64.0%
% of Neg. Rate Attained	95.0%	96.3%	125.2%	92.2%	126.7%
Youth					
	Employed / In Training / In Education 2nd Quarter After Exit	Employed / In Training / In Education 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measurable Skill Gains
Actual Achievement Rate	79.9%	81.3%	\$5,628.00	67.1%	61.7%
DOL Negotiated Rate	84.5%	74.8%	\$3,829.00	56.2%	52.4%
% of Neg. Rate Attained	94.6%	108.7%	147.0%	119.4%	117.7%
A proud partner of the  American Job Center of Nevada network					

Service Providers

Nevadaworks provided WIOA Title I funding through 22 contracts with eight organizations during PY2021. The Adult and Dislocated Worker funding streams were combined with four contractors awarded to manage those programs, while the number of Out-of-School Youth contracts was five. The contractors ranged from non-profit organizations to a labor apprenticeship program. One funded agency provided services in seven locations throughout the Northern Nevada region, including some of the most rural counties. Program diversity and achievement was evident in the following annual program summaries.

Adult Programs (AD)



Community Chest Inc. (CCI) AdultWorks Community Chest Program

Community Chest provides a holistic person-centered wraparound approach to case management. They believe this evidence-based model provides a deeper level of retention, support, and engagement for participants and their communities. This model also honors choice, supports independence, enhances dignity, boosts motivation, builds trust, and empowers participants. Client services included employment seeking assistance, sector-specific occupational skills training, counseling/mentoring, assistance with utilities, supportive services for gas cards and sector training supplies.

Within the grant cycle, recruitment of clients occurred from a number of primary sources. Traditionally, previous clients refer new clients, and other key referral sources included local food pantries, Facebook, Health Communities Coalition members, and Lyon County Human Services. Community Chest continues to get pulled into rural Nevada communities to provide resources and new programming and has seen their agency quadruple in size since inception. This year, staff also regularly visited Churchill, Mineral, and parts of Lyon County in addition to their home, Storey County.

Within the last grant year, 22 Adults were successful in completing their trainings. with providers included, but were not limited to:

- National School of Dental Assisting – Dental Assisting
- Western Nevada College – Certified Clinical Medical Assistant
- Desert Knight Driving School – Commercial Driver’s License
- PBS-Certified Global Business Professional
- Truckee Meadows Community College -Community Health Worker, Phlebotomy Skills Certificate

Success Story

SID 2537019

Client had been laid off from their job and needed financial assistance for training as they struggled with illness and lack of childcare for training and work. Client started Class A CDL training on February 28, 2022, and at first, they struggled to adjust to being in school again and were a bit intimidated by the instructors. The agency provided support by validating their experience and helped them feel more comfortable approaching the instructors for help. In addition to this, the client was struggling with the stress of their daily life, and they were referred to the agency's mental health service. The mental health services greatly improved the client's ability to cope, and they learned new skills to deal with stress and their emotions. On May 14, 2022, the client successfully passed their Class A CDL test and obtained their CDL. The agency assisted the client with job searches, resume building, and mock interviews. The client was excited to gain full time employment on June 13, 2022, which also allowed them to be home on weekends, and have health benefits for their family.



ABOUT CSA'S WORKFORCE DEVELOPMENT PROGRAM (AD)

Incorporated in 1965, Community Services Agency (CSA) is a private, nonprofit 501(c)(3) Community Action Agency. For more than 56 years, CSA has been at the forefront of providing services to address the needs of those impacted by poverty in Washoe County and across northern Nevada. Their mission: **To empower individuals and families to become self-sufficient through advocacy, results-based programs, and community partnerships in northern Nevada.** CSA's Workforce Development team partners with participants to address barriers to employment, identify strengths and opportunities for growth, and guide them in choosing careers in the sectors with the most potential for employment. CSA's career assistance services are designed to help individuals gain and maintain employment through the development of job readiness skills, resume and cover letter preparation, career assessments and job coaching, vocational training, work experience, and quality job placements. In addition, CSA offers participants ancillary services, supportive referrals, and access to income and asset building services. Through CSA's holistic support and customized workshops, participants are better prepared in their job search and more likely to have long-term employment success.

PY2021 In Review

From July 1, 2021, through June 30, 2022, CSA worked to deliver high levels of individualized service delivery for participants across multiple programs. After the temporary closures and remote work required in PY20, CSA was able to reopen their offices to the public, and workforce staff returned to providing the majority of WIOA services in person, including enrollment appointments and ongoing case management. Throughout the year, program staff worked to assist clients with opportunities to upskill, enter new career pathways, and take advantage of a jobseeker's market. Additionally, staff helped clients navigate ongoing challenges with the cost of living, childcare shortages, and the sporadic availability

of ancillary services. Although the local economy has continued to recover and there has been a wealth of jobs available in the communities served, there has been no shortage of participants who continue to experience multiple barriers to employment.

Outreach and Training

CSA's recruitment strategy involves building and maintaining relationships with a robust network of referral partners that includes local employers, training providers, community organizations, and fellow WIOA providers. These connections allow the agency to connect directly with potential participants and ensure supportive referrals to ancillary services. Additionally, CSA regularly participates in community events and numerous human service and workforce-focused task groups, including the Human Services Network, Reno Area Alliance for the Homeless, Partnership Carson City, the Northern Nevada Workforce Alliance, and others.

Potential clients completed an initial assessment to determine their current employment readiness, their stability in key areas (transportation, poverty, housing, food, etc.), as well as interest and aptitude assessments. Upon enrollment, participants received a variety of services tailored to their specific needs and goals as identified in their Individual Employment Plan. Eighteen Adults successfully completed their trainings in PY21, with providers including, but not limited to:

- Truckee Meadows Community College — Certified Clinical Medical Assistant, Pharmacy Technician
- Carrington College — Medical Billing and Coding, Medical Assisting
- Career College of Northern Nevada — Welding and Fabrication, Health Information Management
- Desert Knight CDL School — CDL Training

Success Story

SID 1394543

Client was a resident at Northern Nevada Transitional Housing and serving the remainder of their incarceration time in a supervised setting while working at Marathon Truck Body as an assembler. Client began attending Nevada Desert Truck Driving School in November 2021 and obtained their CDL permit in February 2022. Throughout their training, the agency received regular progress notes stating that client was doing well and working hard to learn all the training components. The client passed the CDL examination and obtained their CDL license in April 2022, preparing them for their upcoming release in July when they plan to begin working in the field and take steps to start their own trucking business. The client now can progress past assembly work and is grateful for the help they received in support of their successful reentry.



