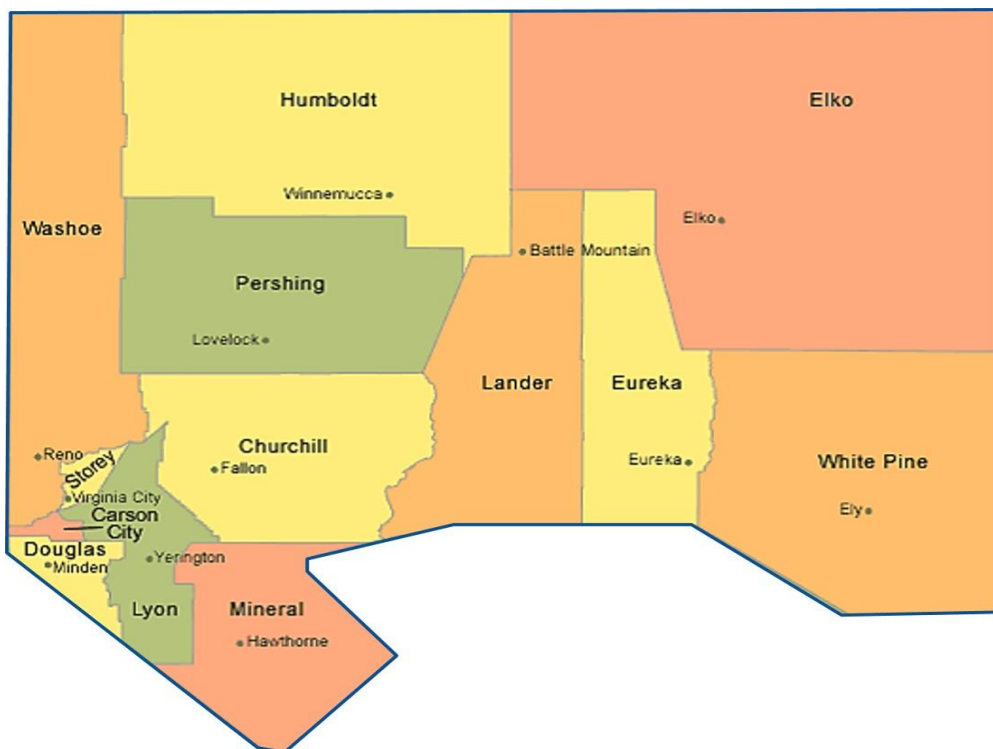


## Northern Nevada Workforce Area WIOA Annual Report for PY2022

Nevadaworks administers the Workforce Innovation and Opportunity Act (WIOA) across the thirteen (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 eight dedicated individuals and with a budget of approximately eight million dollars, Nevadaworks contracted with seven partner agencies and funded 26 local programs which served 747 participants from July 1, 2022, to June 30, 2023 (PY2022). The clients served 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 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 2022 program Year. 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. In our quest to continually improve the customer experience, the Reno AJCN was rebranded EmployNV

Business Hub and EmployNV Career Hub to serve as a central hub for both job seekers looking for employment, training and skill development and for employers looking for a skilled workforce. The name change is intended to allow clients to locate our services in any region within the State of Nevada. Continuing to improve on the customer experience, Nevadaworks and KRA staff have worked together to implement and create an area within the EmployNV Career Hub specifically for clients coming into the center with children. There are two computers that have been specifically designated for parents. There is a children's play area a few feet from the parent computers with a table and chairs, books, toys, and other items to keep children occupied while their parents are at the center seeking services. This area is now designated as the "Family Corner". Parents are still responsible for their children and must take their child with them when meeting with service providers at the Career Hub. The children can take the toys with them while they attend the sessions with their parents and then return them to the Family Corner at the end of their visit. The Family Corner allows our clients to receive services without having to worry about procuring childcare while at the Career Hub. When utilizing the "Family Corner", each child is allowed to take home a book of their choice upon departure. The EmployNV Career Hub began hosting workshops focusing on the various needs of job seekers. These workshops include; resume writing, interview skills, financial education, and soft skills instruction. These workshops are open to everyone and are a perfect opportunity to expand our reach to provide services to job seekers within our region that have been historically underserved. Nevadaworks, the EmployNV Business & Career Hub, and KRA staff worked together to provide services to the public and community-based organizations in a more coordinated manner. The EmployNV Business & Career Hubs work in conjunction with one another during job fairs hosted by the Business Hub. These job fair events now include a table representing the Career Hub to provide information about employment services available to job seekers regardless of if the job seeker obtains a job offer at the event. This comprehensive approach enhances the range and quality of workforce development services provided to those in need of assistance. Program services are offered through a collaboration of partners responsible for the delivery, integration, and coordination of workforce development services.

Nevadaworks staff continue 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. Nevadaworks staff also managed the Eligible Training Provider List (ETPL) through the EmployNV system. The total number of ETPL Training Programs during PY2022 was 338, with 36 Training Providers represented.

Nevadaworks held several of their regular meetings of regional workforce development professionals, including employers, community-based organizations, and state agencies, with the Northern Nevada Workforce Alliance holding regularly scheduled bi-monthly meetings the third Thursday of every other month in the Reno Town Mall Board Room. Meetings are 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" continues to see increased enrollment and participation in PY2022. Over 1,366 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 PY2022, Nevadaworks continued to see more service providers incorporating SkillUp in their arsenal of training tools.

Northern Nevada in general, and Washoe County specifically, continued to experience a housing shortage that drastically increased costs and decreased housing availability. This year, Nevadaworks observed 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 \$522,780 in August 2023 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 of most individuals.

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 are held throughout the year with active participation from members. While the meetings are held in Reno, members unable to attend in person (due to travel distance or work considerations) are able to participate through teleconferencing and virtual meetings. Members of the two standing committees of the Nevadaworks Board have been 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. Nevadaworks Board continued to convene Strategic Planning Meetings to discuss the Strategic Plan implementation and plans for becoming a high performing local board. 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 most of the Board are employed in the business community.



### **Good Jobs Northern Nevada (GJNN)**

Nevadaworks is the recipient of a \$14.8M Good Jobs Challenge grant through the US Department of Commerce Economic Development Administration. Nevadaworks is proud to be one of the 32 Good Jobs Challenge grant recipients selected from 509 applications submitted from across the country. The Good Job Northern Nevada grant focuses on providing training and jobs for 650 people with a focus on underserved and underrepresented populations in healthcare, information technology, manufacturing, and logistics sectors; these four sectors have been the fastest growing in our region and Nevadaworks is working to build partnerships within these sectors to help provide a skilled workforce talent pipeline. Nevadaworks believes that a strong workforce is the key to a diverse and strong economy and is excited to continue to work with workforce partners and businesses to ensure prosperity for northern Nevada citizens and businesses.

All four (4) Backbone Organizations have hired or assigned staff and have begun outreach and will use GJNN grant funding to support these positions. We have conducted 25 Sector partnership meetings with 96 employers participating. Backbone Agency training is continuously being conducted.

## **Completed**

- Nevadaworks has hired all four (4) Regional Career Navigators along with a Tribal Career Navigator.
- Nevadaworks has held 25 sector partnership meetings throughout Northern Nevada.
- Occupational demand analysis presented to sector partnerships in IT, Healthcare, Logistics and Manufacturing. 96 companies participated.
- We have collected 31 employer commitments to interview and/or hire participants.
- Nevadaworks held a Workforce Development Community input planning session with 56 organizations attending.
- **Tribal partnerships Sub plan** is being developed.

We presented GJNN to seniors in high school and have an interest list with 175 potential enrollees. Career Navigators are meeting with area Community Based Organizations to co-enroll with their clientele. Nevadaworks held a community input session for workforce development where 56 organizations attended. Career Navigators are working with the Backbone agencies to get training in each sector in relation to what career pathways we will be training in.

## **Completed**

- Twenty-five (25) Regional Sector input sessions have been convened with 126 company representatives from 96 employers attending. All launch meetings have been completed. Scheduled sector meetings in rural regions were held June 20 and 21, 2023. Scheduled sector meetings for urban employers were held July 18 and 19, 2023.

## **What's coming next**

We have our first Sector Partnership Meeting scheduled for the month of October. We will be conducting these meetings in person in Elko (rural representation) and in Washoe/Carson City (urban representation) areas. Our goal is to engage with our Backbone organizations and the businesses that they have developed relationships within their particular sectors to discuss their needs for employees with a focus on the career maps that we developed from our previous roundtable meetings. We are now expanding the attendance of these meetings to include educational institutions and training providers to allow them to hear directly from the businesses within our four sectors their employment needs. We are implementing the sector partnership model to ensure that all the voices at the table are heard and that we work with the training providers to create programs that will help ensure the success of the participants upon completion and lead them into good jobs.

## **Incumbent Worker Training (IWT)**

DETR is partnering with Nevadaworks with the Incumbent Worker Training Grant to provide training in high-demand occupations, including but not limited to, the following: Information Technology, Logistics, Manufacturing, and Healthcare. The incumbent worker training is designed to improve the skills of employees and the competitiveness of an employer by offering support with the costs associated with upskilling the employer's workforce in addition of having support from the Nevadaworks Board. The training will allow employers to avert layoffs, to promote effective employees, provide wage increases and title changes.

In PY2022 to current date there has been eight (8) companies successfully enrolled with a total of 23 incumbent workers for a variety of training that supports the grant outline for the industries outlined. The IWT program continues to receive interest from businesses in Reno and the surrounding communities including Fallon and Fernley.

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**Nevadaworks Local Elected Officials as of January 1, 2023**  
**Michael Sharkozy, Chair**  
**David Mendiola, Vice Chair**

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<b><u>NAME</u></b>	<b><u>TITLE</u></b>	<b><u>COUNTY</u></b>
Herman, Jeanne	Commissioner	Washoe
Howe, Richard	Commissioner	White Pine
Hudson, Shayla	Commissioner	Pershing
Jacobson, Robert	Commissioner	Lyon
Lusby-Angvick, Heidi	PCEDA Executive Director	Pershing Alternate
Mather, Lara	County Manager	Storey
Mendiola, David	Commissioner	Humboldt
Nowosad, Walt	Commissioner	Douglas
Osborne, Amanda	County Manager	Elko
Scharmann, Bus	Commissioner	Churchill
Schlepp, Curtis	Commissioner	Mineral
Sharkozy, Michael	Commissioner	Eureka
Thomas, JR	Commissioner	Lander
White, Maurice	Supervisor	Carson City

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**Nevadaworks Council Members, as of July 1, 2022**  
**Kevin Landry, Chair**  
**Thoran Towler, Chair Elect**


<b><u>NAME</u></b>	<b><u>TITLE</u></b>	<b><u>COMPANY</u></b>
Alexander, Jeffrey (E)	VP of Academic Affairs	Truckee Meadow Community College
Auld, Theresa (B)	Director of Human Resources	Haws Corporation
Darney, Alan (L)	Administrator	Northern Nevada Electrical Apprenticeship
Harris, Kara (B)	Assistant Vice President	First Independent Bank
Hill, Cheri (B)	Owner	Sage International, inc.
Holt, Angela (E)	Director of Adult Education	Western Nevada College
Johnson, Karlene (G&ED)	Deputy Administrator-Employment Security Division	DETR
Jolcover, Scott (B)	Chief Resource Officer	American Battery Metals
Landry, Kevin (B)	CEO	New Horizons
McCormick, Nancy (G&ED) (B)	VP, Business Retention, Expansion & Workforce	EDAWN
Mix, Leslie (L) (B)	Business Relations Specialist	Sierra Nevada Job Corps
Mowrey, Harry (L)	Training Coordinator	IPAT-Local 567 JATC