JOIN One-Stop Adult Program

JOIN Inc. is a 501(c)(3) community benefit organization dedicated to addressing workforce needs in urban, rural and frontier communities across Nevada. JOIN's vision is to help break the cycle of poverty for all Nevadans and promote equitable economic prosperity throughout our region. This is accomplished through JOIN's mission of Training Nevadans for Careers by providing access to educational and occupational training for individuals seeking careers, financial stability, and personal success.

For program year 2021, JOIN operated Adult, Dislocated Worker, NDWG - Disaster Recovery and NDWG - Employment Relief Programs out of the comprehensive One-Stop Center in Reno.

Outreach and Training

JOIN has successful collaborative partnerships with Eddy House, Reno Housing Authority, Sierra Nevada Job Corps, and American Job Center Partners. Ongoing recruitment strategies include virtual community awareness outreach, one-on-one recruitment, and print and social media. Despite the impact of the ongoing COVID pandemic, JOIN participated in as many community outreach and awareness activities as possible throughout all of Northern Nevada. Staff attended local meetings over virtual platforms, including virtual job fairs, workforce development consortiums, economic and workforce development agency meetings, veteran's groups, and partner agencies that promote cooperative relationships between community human service agencies.

Clients received training in a variety of occupations, including, but not limited to: Certified Medical Assistant, Certified Nursing Assistant, Phlebotomy, Emergency Medical Technician (EMT), Bookkeeping, Commercial Driver's License Class A, and HVAC being the most in demand.

Success Story

SID 1108135

Client enrolled October 6, 2021, as a low-income adult. Client was unemployed due to serious injuries from a motorcycle accident, had no money to pay for training, and was a SNAP recipient. Through the assessment process, the client expressed an interest in many fields. With the assistance of his Career Training Coordinator, client decided to focus on becoming a CDL Class A truck driver, a high-demand role that could provide stable work and would lead to a promising career with good pay. Additionally, the CDL training route had the most direct timeline to reach set goals.

Client passed the DOT physical and drug test and obtained the driving permit. Client completed the CDL course at Desert Knight CDL School Truck School on December 15, 2021. Agency provided job search assistance and resume-building success skills workshop with client gaining employment at Central Transport, LLC. And in May of 2022, client was awarded the

honor of being an employee of the month. Client is fully healed, loves this career path, and can proudly provide for the future.

JOIN Rural Adult Program

JOIN Inc. is a 501(c)(3) community benefit organization dedicated to addressing workforce needs in urban, rural, and frontier communities across Nevada. JOIN's call to action is helping to break the cycle of poverty while promoting prosperity for all Nevadans. The goal is to help participants achieve full-time living wage employment through occupational skills training and supportive services. For PY2021, the Rural Adult Program reached twelve (12) rural counties: Carson City, Churchill, Douglas County including the Tahoe Basin, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, and White Pine.

Outreach and Training

JOIN's Regional Managers and Career Training Coordinators (CTC) conducted extensive outreach and developed relationships that evolved into partnerships. Staff attended local meetings over virtual platforms, including virtual job fairs, economic and workforce development agency meetings, veteran's groups, and partner agencies that promote cooperative relationships between community human service agencies. Ongoing recruitment strategies included community awareness outreach, one-to-one recruitment, print, and social media.

Participants received occupational skills training in a variety of occupations, including, but not limited to: Certified Medical Assistant, Comp TIA+ Certification, Phlebotomy, Cosmetology, Bookkeeping, Commercial Driver's License Class A and Project Management.

Success Story

SID 1907463

Client was enrolled July 22, 2021. After spending a good portion of life in prison, client was on probation and looking for something better. With the job outlook for CDL positions in high demand and possible job prospects lined up, client met with probation officer and got a letter of approval to enroll in training.

During training, the client had some trouble with retention and saw training provider lose an instructor, making class sizes larger and losing some one-on-one instruction. Client had failed the pre-trip and skills test twice but continued until she passed and completed training successfully on November 24, 2021.

Client obtained employment as a truck driver with Northern Refrigerated Transportation Inc. on December 14, 2021, but left the job on May 13, 2022, for a better opportunity. Client is currently working for Freightworks Admin, LLC, as a truck driver making \$47.06 an hour working 40+ hours per week.



Ridge House AD/DW Program

Ridge House, Inc. was founded by the non-denominational Kairos prison ministry and incorporated in 1982 as a non-profit 501 (c) (3) support system for individuals returning to the northern Nevada community post-incarceration.

Kairos Ministry provided ministry to the prison with 3-day retreats spreading joy and faith to so many. As they began forming relationships with these men, they realized these were just men who had made poor life choices, whether it be addiction, trauma, struggles, lack of education or poor social support. They witnessed a rapid return rate for some they'd met and ministered to, and after speaking with these men upon their return to prison found that they were released to the streets and walked out with nothing and nowhere to go. The men would get out of prison, with their clothes on their back, a very small box of their personal belongings and be left at the bus station to fend for themselves often with only the \$25.00 check the prison issued inmates upon release. The Kairos group decided to open a house to become part of the solution. Our first house was on the corner of Court and Liberty Street.

Outreach and Training

Over the intervening 40 years, Ridge House has expanded the agency to serve almost any adult with a substance use or co-occurring addiction and mental health disorder. Ridge House provides the tools for ex-offenders, veterans, those recovering from opioid addiction, and others with behavioral health issues to achieve and sustain healthy, happy lives. Ridge House currently owns or manages 6 residential and 1 out-patient living facilities, and agency referrals account for nearly 75% of their clientele.