Oetjen, Suzanne (G&ED)	Director Human Resources Business Partners	Renown
Pierson, Ken (G&ED)	Business Service Manager	DETR Vocational Rehabilitation
Ryan, Dr. Dana (E)	VP of Academic Administrative Staff	Western Nevada College
Sweeney, Chuck (B)	President	Chuck Sweeney Associates
Towler, Thoran (B)	CEO	Nevada Association of Employers

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.

 nevadaworks <small>Coordinating Workforce Development for Northern Nevada</small>					
<b>Nevadaworks Performance Measures</b> <b>Actual Achievement Rates and Percentage of DOL Negotiated Rates Attained</b> <b>PY2022 Full Year</b> <b>7/1/2022 Through 6/30/2023</b>					
<b>Adult</b>					
	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measurable Skill Gains
Actual Achievement Rate	81.5%	79.1%	\$9,147.00	74.1%	85.7%
DOL Negotiated Rate	79.8%	79.0%	\$8,100.00	79.9%	78.9%
% of Neg. Rate Attained	102.1%	100.1%	112.9%	92.7%	108.6%
<b>Dislocated Worker</b>					
	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measurable Skill Gains
Actual Achievement Rate	82.8%	81.7%	\$11,909.00	78.2%	85.7%
DOL Negotiated Rate	81.4%	85.5%	\$10,000.00	81.7%	80.0%
% of Neg. Rate Attained	101.7%	95.6%	119.1%	95.7%	107.1%
<b>Youth</b>					
	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	78.1%	76.1%	\$6,594.00	73.5%	89.2%
DOL Negotiated Rate	80.8%	77.1%	\$5,800.00	71.6%	55.0%
% of Neg. Rate Attained	96.7%	98.7%	113.7%	102.7%	162.2%
<small>A proud partner of the AmericanJobCenter of Nevada network</small>					

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## Service Providers

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Nevadaworks has provided WIOA Title I funding through 22 contracts with eight organizations during PY2022. 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.

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## Adult Programs (AD)

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### Community Chest Inc. (CCI) AdultWorks Community Chest Program

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#### Community Chest, Inc. AdultWorks (Adult and Dislocated Worker) Program

Community Chest, Inc. (CCI) 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 marshaling multiple internal systems to comprehensively focus on meeting an individual's needs concurrently.

The services clients received include sector-specific occupational skills training, counseling/mentoring, case management, assistance with utilities and other expenses, supportive services for fuel and sector training supplies, employment-seeking assistance, and more. The staff makes it a point to connect with their clients to create a trusting line of communication so that advocacy can occur.

#### Outreach and Training

Within the grant cycle, the recruitment of clients occurs from a couple of primary sources. Traditionally, previous clients refer to new clients. In addition to word of mouth, key referral sources include local food pantries, Facebook, other Community Chest programs, Healthy Communities Coalition members, training providers that are aware of the agency, and Lyon County Human Services. Staff continues to attend local coalition meetings for networking, make new connections with recent local staff, and continue to be an active part of their surrounding communities.

Overall, CCI was a success this past year. Staff continue to work hard for their clients and learn new skills to adhere to policies, procedures, new techniques, and new collaborations. Community Chest as an agency continues to get pulled into rural Nevada communities to provide resources and new programming. The agency has now opened a new office in Dayton. The CCI staff look forward to continuing their Nevadaworks service contracts into the next year and continue to learn and grow alongside their clients.

### **Success Story**

#### **SID #2130882**

The client moved to Nevada in October 2022 and found herself having to start from scratch. The client was in search of a sense of community and support. The client strived to start her career in the field of Dental Assisting and contacted a local training provider. After meeting with the training provider, she learned about training tuition assistant programs in Northern Nevada through WIOA Title I funding.

The client contacted CCI in December 2022 and fully enrolled in the program in late January 2023. The client's first training date was February 2023. The client's determination to stay ahead of tests, midterms, and labs was displayed in her progress reports. While in training, she was able to establish a solid externship at Bluetree Dental, which is extremely rare, as students usually start externships after training is completed. The externship site and the client worked well together and upon completion of her externship, she secured a full-time position with Bluetree Dental. She is now financially independent and working her dream job. With this new work experience, she is now hoping to start toward her next goal of becoming a Dental Hygienist.



## ABOUT CSA'S ..... PROGRAM (AD)

### **About CSA's Workforce Development Program**

Incorporated in 1965, Community Services Agency (CSA) is a private, nonprofit 501(c)(3) Community Action Agency. For more than 55 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.

### **PY2022 In Review**

From July 1, 2022, through June 30, 2023, CSA worked to deliver high levels of individualized service for participants across multiple programs. Program staff worked to assist clients with opportunities to upskill, enter new career pathways, and take advantage of the wealth of available job opportunities across the Reno/Sparks region and the surrounding rural communities. Additionally, staff helped participants navigate ongoing economic challenges with the rising cost of living, childcare shortages, and sporadic availability of supportive services.