Over the years, Ridge House has maintained good relations with multiple employers in the community for On-the-Job Training (OJT) placements and, in fact, has been responsible for adding RENOWN Health, Tesla, and Sports Attack, among others, to the Eligible Training Provider List in recent years. Other OJT partners include Nevada Water and Fire Restoration, High Mountain Door and Trim, Lifestyle Homes, Crown Painting, Lithia Hyundai of Reno, Nevada Humane Society, and Liberty Scaffolding.

Success Stories

SID 1951565

Client was put on an OJT contract at Nevada Humane Society. Upon completion of OJT contract client enrolled in training at Animal Behavior Institute where he successfully completed and received certification for Certified Training and Behavior Specialist. The Nevada Humane Society created a position for the client as a dog trainer, and client is now the first dog trainer at the Nevada Humane Society and has received a substantial increase in pay with the new position.

SID 3677447

Client was placed on an OJT contract at Lithia Hyundai of Reno as a Lot Person. Client successfully completed OJT contract and was hired by the employer and promoted to the sales team.

Dislocated Worker Programs (DW)

**Community Chest Inc. (CCI)
Dislocated Worker Community Chest Program**

Community Chest provides a holistic person-centered wraparound approach to case management. They believe this evidence-based model provides a deeper level of retention, support, and engagement for participants and their communities. This model also honors choice, supports independence, enhances dignity, boosts motivation, builds trust, and empowers participants. Client services included employment seeking assistance, sector-specific occupational skills training, counseling/mentoring, assistance with utilities, supportive services for gas cards and sector training supplies.

Outreach and Training

Within the grant cycle, recruitment of clients occurred from several primary sources. Traditionally, previous clients refer new clients, and other key referral sources included local food pantries, Facebook, Health Communities Coalition members, and Lyon County Human Services. Community Chest continues to get pulled into rural Nevada communities to provide resources and new programming and has seen their agency quadruple in size since inception. This year, staff also regularly visited Churchill, Mineral, and parts of Lyon County in addition to their home, Storey County. After the COVID pandemic forced so many training providers to offer classes online, Community Chest's clients in rural areas were able to continue taking online classes in PY21. This opened a lot of doors previously closed for many individuals to have access to education going forward.

Recruitment this past year also included a heavy social media presence, visiting individual businesses, attending any community outreach event that was available, distributing flyers, and contacting and collaborating with local businesses that have a need for the trainings we provide.

Within the last grant year, 11 Dislocated Workers were successful in completing their trainings. with providers including, but not limited to:

- Truckee Meadows Community College — Early Childhood Educator Skills Certificates
- Desert Knight CDL School — CDL Training Class A

For many, Community Chest is one of the few resources that can offer help for rural populations in the region. They approach each client as an individual and aim to serve them holistically. This program has served many youths successfully and typically has more referrals than open availability.

Success Story

SID 267074

Client was enrolled in program after discussing eligibility requirements and reviewing training opportunities. CM determined that client was eligible as they had collected UI benefits within the last 5 years after being laid off from a local construction company. Client disclosed that they received their GED at age 17 after leaving home to find a safer living environment. Client stated that they lived with other family until they turned 18, at which point they moved out on their own. They have been responsible for supporting themselves since then. After discussing training options, the client decided that they would like to attend CDL School to obtain their Class A license.

Client started training at the CDL school on February 14, 2022. CM offered job search and resume services to help the client narrow down employers and prepare for the job search. Client applied for positions on their own and after 3 interviews, received an offer of employment with American Ready Mix in Moundhouse, NV as a CDL Driver. Since this, the client has been able to regain their financial stability and has been really enjoying their new employment. Client feels that their life is back on track, and they are excited for what the future holds for them and their family.



ABOUT CSA'S WORKFORCE DEVELOPMENT PROGRAM (DW)

Incorporated in 1965, Community Services Agency (CSA) is a private, nonprofit 501(c)(3) Community Action Agency. For more than 56 years, CSA has been at the forefront of providing services to address the needs of those impacted by poverty in Washoe County and across northern Nevada. Their mission: **To empower individuals and families to become self-sufficient through advocacy, results-based programs, and community partnerships in northern Nevada.** CSA's Workforce Development team partners with participants to address barriers to employment, identify strengths and opportunities for growth, and guide them in choosing careers in the sectors with the most potential for employment. CSA's career assistance services are designed to help individuals gain and maintain employment through the development of job readiness skills, resume and cover letter preparation, career assessments and job coaching, vocational training, work experience, and quality job placements. In addition, CSA offers participants ancillary services, supportive referrals, and access to income and asset building services. Through CSA's holistic support and customized workshops, participants are better prepared in their job search and more likely to have long-term employment success.

PY2021 In Review

From July 1, 2021, through June 30, 2022, CSA worked to deliver high levels of individualized service delivery for participants across multiple programs. After the temporary closures and remote work required in PY20, CSA was able to

reopen their offices to the public, and workforce staff returned to providing the majority of WIOA services in person, including enrollment appointments and ongoing case management. Throughout the year, program staff worked to assist clients with opportunities to upskill, enter new career pathways, and take advantage of a jobseeker's market. Additionally, staff helped clients navigate ongoing challenges with the cost of living, childcare shortages, and the sporadic availability of ancillary services. Although the local economy has continued to recover and there has been a wealth of jobs available in the communities served, there has been no shortage of participants who continue to experience multiple barriers to employment.

Outreach and Training

SA's recruitment strategy involves building and maintaining relationships with a robust network of referral partners that includes local employers, training providers, community organizations, and fellow WIOA providers. These connections allow the agency to connect directly with potential participants and ensure supportive referrals to ancillary services. Additionally, CSA regularly participates in community events and numerous human service and workforce-focused task groups, including the Human Services Network, Reno Area Alliance for the Homeless, Partnership Carson City, the Northern Nevada Workforce Alliance, and others.