### **Community Outreach and Participant Recruitment**

During PY22, the agency was able to participate in many in-person outreach opportunities that provided opportunities for connection with job seekers and community partners. The agency also worked to reconnect with previous referral partners and training providers whom they had lost communication with or that had staff turnover and needed a reintroduction to CSA and their WIOA programs. In PY2022 CSA enrolled sixty-seven (67) new Adult (AD) participants. Upon enrollment, participants received a variety of services tailored to their specific needs and goals as identified in their Individual Service Strategy.

### **Occupational Skills Training**

While CDL remained the most in-demand training throughout the program year, the agency did support enrollments across a wide variety of sectors. AD participants were enrolled in or received tuition assistance for the following occupational skills training programs in PY2022:

- Northern Nevada Barber Academy-Barbering
- I60 Driving Academy-Class A CDL
- Desert Knight CDL School-Class A CDL, Class B CDL, CDL Refresher
- Nevada Desert Truck Driving-Class A CDL
- Truckee Meadows Community College-Certified Nursing Assistant
- G Skin & Beauty- Esthetician, Advanced Laser Certification
- Milan Institute of Cosmetology-Esthetician, Nail Technician
- Western Nevada College-Certified Professional Life Coach, Physical Therapy Aide
- TMCC EPIC-Community Health Worker, Pharmacy Technician
- Sierra Academy of Style-Cosmetology
- University of Nevada, Reno-Entrepreneurship Certificate, Paralegal Studies Certificate
- Carrington College-Medical Billing and Coding, Registered Nursing
- Majen-Nursing Assistant
- Medical Skills for Life-Phlebotomy/Lab Assistant
- Unitek College-Practical Nursing

## **Success Story**

### **SID #4312475**

The client was referred by her family in pursuit of a CNA license. She moved from Oklahoma City, OK in early August 2022 to pursue better career opportunities and connect with her family. When she came to Reno, she was homeless and living in a camper on her aunt's property without access to water or utilities.

She worked as a housekeeping supervisor for an assisted living facility in Oklahoma and was inspired by the caregivers there and wanted to help people in the same way.

The client was not sure of a school at the time of enrollment but after completing a career assessment, she chose to attend TMCC to pursue schooling for Certified Nursing Assistant. She qualified for FAFSA for tuition at TMCC but needed assistance with several other fees for textbooks, online training, licensure application, and testing, as well as supportive services such as gasoline, which CSA was able to provide.

The client successfully completed her training program in December 2022 and obtained employment at Infinity Hospice as an Office Assistant until she successfully obtained her CNA licensure. Her licensure was completed in January 2023, at which time she was promoted to CNA. The client is not employed full-time as a CNA at Infinity Hospice Care making \$21.00.



## **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 our 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 2022, JOIN operated Adult, Dislocated Worker, NDWG - Disaster Recovery and NDWG - Employment Relief Programs out of the comprehensive One-Stop Center in Reno.

### **Recruitment/Outreach/Partnerships**

JOIN provided services to 67 new enrollments for Program Year 2022.

JOIN has successful partnerships with Eddy House, Reno Housing Authority, Job Corp, American Job Center Partners, NNLC, NSHE, Reno ACEs, and many more. Ongoing recruitment strategies include virtual community awareness outreach, one-on-one recruitment, and print and social media.

JOIN also participated in as many community outreach and awareness activities as possible throughout all Northern Nevada. Staff attended local meetings over Zoom's virtual platform, including virtual job fairs, workforce development consortiums, chambers of commerce, county Boards of Supervisors/Commissioners, economic and workforce development agency meetings, veteran's groups, and partner agencies that promote cooperative and collaborative relationships between community human service agencies.

All the seated partners that sit at the EmployNV Career/Business Hub are great partners. The ability to communicate, utilize the CTS Log, and have regular meetings is how we successfully change individuals' lives in Washoe County.

### **Success Story**

#### **SID4306167**

This client enrolled in the JOIN program on March 14, 2023. He was interested in getting his CDL. When he came to JOIN, he was a homeless Veteran and living in transitional housing. He had been incarcerated but this did not prohibit him from gaining employment as a CDL employee. He also has medical barriers that were surpassed during his training.

He enrolled in the CDL training with Desert Knight CDL School and completed his training in May 2023. He gained full-time employment with Capurro Trucking on June 21, 2023 making \$26.00 per hour.



## **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 to help 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 PY2022, 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.

### **Enrollment and Occupational Skills Training**

JOIN provided services to 53 new enrollments for PY 2022. Clients received training in a variety of occupations such as Class "A" CDL, Cosmetology, Electrical System Technology, Sonography, Radiology, Vet Technician, Freight Broker, Phlebotomist, Esthetician and Paralegal. Several clients also completed On-the-Job training and remain with their OJT employer.

### **Recruitment/Outreach/Partnerships**

Each year, JOIN's Programs Director, Regional Managers, Career Training Coordinators, and Work Experience Administrators conduct extensive outreach in their communities and develop relationships that evolve into long-lasting partnerships. JOIN expanded our outreach, thereby reaching a new community of individuals in Northern Nevada's most rural and frontier locations. Ongoing recruitment strategies include virtual community awareness outreach, one-on-one recruitment, and print and social media. JOIN participated in as many community outreach and awareness activities as possible throughout all Northern Nevada. Staff attended local meetings over Zoom's virtual platform, including virtual job fairs, workforce development consortiums, chambers of commerce, county Boards of Supervisors/Commissioners, economic and workforce development agency meetings, veteran's groups, and partner agencies that promote cooperative and collaborative relationships between community human service agencies.