Potential clients completed an initial assessment to determine their current employment readiness, their stability in key areas (transportation, poverty, housing, food, etc.), as well as interest and aptitude assessments. Upon enrollment, participants received a variety of services tailored to their specific needs and goals as identified in their Individual Employment Plan. Eight Dislocated Workers successfully completed their trainings in PY21, with providers including, but not limited to:

- New Horizons — Six Sigma Lean Black Belt
- Milan Institute — Dental Assistant
- Nevada Desert Truck Driving School — Class A CDL Truck Driving

Success Story

SID 2856839

Client was referred to agency for assistance with employment and training. During the intake process in January 2022, he expressed disillusionment with his current employer who had shut down temporarily due to the COVID-19 pandemic and had accepted employees back after the shut down at the same rate of pay with no room for advancement. Client had been employed with this company for over 12 years, earning no more than \$18.40/hour with no significant advancement opportunities in duties and responsibilities. He found himself drawn to a career in the transportation industry with the intent to gain employment opportunities offering higher wages and better benefits.

Client was motivated and committed to the training processes and successfully completed his training in April 2022. Following receipt of his license, client worked with his Employment Specialist to complete job search and application activities. During this time, service provider was also able to assist him with gas cards to support his efforts to attend interviews and do research on potential employers. Client was able to secure full-time employment as Tractor Operator with XPO Logistics earning \$29.00 per hour plus benefits, providing him with a substantial increase in pay and benefits as well as a greater degree of advancement opportunities. Prior to enrollment, client had been struggling with maintaining his costs of living needs and expenses due to the lower wages he had been earning under his previous employer. David

is happy that he now has a more stable and higher paying position to assist him in supporting himself and his family thanks to having completed his CDL Training and earned his CDL.



JOIN One-Stop Dislocated Worker Program

JOIN Inc. is a 501(c)(3) community benefit organization dedicated to addressing workforce needs in urban, rural and frontier communities across Nevada. JOIN's vision is to help break the cycle of poverty for all Nevadans and promote equitable economic prosperity throughout our region. This is accomplished through JOIN's mission of Training Nevadans for Careers by providing access to educational and occupational training for individuals seeking careers, financial stability, and personal success.

Outreach and Training

JOIN's Regional Managers and Career Training Coordinators (CTC) conducted extensive outreach and developed relationships that evolved into partnerships. Staff attended local meetings over virtual platforms, including virtual job fairs, economic and workforce development agency meetings, veteran's groups, and partner agencies that promote cooperative relationships between community human service agencies.

JOIN's One-Stop Dislocated Worker (DW) clients received training in a variety of occupations, including, but not limited to: Certified Medical Assistant, Certified Nursing Assistant, , Phlebotomy, Cosmetology, Emergency Medical Technician, Bookkeeping, and Commercial Driver's License Class A. , , .

Success Story

SID 4293080

Client was interested in receiving a Commercial Driver's License after being laid off due to COVID-19 working as a Business Operations Specialist. Client was very concerned with the thought of having to start over in an entirely new career but chose to pursue a CDL Class A license. Client started training with Nevada Desert Truck Driving School on January 24, 2022 and obtained his license on 5/31/2022. Client gained full-time employment on June 21, 2022, with Swift Transportation, making \$0.52 a mile.

While the client was in training, he appeared in a local news story about the truck driving industry which can be viewed at the following link:

<https://www.kolotv.com/2022/04/12/incentive-await-would-be-truck-drivers/>

JOIN Rural Dislocated Worker Program

For PY2021, JOIN's Rural DW Program reached twelve (12) rural counties: Carson City, Churchill, Douglas County including the Tahoe Basin, Elko, Eureka, Humboldt, Lander, Lyon, Mineral, Pershing, Storey, and White Pine.

Outreach and Training

JOIN's Regional Managers and Career Training Coordinators (CTC) conducted extensive outreach and developed relationships that evolved into partnerships. Staff attended local meetings over virtual platforms, including virtual job fairs, economic and workforce development agency meetings, veteran's groups, and partner agencies that promote cooperative relationships between community human service agencies.

Participants received training in a variety of occupations, including, but not limited to: Certified Medical Assistant, Certified Nursing Assistant, Phlebotomy, Cosmetology, Bookkeeping, and Commercial Driver's License Class A.

Success Story

SID 2140215

Client was enrolled with JOIN on June 8, 2021 and signed up for a Class A CDL Course. Client's unemployment insurance expired during training, and client was forced to return to work for FedEx as a Package Handler. During this time, the training provider was able to assist the client with part-time classes and extend training to ensure all hours and requirements were met for licensing. On September 7, 2021, Client completed training and received a Class A CDL License and Certificate of Achievement. Training provider praised the client's turnaround and ability to complete her training. Client continued to work for FedEx until going to work for R & P Deliveries as a driver on January 3, 2022, making \$19.00 per hour.

Out-of-School Youth Programs (OSY)

Community Chest, Inc. (CCI)

G.A.M.E. Guidance through Academics, Mentoring & Employment Program



For the PY2021 grant cycle, the G.A.M.E. (Guidance through Academics, Mentoring, and Employment) Program at Community Chest, Inc. (CCI) had the goal to assist clients with obtaining their GED/HSE/HS Diploma, participating in a work experience (WEX) and finding permanent stable employment afterwards. These are the measurable data that they aimed to successfully complete with each client.

Community Chest provides a holistic person-centered wraparound approach to case management. This evidence-based

model provides a deeper level of retention, support, and engagement for participants and their communities. This model honors choice, supports independence, enhances dignity, boosts motivation, builds trust, and empowers participants. Wraparound services involve marshalling multiple internal systems to comprehensively focus on meeting an individual's needs concurrently.

Outreach and Training

Within the grant cycle, recruitment of clients occurred from a couple of primary sources. Traditionally, previous clients refer new clients. In addition to word of mouth, key referral sources include local food pantries, other Community Chest programs, Facebook, Healthy Communities Coalition members, local Adult Education Centers, JPO, MC District Attorney, WEX employers, and Lyon County Human Services. Staff continued to attend local coalition meetings for networking, made new connections with recent local staff, and continued to be an active part of their surrounding communities. Traditionally youth are difficult to recruit, and this last program year was no different. CCI found it most helpful to instill a more grass roots recruitment style, often going from business to business making connections and taking an active role in the community. Staff attended numerous events and instilled an open-door approach.

For OSY Youth that CCI served, there were several obvious barriers to success. Affordable housing is a dire need in rural Nevada. The cost of rent increasing in rural areas was tremendous. It was not uncommon to see rents double in Fernley in certain apartment complexes. Staff continued to see youth that were couch serving or living in temporary environments. Youth continued to need higher than average supportive services in the realms of gas, housing, automotive maintenance, and cell phones. Gas costs made having youth in WEX activities not close to their residence much more difficult.

This program year, 17 OSY Youth successfully completed a Work Experience with employers including, but not limited to:

- Healthy Communities Coalition
- Lyon County Human Services
- EM Kerr Distributing
- Highland Village of Fallon
- MKS Diesel Auto Repair



ABOUT CSA'S WORKFORCE DEVELOPMENT PROGRAM (OSY)

Incorporated in 1965, Community Services Agency (CSA) is a private, nonprofit 501(c)(3) Community Action Agency. For more than 56 years, CSA has been at the forefront of providing services to address the needs of those impacted by poverty in Washoe County and across northern Nevada. Their mission: **To empower individuals and families to become self-sufficient through advocacy, results-based programs, and community partnerships in northern Nevada.** CSA's

Workforce Development team partners with participants to address barriers to employment, identify strengths and opportunities for growth, and guide them in choosing careers in the sectors with the most potential for employment. CSA's career assistance services are designed to help individuals gain and maintain employment through the development of job readiness skills, resume and cover letter preparation, career assessments and job coaching, vocational training, work experience, and quality job placements. In addition, CSA offers participants ancillary services, supportive referrals, and access to income and asset building services. Through CSA's holistic support and customized workshops, participants are better prepared in their job search and more likely to have long-term employment success.

Outreach and Training

From July 1, 2021, through June 30, 2022, CSA worked to deliver high levels of individualized service delivery for participants across multiple programs. After the temporary closures and remote work required in PY20, CSA was able to reopen their offices to the public, and workforce staff returned to providing the majority of WIOA services in person, including enrollment appointments and ongoing case management. Throughout the year, program staff worked to assist clients with opportunities to upskill, enter new career pathways, and take advantage of a jobseeker's market. During PY21, the agency saw a significant increase in the number of youth participants requesting assistance with vocational training rather than job placement or work experience opportunities. Participants were enrolled in or received tuition assistance for the following occupational skills training programs:

- Las Vegas Professional Institute of Technology (online) — Accounting/Bookkeeping
- Desert Knight Truck Driving - CDL
- New Horizons Learning — COMPTIA A+
- Milan Institute — Dental Assisting
- Career College of Northern Nevada — Medical Assisting, HVAC

Work Experience (WEX)

CSA also facilitated eight occupational training opportunities through work experience placements in PY2021, resulting in more than 2,100 hours of training completed. Many of these work experience placements focused on developing soft skills and job readiness for participants in several fields, including office administration, food service, and warehousing,

Employer Partners that hosted WEX placements included:

- Urban Grinders
- Bonanza Produce
- Realty Blvd
- ICG Construction
- United Way of Northern Nevada and the Sierra

Success Story

SID 2587805

The client was referred after having been let go from their job at an auto shop where he had been making \$18/hr. He was a parenting youth of a 4-month-old child and had struggled to hold a full-time job for more than six months and had the desired to get into a career that would offer more stability. The agency was able to assist them with enrolling in the CDL training program and aid with rent and gas cards while they attended training, allowing him to focus on the successful completion of the course. He excelled through the program and within six weeks had earned his Class A CDL.

The client had also started interviewing for positions prior to the completion of his training program and once they earned their CDL, he began working as a Truck Driver for CoreMark making \$35/hour, nearly doubling his previous wage rate.

JOIN Rural Out-of-School Youth Program



JOIN Inc. is a 501(c)(3) community benefit organization dedicated to addressing workforce needs in urban, rural and frontier communities across Nevada. JOIN's vision is to help break the cycle of poverty for all Nevadans and promote equitable economic prosperity throughout our region. This is accomplished through JOIN's mission of Training Nevadans for Careers by providing access to educational and occupational training for individuals seeking careers, financial stability, and personal success.

Outreach and Training

JOIN's Regional Managers and Career Training Coordinators (CTC) conducted extensive outreach and developed relationships that evolved into partnerships. Staff attended local meetings over virtual platforms, including virtual job fairs, economic and workforce development agency meetings, veteran's groups, and partner agencies that promote cooperative relationships between community human service agencies.

JOIN's rural offices facilitated 16 successful work experiences in PY21 with employer partners including, but not limited to:

- Biomat USA Inc
- Builders Wholesale, Inc.
- Nevada Fence
- A.M. Smith Electric, Inc.
- Rockin A Electric
- United Electrical Services
- Boys and Girls Club of Truckee Meadows
- Robinson Nevada Mining Company
- Magic Carpet Preschool



Northern Nevada Literacy Council (NNLC) Learn and Earn Program

Northern Nevada Literacy Council (NNLC) is a community-based, non-profit school for adult learners. The NNLC Learn and Earn program assists out-of-school youth in obtaining training and entering the workforce.

The participants enrolled into the Learn and Earn program received the following services as needed: skills assessment, adult basic education class in preparation for high school equivalency, occupational skills training, background and drug test fees, DMV ID replacement, AI reader for a participant who needed this extra assistance to get through their training program, CPR training fees, Alcohol awareness training fees, gaming license fee, tutoring and support for training classes and adult basic education classes, comprehensive guidance, mentoring, resume writing assistance, and interview preparation. Some participants received bus passes, gas cards, dental care assistance, paid supplies for occupational skills training, job search, and job placement assistance. Employers received reimbursement for regular wages, worker's comp, and taxes (WEX).

Outreach and Training

Participants were referred to NNLC in various way. The table below illustrates how they heard about the program or how they were referred:

Referral From:	# Of Participants
NNLC ABE	17
NNLC Walk-In	12
NNLC On-line	3
Word of Mouth	12
Employer Referral	9
Eddy House	7
Referral from HS	2
Training School	6
JOIN could not qualify, so referred to NNLC	4
Co-Enrollment	3
AJCN Walk-in	3
Other Agency referral	2
Re-Enrollee	1

The Learn and Earn program at NNLC has been very successful in enrolling out-of-school youth providing training and employment opportunities for this at-risk youth population. This program year, NNLC facilitated 25 successful work experiences with employer partners including, but not limited to:

- All Smiles Family Dentistry
- Silver State Heating and Air

- Small Smiles Dental Center
- M&S Heating and Cooling
- Summit Ridge Construction

Success Stories

Thirty-Four of the participants that were enrolled into the Learn and Earn program did not have their High School equivalency (HSE), or High School diploma at the time of enrollment. Twelve of these participants were successful in achieving their HSE and have continued on into a training program while another 22 participants continue to work towards achieving their HSE attending Adult Basic Education classes at NNLC.