### **Success Story**

#### **SIDI628397 Elko, AD/OJT**

Client came to JOIN seeking employment and to get life back on track, after being without housing and struggling with addiction for five years. The owner of a local gift shop gave the client a chance. The client began work for the employer

on an On-the-Job Training contract on July 11, 2022 and completed it on October 3, 2022. Client continues to work here, bringing in a steady paycheck. To date, she is five months sober. She has a place of her own. "I am like a sponge, learning new things daily. I feel wanted and have a purpose in life. Bonus, the owner allows me to bring my dog to work," she said.

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For the program year 2022, the Nevada Hospital Association (NHA), in partnership with the Governor's Office of Workforce Innovation and Nevadaworks, continued the roll-out of the H-IB Rural Healthcare Grant to the rural areas of Nevada. The intent of the H-IB Rural Healthcare Grant is to alleviate healthcare workforce shortages by creating sustainable employment and training programs in healthcare occupations serving rural populations.

With funding from this grant, the NHA offers education, training, job placement advocacy and supportive services to qualified participants interested in obtaining a degree, license, or certification in the healthcare profession to provide rural Nevada healthcare employers with professionals capable of delivering safe, direct patient care in medical services.

### **Enrollment**

The goal of the H-IB grant 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 populations of underserved, unemployed, underemployed, and incumbent workers.

For the H-IB PY2022 program year, a total of 42 participants were enrolled into registered nursing, Radiology and Sonography, Advanced EMT and Paramedic, Certified Nursing Assistant, Licensed Practical Nursing programs, Medical Assisting programs, Phlebotomy and pre-requisite courses to gain acceptance into a healthcare degree program.

Twelve rollover participants graduated from their academic programs during the program year, and all obtained full-time training related employment. Five of these participants entered On-the-Job Training (OJT) contracts with their employers. The remaining nine rollover participants will complete training programs during the next program year.

The H-IB grant was approved for a contract modification by the Department of Labor to allow grant funding to be used Statewide. This modification allowed the grant to include three new rural areas: Pahrump, Mesquite and Boulder City. The Program Director worked with Mesa View Hospital in Mesquite Nevada, to connect them with a virtual medical assisting (MA) training program. The hospital was forced to train individuals in house, using existing staff, because there were no local MA programs for their incumbent workers to attend. The Program Director engaged a Reno based school, Charter Career Academy, that offers virtual Medical Assistant programs throughout the State of Nevada to help solve this problem.

Five incumbent worker participants were identified for the virtual MA program. Participants were enrolled during this program year and all are scheduled to complete their programs during the next program year.

### **Occupational Skills Training**

The NHA developed collaborative partnerships this program year with Great Basin College, Carrington College, Truckee Meadows Community College, University of Nevada Reno, Unitek, Western Nevada College, Las Vegas College, Northwest Career College, Medical Skills for Life Institute, College of Southern Nevada, Charter Career Academy, Southern Nevada EMT, Mohave community College and Nightingale Nursing College. These academic institutions offer degree programs and other allied health courses to eligible participants looking to obtain careers in direct patient care. During this program year, participants were enrolled into academic programs including: Registered Nursing, Certified Nursing Assistant, Medical Assistant, Phlebotomy, Radiology Technician, Sonography, Licensed Practical Nurse, Emergency Medical Technician, and pre-requisite classes. All these academic programs are career pathways into direct patient care.

Debra Scott, MSN, APRN, FRE, of Scott Consulting, LLC, was enlisted for the Transition to Practice (TTP) skills seminar for the enrolled new graduate nurses. The one-day training seminar curriculum consists of strategies to enhance clinical reasoning and interdisciplinary communication skills through simulation and mentoring. One newly graduated registered nurse benefited from this course during the program year.

### **Results**

By the end of the program cycle 2022-2023, twelve (12) enrolled participants successfully completed their academic programs and gained full time training related employment. Six (6) of these participants graduated from Registered Nursing programs, three (3) graduated from Sonography programs, one (1) completed a Certified Nursing Assistant course, and two (2) graduated from Radiology Technologist programs. Five (5) of these participants entered On-the-Job Training contracts with their employers. Four (4) participants were excited from the program during this program year with three (3) completing occupational training and obtained full-time employment.

### **Success Story**

#### **SID #4307775**

This participant lost her husband in an accident during the second semester of her nursing program. Participant is a single mother with three very young children. Participant graduated the nursing program during this program year and has been offered full time employment as a Registered Nurse at a rural hospital in Elko: "I am currently a nursing student at Great Basin College, Elko Nevada. I am pursuing a career in nursing with the long-term goal of becoming a nurse practitioner assisting people in underrepresented areas. Before this grant was awarded, I was planning on dropping the course and working a full-time job to care for my family as a single mother, but this grant allowed me to continue my education. This has helped me to cut down my working hours to be able to focus on my education. Thank you for this opportunity you have granted to me and all the beneficiaries of this program."

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## Dislocated Worker Programs (DW)

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### Community Chest, Inc. NDWG-ER and DR Program

Community Chest, Inc. (CCI) 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 marshaling multiple internal systems to comprehensively focus on meeting an individual's needs concurrently. The services clients receive include sector-specific occupational skills training, counseling/mentoring, case management, assistance with utilities and other expenses, supportive services for fuel and sector training supplies, employment-seeking assistance, and more. The staff makes it a point to connect with their clients to create a trusting line of communication so that advocacy can occur.

#### Outreach and Training

Within the grant cycle, the recruitment of clients occur from a couple of primary sources. Traditionally, previous clients refer to new clients. In addition to word of mouth, key referral sources include local food pantries, Facebook, other Community Chest programs, Healthy Communities Coalition members, training providers that are aware of the agency, and Lyon County Human Services. The staff continue to attend local coalition meetings for networking, make new connections with recent local staff, and continue to be an active part of their surrounding communities. Overall, CCI has been a success this past year. Staff have continued to work hard for their clients and learn new skills to adhere to policies, procedures, new techniques, and new collaborations. Community Chest as an agency continues to get pulled into rural Nevada communities to provide resources and new programming. The agency has now opened a new office in Dayton. The CCI staff look forward to continuing their Nevadaworks service contracts into the next year and continue to learn and grow alongside their clients.