SID 4293295

Client had just received their high school equivalency when they enrolled in the NNLC youth program. This participant wanted to become a nurse but did not know where to start. They enrolled in the Nurse Assistant training at the Perry Foundation, successfully completed their training, and were hired on at Northern Nevada Medical Center as a nurse assistant. This participant is currently attending Truckee Meadows Community College's nursing program and doing very well with moving forward with their career plans to become a nurse.

SID 4270315

Client had just received their high school equivalency when they enrolled in the Learn and Earn program to receive assistance with occupational skills training. They enrolled at the Career College of Northern Nevada for training in the HVAC program. Client successfully completed training with a GPA of 3.49 and was put into a work experience position with M&S Heating and Cooling. Employer is pleased with client's performance to date and intends to offer client full-time employment once WEX is completed.



Northern Nevada Electrical Joint Apprenticeship & Training Committee (JATC)

Out-of-School Youth Program

The Northern Nevada Electric Joint Apprentice and Training Committee (NNEJATC) was registered in 1972 as a 501(c)(3) nonprofit training center that specializes in training and educating members of the Northern Nevada community interested in Electrical Construction.

NNEJATC provides training programs to meet the competitive challenges of today's global market and green energy economy. In addition to receiving skill training through on-the-job WEX training, each Electrical Apprentice is provided with trade related classroom instruction and hands-on practice that produces competency and pride, leading to true craftsmanship.

NNEJATC staff assist young people - including those who wish to defer from college - into the Electric Apprentice Program. This support includes labor market information, assessment, career advice, assistance with resumes and job applications,

interview preparation, and understanding the apprenticeship system. During the application assessment, NNEJATC staff determines if the potential participant is eligible for the WIOA out-of-school youth services. These potential clients have a desire to go somewhere with their life, to increase their financial and socioeconomic status, and become Licensed Electricians.

The NNEJATC PY21 goal was to provide classroom instruction, hands-on training, adult mentoring, occupational skills training and on-the-job work experience, leadership development, and supportive services. The NNEJATC achieved this goal with all enrolled WIOA participants completing the program. As many of the Out-of-School youth participants at NNEJATC are also new to the electrical field, the WIOA grant was able to assist them with obtaining OSHA certificates, safety boots, and tools necessary to be successful in the on-the-job WEX assignment.

Success Story

SID 2579254

Client and his wife were expecting their second child when the client began his electrical apprenticeship training under the Nevadaworks ETPL. Through the course of the assessment and career counseling with the Case Manager, it was discovered that as a newly indentured apprentice, the client needed assistance with his textbooks, work boots, and tools for his On-the-Job YOS WEX so that he could have an income to support his expanding family while in training. The client was able to receive partial supportive services assistance to start his OJT. The client successfully completed one-year apprentice training and is now earning \$17.00 an hour with full benefits for himself and his family.

National Dislocated Worker Programs (ER/DR)

JOIN ONE-STOP

One-Stop Disaster Recovery Program

Occupational Skills Training

JOIN was able to provide the following services to Disaster Recovery client: Occupational Skills Training, Training Materials, Support Services, Resume Assistance, and one-on-one case management assistance. These services were provided so that clients can fully participate in the grant funded by the Disaster Recovery Program.

Also, Disaster Recovery clients received training in a variety of occupations, including, but not limited to: Commercial Driver's License Class A, Certified Nursing Assistant, , Cosmetology, Esthetician, Certified Medical Assistant, and HVAC Certification.

Success Story

SID 2674430

Client enrolled on July 7, 2021 and was interested in receiving an Office Administrator certificate after experiencing a COVID-related lay-off from O'Reilly Auto parts as a part-time parts delivery driver making \$11.00 an hour. Client liked

the job, but the pay wasn't sufficient and there was no room for growth. Client was interested in working at Renown processing birth certificates. Client started training for the Office Administrator certificate with New Horizons on July 26, 2021, and completed on October 19, 2021. Client remained motivated through the job search process and gained full-time employment on November 1, 2021, with Renown as a Birth Certificate Processor making \$16.00 an hour. Client was very happy with the \$5.00 an hour increase in pay and pleased to have 40 hours of work a week.

One-Stop Employment Relief Program

Occupational Skills Training

JOIN was able to provide Employment Recovery clients the following services: Occupational Skills Training, Training Materials, Support Services, Resume Assistance, and one-on-one case management assistance. These services were provided so that the client can fully participate in the grant funded by the Employment Relief Program.

Also, Employment Relief clients received training in a variety of occupations, including, but not limited to: Commercial Driver's License Class A, Phlebotomy, Emergency Medical Technician, Cosmetology, and HVAC Certification.

JOIN RURAL

Disaster Recovery Program

Occupational Skills Training

JOIN was able to provide clients training in a variety of occupations, including, but not limited to: Commercial Driver's License Class A, Pharmacy Technician, Electrical, and Dental Assistant.

Employment Relief Program

Occupational Skills Training

JOIN was able to provide Employment Relief clients training in a variety of occupations, including, but not limited to: Electrical Apprenticeship, Commercial Driver's License Class A, Esthetician, and Administrative Assistant.

Success Stories

SID 2657049

Client was co-enrolled on January 4, 2022, into the Dislocated Worker and NDWG's Disaster Recovery and Employment Recovery programs. For over 15 years, the client had been working consistently in the construction and transportation fields with a Class B license. Due to the cost of living on the rise, client was having issues making ends meet while she was supporting four children. The client's former employer had recommended a Class A license, knowing there were more opportunities available and a shot at a better income to better provide for her family. During training, UI benefits expired, and client returned to work. Even with returning to work and raising her family, client finished school on May 21, 2022, and received their Class A license on May 23, 2022. Client successfully found employment with a former employer, Great Basin Water Supply, as a Water Truck Driver.