#### Success Story

##### **SID#2872791**

The client came into CCI looking for assistance to attend training to obtain their CDL license. The client was referred through a training provider and decided that they would like to get started as soon as possible. The client was laid off due to the COVID-19 pandemic and was only recently able to start working again. The client stated that they have seen all the truck driving opportunities in the area, even with their current employer, and feels like that will be the “best way to get back on track after being unemployed for so long.” The client disclosed that they have had a hard life and

have dealt with a lot of loss and illness in their family. They feel like life is starting to turn around now, and they are so close to having the life that they have always wanted for themselves. Shortly after starting training, they moved from Yerington to Reno as they could not find housing in the same area. The client was able to pay for all moving expenses except a small portion of their first month of rent. CCI assisted with the partial rent payment, and the client was able to move into their new, safe place of residence without any delays. The client took their CDL exam and completed it successfully and is now a fully licensed commercial driver. At the time, the client was content working their current job while searching for new employment that best fits them. On December 20, 2022, the client let CM know that they have left their job and will be starting a new position as a CDL driver and are excited about the new position.



## Community Services Agency Workforce Development Program Dislocated Worker (DW)

### **About CSA's Workforce Development Program**

Incorporated in 1965, Community Services Agency (CSA) is a private, nonprofit 501(c)(3) Community Action Agency. For more than 55 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.

### **PY2022 In Review**

From July 1, 2022, through June 30, 2023, CSA worked to deliver high levels of individualized service for participants across multiple programs. Program staff worked to assist clients with opportunities to upskill, enter new career pathways, and take advantage of the wealth of available job opportunities across the Reno/Sparks region and the surrounding rural communities. Additionally, staff helped participants navigate ongoing economic challenges with the rising cost of living, childcare shortages, and sporadic availability of supportive services.

### **Community Outreach and Participant Recruitment**

During PY22, the agency was able to participate in many in-person outreach opportunities that provided opportunities for connection with job seekers and community partners. The agency also worked to reconnect with previous referral partners and training providers whom they had lost communication with or that had staff turnover and needed a reintroduction to CSA and their WIOA programs. In PY2022 CSA enrolled twenty-one (21) new Dislocated Worker (DW) participants. Upon enrollment, participants received a variety of services tailored to their specific needs and goals as identified in their Individual Service Strategy.

### **Occupational Skills Training**

While CDL remained the most in-demand training throughout the program year, the agency did support enrollments across a wide variety of sectors. DW participants were enrolled in or received tuition assistance for the following occupational skills training programs in PY2022:

Northern Nevada Barber Academy-Barbering  
I60 Driving Academy-Class A CDL  
Desert Knight CDL School-Class A CDL, Class B CDL, CDL Refresher  
Nevada Desert Truck Driving-Class A CDL  
Truckee Meadows Community College-Certified Nursing Assistant  
G Skin & Beauty- Esthetician, Advanced Laser Certification  
Milan Institute of Cosmetology-Esthetician, Nail Technician  
Western Nevada College-Certified Professional Life Coach, Physical Therapy Aide  
TMCC EPIC-Community Health Worker, Pharmacy Technician  
Sierra Academy of Style-Cosmetology  
University of Nevada, Reno-Entrepreneurship Certificate, Paralegal Studies Certificate  
Carrington College-Medical Billing and Coding, Registered Nursing  
Majen-Nursing Assistant  
Medical Skills for Life-Phlebotomy/Lab Assistant  
Unitek College-Practical Nursing

### **Success Story**

#### **SID 4284345**

The client was referred to CSA by Carrington College in August 2021 to receive assistance with employment and training. During his prescreen, he expressed how the instability and lack of advancement he had experienced under his previous employer had affected him. He also expressed how the COVID pandemic shutdowns had impelled him to seek a career path in the medical field versus returning to a laborious and unstable position in the lumber industry. In his previous position, the client had been earning \$17.00 per hour with no additional benefits and had collected Unemployment Compensation following his layoff.

The client began Medical Assistant training with Carrington College in September 2021. He completed his training on July 7, 2022, and secured full-time employment as a Medical Assistant/Receptionist with Tahoe Forest Hospital Specialty Clinics, on July 17, 2022. The client is now earning \$24.70 per hour with benefits and received a substantial monetary bonus earned 30 days following. Not only did this new position provide him with a substantial increase in pay and benefits, but also offers him advancement opportunities.

The client is now benefiting from a more stable and higher-paying position that allows him to support himself. He reports being overjoyed with his position at Tahoe Forest Hospital and his supervisor reports that he is a very valuable asset to the team and that they intend to continue supporting him with his career progression.



## **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.

### **Enrollment and Occupational Skills Training**

JOIN provided services to nine new enrollments for PY2022 and all were co-enrolled in DW, NDWG-ER and NDWG-DR. Clients received training in a variety of occupations including but not limited to Registered Nurse, Accounting Specialist, Medical Billing and Coding, Class "A" CDL and Grant Writing.



## **JOIN Rural 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 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 PY2022, 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.

## **Enrollment and Occupational Skills Training**

JOIN provided services to thirteen (13) new Dislocated Worker (DW) enrollments for the PY2022; twelve of them were co-enrolled in the NDWG-DR program and eleven were co-enrolled in NDWG-ER. Clients received training in a variety of occupations including but not limited to Class "A" CDL, Esthetician, Electrical, Registered Nurse, Home Inspector and Business Operations Specialist.