NDWG – Employment and Disaster Recovery

All potential Community Service Agency (CSA) participants for the National Dislocated Worker Grants completed an initial assessment to determine their current employment readiness, their stability in key areas (transportation, poverty, housing, food, etc.), as well as interest and aptitude assessments. Upon enrollment, participants received a variety of services tailored to their specific needs and goals as identified in their Individual Employment Plan. Throughout the year CSA staff engaged in several outreach and partnership initiatives to support enrollment in the NDWG programs. Additionally, the agency facilitated multiple training/learning sessions with staff to encourage co-enrollments in CSA's formula funding programs.

Disaster Recovery Program Activities

Activities supported by the Disaster Recovery (DR) program included leveraging funds to support enrollments in classroom training for the following:

- Medical Assistant Certification
- Commercial Driver's License Trainings
- Medical Billing and Coding
- Six Sigma and Project Management Certification

Additionally, the agency provided non-funded activities such as Counseling and Career Planning, Financial Literacy Workshops, and Career Assessment Services.

Employment Recovery Program Activities

Activities supported by the Employment Recovery (ER) program included leveraging funds to support enrollments in classroom training for the following:

- Commercial Driver's License Trainings
- Medical Assistant Certification
- Medical Billing and Coding
- Dental Assistant
- Six Sigma and Project Management Certification
- Supply Chain Certification

Additionally, the agency provided non-funded activities such as Counseling and Career Planning, Financial Literacy Workshops, and Career Assessment Services.

Success Story

SID 2901709

The client was referred to the agency by a community partner in February 2022. After experiencing a layoff from their employment as a Tile Setter in March 2021, they had returned to the position in September 2021 only to be terminated after requesting an increase in pay. During the intake process, the client shared he was interested in a

career that would allow for higher earnings, new challenges and career growth. Due to the high demand and earning potential in our area, the client determined they would like to pursue a Class A Commercial Driver's License. The client was so dedicated in getting a job immediately after training that they obtained an intent to hire letter from a potential employer pending the completion of his CDL program.

The client began training at local Commercial Driver License training provider in April 2022 and received ongoing career coaching and guidance and resume building through the agency. The client was also assisted with gas cards and work clothing to support his successful attendance and participation in the training. The client successfully completed CDL training in June 2022 and obtained full-time employment with Campbell Construction at a rate of \$25/hour.



PY2021 National Dislocated Worker Grant — Employment Recovery

Outreach and Training

Participants are hearing about the NDWG-ER grant program through speaking engagements program staff conducts at local colleges, distribution of a printed brochure with grant information, the Nevada Hospital Association web site, NHA's monthly newsletter, as well as word-of-mouth from past participants that are employed at partnering hospitals that have been enrolled in the grant program. Referrals also originate through local college academic instructors and partnering hospital managers sharing grant information with prospective participants.

The NHA continued a partnership this program year with Debra Scott, MSN, APRN, FRE, of Scott Consulting, LLC, for the Transition to Practice (TTP) skills seminar. The seminar's curriculum consists of strategies to enhance clinical reasoning and interdisciplinary communication skills through simulation and mentoring. The increase in the new graduate nurses' (NGN) competence and confidence allows for a successful transition into the workplace. Following the COVID pandemic, many seasoned nurses, feeling stressed and overwhelmed with the impacts of the pandemic, retired early, or left bedside nursing altogether. This created shortages in nurse staffing for nearly every hospital in northern Nevada. Topics on responding to a pandemic have been included in the Transition to Practice skills seminar to give the new graduate nurses tools and resources to process and respond to the demands the current pandemic has created.

Invaluable Partnerships

Employer partners include Renown Regional Medical Center, Saint Mary's Regional Medical Center, Carson Tahoe Hospital and Northern Nevada Medical Center. The primary benefit that attracts employer partners is the OJT subsidy for NGN transition and training costs. The NDWG-ER program continues to value these partnerships.

Employer partnerships are invaluable to the success of the program. Many have implemented preceptor/residency programs that also improve the competency and retention of the NGN. From the moment the NGN begins their residency at the workplace, they are paired with a preceptor. Preceptors socialize NGNs into new roles, unit processes and workplace norms. The preceptor has proven to be pivotal in the integration of the new graduate into the unit practice environment.

Partnerships with the local nursing schools, including Truckee Meadows Community College, Carrington College, Western Nevada College, the University of Nevada Reno, Majen, and Great Basin College provide an opportunity for the program manager to speak to graduating nursing students about the NDWG-ER program, using a print and presentation marketing campaign. This has been a successful strategy to identify eligible participants for the NDWG-ER program.

Behavioral Health

There are many training opportunities for the new graduate nurse to transition into an acute care setting, but few exist for those transitioning into behavioral health. Through the NDWG-ER grant partnership with Scott Consulting, LLC, a one-day training seminar designed specifically for NGN participants interested in pursuing a career in behavioral health can be offered. The program manager visits each nursing school in northern Nevada to educate prospective NGN participants interested in behavioral health about this unique training opportunity.

The program manager continued to reach out to other behavior healthcare facilities to identify NGNs for the program year. It is the program's goal to capture this NGN population so they also can benefit from the TTP Behavioral Health seminar by Scott Consulting, LLC.

Results

While NHA came up short on delivering projected performance outcomes this program year, by the end of the year, 10 new graduate nurses had exited the program and obtained and retained full-time employment with their facilities as registered nurses, achieving 100% retention rates. Five new graduate nurses rolled over into the new program year and will enter OJT contracts with their facilities.

Of the two Allied Health participants, one successfully completed Majen's Certified Nursing Assistant (CNA) course, and one obtained employment and was exited from the program. One other allied health participant passed Majen's Certified Nursing Assistant (CNA) course and has been accepted into a Sonography program at Great Basin College.

In general, the SARA system has increased the amount of follow-up comments the program coordinator manager receives from the clients. Based on these comments, the program coordinator has been able to track and trend data and identify additional resources needed for participants' continued success. The SARA system has proven to be very effective in capturing participants employment status as well as comments regarding work environment.