## **Success Story**

### **SID2973894 Elko, DW/DR/ER/DRE**

Client applied to the Instrumentation program at Great Basin College. Client is a single parent and wants the best for family. The client completed training and was on the Dean's list, has moved from West Wendover to Elko and is currently employed at Nevada Gold Mines as an Instrumentation Technician, starting at \$32.00 per hour.

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## Out-of-School Youth Programs (OSY)

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### Community Chest, Inc. (CCI) G.A.M.E. Guidance through Academics, Mentoring & Employment Program

For the 2022-2023 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 to find permanent stable employment afterward. This is the measurable data that they aimed to successfully complete with each client. They intend to serve these clients in a holistic manner, and to follow their mission statement and expected quality of service.

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 marshaling multiple internal systems to comprehensively focus on meeting an individual's needs concurrently.

#### Outreach and Training

Within the grant cycle, the 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 focused heavily on recruiting from schools in terms of finding those students who were not on track to graduate and had officially dropped out or that had graduated and met the requirements to enroll in the program.

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 rental increases 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 surfing or living in temporary environments. The youth continue to need higher-than-average supportive services in the realm of gas, housing, automotive maintenance, and cell phones. Gas costs made having youth in WEX's not close to their residence much more difficult. CCI provided

several emergency food baskets throughout the year with separate funding. The cost of living increased so much this last year with inflation that staff found it difficult to stick to previously budgeted supportive services per client.

**Favorite classes held this past year for staff and clients alike include:**

**Budgeting:** Staff utilized three (3) different types of budgeting to show students which would work best. This included snowballing, envelopes, and app tracking.

**Shopping:** Each student had to make a shopping list compiling a full week's menu along with keeping within a certain budget. They each had certain items that had to be purchased and could not go over the set amount that was allotted.

**Credit:** "What is credit and why is it important?" This was a two-part class. This helped students understand why it is important to maintain a healthy credit score and how to repair it if needed.

Overall, G.A.M.E. was a success this past year. Staff have continued to work hard for their clients and learn new skills to adhere to policies, procedures, new techniques, and new collaborations. Community Chest as an agency continues to get pulled into rural Nevada communities to provide resources and new programming. The agency has quadrupled in size since its inception and prides itself on quality of service. With intentional growth and forward-thinking, this agency, and the G.A.M.E. Program plans to continue to flourish. The CCI staff look forward to continuing their Nevadaworks service contracts into the next year and continue to learn and grow alongside their clients.

## **Success Story**

### **SID#4314317**

This client enrolled in the GAME program in September 2022. They had a strong desire to return to school and find employment after enduring mistreatment and difficulty during their formative years in Dayton, Nevada. The individual faced challenges during grade school, struggling to feel comfortable in their own skin due to their assigned gender and name not reflecting their true identity. Mental health issues also affected their attendance in school and confidence, leading to dropping out of high school and difficulty securing consistent employment.

Despite the setbacks, the individual persevered and eventually achieved their goals. They obtained their high school equivalency and completed an 8-week work experience, leading to employment at the Aces Ball Stadium Cafe. The individual hopes to work at a Walmart near their home in Fernley and has already applied.



## **Community Services Agency Workforce Development Program Out-of-School Youth**

### **About CSA's Workforce Development Program**

Incorporated in 1965, Community Services Agency (CSA) is a private, nonprofit 501(c)(3) Community Action Agency. For more than 55 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.

### **PY2022 In Review**

From July 1, 2022, through June 30, 2023, CSA worked to deliver high levels of individualized service for participants across multiple programs. Program staff work to assist clients with opportunities to upskill, enter new career pathways, and take advantage of the wealth of available job opportunities across the Reno/Sparks region and the surrounding rural communities. Additionally, staff help participants navigate ongoing economic challenges with the rising cost of living, childcare shortages, and sporadic availability of supportive services.

### **Community Outreach and Participant Recruitment**

During PY22, the agency was able to participate in many in-person outreach opportunities that provided opportunities for connection with job seekers and community partners. The agency also worked to reconnect with previous referral partners and training providers whom they had lost communication with or that had staff turnover and needed a reintroduction to CSA and their WIOA programs. In PY2022 CSA enrolled thirty-three (33) new youth participants. Upon enrollment, participants received a variety of services tailored to their specific needs and goals as identified in their Individual Service Strategy.

## **Occupational Skills Training**

During PY22 the agency continued to see an increase in 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 during PY22:

- Northern Nevada Barber Academy-Barbering
- I60 Driving Academy-Class A CDL
- Desert Knight CDL School-Class A CDL
- Truckee Meadows Community College-Clinical Medical Assistant, Pharmacy Technician
- Paul Mitchell the School of Reno- Cosmetology
- Milan Institute-Dental Assisting, Massage Therapy, Nursing Assistant
- G Skin & Beauty- Esthetician
- Milan Institute of Cosmetology-Esthetician
- Carrington College-Medical Assistant
- Western Nevada College-Nonprofit Management + Professional Grant Writing
- University of Nevada, Reno-Paralegal Studies
- Unitek College-Practical NursingCareer College of Northern Nevada-Welding

## **Work Experience (WEX)**

CSA facilitated three (3) occupational training opportunities through work experience placements in PY2022, resulting in more than 300 hours of training completed. These work experience placements focused on developing soft skills and job readiness for participants in food service and warehousing.

Employer Partners that hosted WEX placements included:

- Bonanza Produce
- Urban Grinders/Glory Cloud Coffee

## **Success Story**

### **SID#4300720**

The client was referred by a friend in pursuit of a medical assistant certificate for employment. She was unable to complete the nursing program at TMCC in 2021 due to health issues and lost her financial aid. She and her family emigrated lawfully from Afghanistan in 2017 and she had limited employment experience at the time of enrollment.