Success Story

SID 2120736

Client was enrolled in the NDWG-ER program after graduation from the nursing program. Client attended the Transition to Practice skills seminar and was ready to look for employment as a full time Registered Nurse when the client's father became ill during the COVID pandemic. Participant is a single mom and now had the responsibility of caring for father and daughter. It was several months before the father was able to care for himself and the participant could resume the dream of working as a Registered Nurse. Participant was nervous about finding employment because they had graduated several months prior and was unsure about getting hired because of the gap between graduation and starting work. Program staff helped build a solid resume, gave tips on the interviewing process and advocated employment at partnering local hospitals. Participant successfully obtained full time employment at a local hospital and has entered an OJT contract with the facility and is doing very well.



Northern Nevada Electrical Joint Apprenticeship & Training Committee (NNEJATC)

NDWG — ER

The Northern Nevada Electric Joint Apprentice and Training Committee (NNEJATC) was registered in 1972 as a 501(c)(3) nonprofit training center that specializes in training and educating members of the Northern Nevada community interested in Electrical Construction. Guided by a Board of Trustees, the NNEJATC has successfully graduated hundreds of apprentices to journeyman status over the past 50 years.

The NNEJATC curriculum integrates electrical theory and practical application to give program participants not only the manual skills to wire and install electrical systems and apparatus, but also the mathematical and practical knowledge to support, explain, and troubleshoot each application. Computer programs are integrated into the coursework to allow for practice of circuit calculations, to create working models that simulate real circuit conditions, and to support classroom lectures and demonstrations. Of equal importance is the thorough study of the safety rules, protocols, and procedures laid out in the National Electrical Codes, as well as the OSHA, First Aid, CPR, and MSHA standards for the electrical industry.

The NNEJATC PY21 goal was to provide classroom instruction, hands-on training, occupational skills training, on-the-job experience, and supportive services to twenty-eight (28) COVID-19 NDWG-ER participants. The NNEJATC achieved this goal with all enrolled WIOA individuals completing the program.

As many of the NNEJATC NDWG-ER Dislocated Worker participants were not in the electrical field prior to being laid-off due to COVID-19, they needed assistance with obtaining safety certificates, such as OSHA, First Aid, and CPR for Electricians. In addition, the Nevadaworks WIOA ER grant was able to assist many participants with safety boots, appropriate work clothes, and tools required for their OJT assignment.

Success Story

SID 2553498

Client was a single parent of three children trying to make ends meet by working various jobs in the service industry and fast-food restaurants. She was tired of moving from job to job that provided no future and few benefits. So, when she was laid off from a warehouse during COVID, she entered the Electrical Apprenticeship Program at the NNEJATC where she excelled in both the classroom and during the On-the-Job training. She successfully completed the Nevadaworks approved ETPL apprentice training at the NNEJATC and is now earning \$36.13 an hour with full benefits for herself and her family.



Overview of Program

The Center for the Application of Substance Abuse Technologies (CASAT) received funding to build and strengthen Nevada's behavioral health workforce by offering recruitment and screening activities, developing a career roadmap, providing stackable credits, and offering academic courses to eligible dislocated workers. CASAT's Program provides tuition, training, and practicum assistance, thereby reducing educational barriers and helping individuals move efficiently through the education, certification, licensing, and training/practicum processes to begin or continue their careers in behavioral health. Educational barriers were reduced by providing tuition and textbook assistance, organizing work-based training, and sponsoring career/academic advisement, which increased career on-ramps for students interested in the behavioral health field.

Program Goals/Accomplishments

1. On-the-Job Training (OJT) - 1 participant will be provided On-the-Job Training for up to 480 hours to alleviate the effects of COVID-19.
 - Recruited and enrolled one OJT client who worked as a PRSS at a local non-profit agency. In addition, this program increased client marketability to employers, thereby increasing the number of individuals working in the behavioral health field and enhancing the capacity of treatment providers to offer services to clients.
2. Classroom Training – 20 participants received training and training related supportive services.
 - Recruited and enrolled one OJT client who worked as a PRSS at a local non-profit agency. In addition, this program increased client marketability to employers, thereby increasing the number of individuals working in the behavioral health field and enhancing the capacity of treatment providers to offer services to clients.
 - Recruited and enrolled 14 new DW-ER clients while continuing to support 6 FY2020-2021 clients complete their overall program goals and IEP.
 - Developed 14 new individual IEPs that included career advisement and placement, identification of training opportunities to assist in retention and development of skills, development of personal, career-related goals, required supportive services, and a clear employment objective.
3. Promotion of Opportunities and Community Outreach:
 - Promoted the Peer Support Specialist (PSS) Certificate, Addiction Treatment Services Certificate and the Advanced Certificate in Addiction Treatment Services, and practicum work-based training opportunities with potential to lead to employment within community agencies.
 - Collaborated with approximately fifteen local behavioral health agencies to satisfy educational and training needs.
 - Assisted fourteen clients who had experienced difficulty locating or maintaining employment with entry into the behavioral health field.

Overall Summary and Evaluation of Program

CASAT's program has been successful at recruiting qualified applicants and moving them through the program to completion. Many clients began just wanting to take one program offered by CASAT but after their success have begun other tracks to continue their education and professional advancement.

The main challenges for the program are rising costs for tuition fees and textbooks. This in turn takes more finances to assist clients in their education goals. Additionally, wages for the behavioral health field continue to increase. This is great for those in the field who are earning enough to keep up with the continued rise in cost of living. The downside, however, is that OJT wage reimbursements are not as lucrative for agencies interested in participating.

Success Story

CASAT had seven clients complete their minor in addiction treatment services which prepares them to become a Certified Alcohol and Drug Counselor (CADC) in the state of Nevada. One client completed the additional practicum certificate with CASAT placing them into an internship to accrue hours toward completing their CADC-Internship through the Board of Examiners for Alcohol, Drug, and Gambling Counselors. Currently, 11 clients are working in the behavioral field as a direct result of their education. During PY2021, 2 clients earned their state approved CADC-I, and 1 client received his CADC, allowing them to officially start a career in a counseling role.