She enrolled in the Medical Assistant program at Carrington College in June 2022 but was unable to complete it due to difficulty with the pace of the program and language barriers. Carrington staff cited poor progress in the phlebotomy course and shyness leading to poor customer service skills as reasons to drop her from the program.

The client and her case manager identified an alternative route to medical assisting by pursuing on-the-job training in phlebotomy. She worked with her case manager to create a resume, and successfully obtained employment as a part-time Donor Technician at CSL Plasma on November 22, 2022 making \$15.80/hour. On April 20, 2023 she was promoted to a phlebotomist position and her wages were increased to \$16.75/hour. She also received a phlebotomy certificate of completion in May. On June 14, 2023, the client received an Employee of the Month award for a 97% success rate and 250 blood draws. She also obtained a glowing review from her supervisor stating that she is a "highly skilled phlebotomist" and has a "reassuring bedside manner which has consistently resulted in a high level of patient satisfaction." She then became the first-ever employee to achieve a 99.07% success rate in June 2023.

The client is now returning to a Medical Assistant training program with her new skills in phlebotomy and customer service at TMCC which has a slower pace and more assistance available. She believes that her job experience and further practice with English will contribute to her success in this second try.



## **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 call to action to help 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 PY2022, 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.

### **Enrollment and Occupational Skills Training**

JOIN provided services to six (6) new enrolments, which was the contracted goal for the PY 22-23.

Clients received training in a variety of occupations such as Cosmetology, Registered Nurse and WEX's at Crossroads Behavioral Health and JOIN, Inc.

### **Success Story**

#### **SID4311825 Elko, OSY/WEX**

This client was referred to JOIN by Crossroads Behavioral Consultation to participate in our WEX program. Soon after, she was on track to begin her WEX on 8/29/22. Crossroads Behavioral Consultants work mainly with individuals of all ages with Down syndrome.

In her first two weeks at Crossroads, she learned about behavioral interventions, plans, antecedents, behaviors and consequences. Throughout her work experience, she learned how to do the following: RBT competency assessments, including behavioral frequency, duration, and latency, behavioral intervention plans, antecedents, behaviors and consequences.

"Since I began, I've become a more responsible and independent young lady," she said. "I can't believe how much money I made. I am saving to buy a newer car."



## **Northern Nevada Literacy Council (NNLC) Out-of-School Youth 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. Fiscal year 2022/2023, the Learn and Earn program was contracted to serve 55 youths. This program exceeded the contracted number with 56 youths. The breakdown for the majority of the Out-of-School Youth (OSY) enrolled in the Learn and Earn program were clients living in high poverty zip codes, low income, youth requiring additional assistance and unemployed.

The majority of the Occupational Skills Training (OST) programs in which the Learn and Earn participants were enrolled were in the medical field, automotive, dental assisting and CDL. Fifty (50) participants were put into a training program; twenty-seven (27) of these participants have completed their occupational skills training programs, and fourteen (14) are currently working on completion of their training program.

Eighteen (18) participants enrolled in the Work Experience (WEX) program, with eight (8) participants receiving job offers at the end of their WEX, and two (2) participants are still working on completing their WEX. The Learn and Earn program partnered with seven different employers to fulfill these WEXs. Ten (10) of the participants enrolled in the Learn and Earn program did not have their High School equivalency (HSE), or High School diploma at the time of enrollment. Four (4) of these participants were successful in achieving their HSE, and six (6) participants continue to work towards achieving their HSE by attending Adult Basic Education classes at NNLC.

The 56 participants enrolled into the Learn and Earn program received the following services as needed: skills and interest assessment, CASAS assessment, adult basic education classes, occupational skills training, background and drug test fees, reimbursement fees for physicals for CDL permit, reimbursement fees for CDL instruction permits, CPR training fees, comprehensive guidance, mentoring, resume writing assistance, job search, interview preparation, and job placement assistance. Some participants received bus passes, gas cards, assistance purchasing training supplies, textbooks, tools, and uniforms.

Many participants in the Learn and Earn Program have been successful in achieving their career goals. Below are two success stories from the 2022/2023 fiscal year.

### **Success Stories**

#### **SID#2786996**

Client is a 20-year-old out-of-school youth. At the time of enrollment, this participant was unemployed and needing additional assistance to reach their educational goals. This participant was put into training at the National School of Dental Assisting in their Dental Front Desk Program. With the assistance of NNLC, this participant was placed into a WEX

at Wild Creek Dental in the Dental Front Desk/Dental Assistant position. Wildcreek Dental hired this participant as a full-time employee when the WEX completed, starting at \$21.00 an hour.

**SID#2977223**

Client is a 24-year-old out-of-school youth. This participant was unemployed at the time of enrollment into the youth program. The participant was referred to the NNLC youth program by the training institution and enrolled in the Commercial Driver's License program at Desert Knight CDL School. Shortly upon completing the training program, the Participant accepted a position with Saladino's Foodservice as a CDL Driver making \$26.00 an hour with full medical benefits.



**Northern Nevada Electrical Joint Apprenticeship & Training Committee (NNEJATC)  
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. Guided by a Board of Trustees, the NNEJATC has successfully graduated hundreds of apprentices to journeyman status over the past 50+ years.

NNEJATC provides training programs to meet the competitive challenges of today's global market and green energy economy. Each Electrical Apprentice is provided with on-the-job Work-Experience (WEX) training, 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 Electrical Apprenticeship Program. This support includes labor market information, assessment, career advice, assistance with resumes and job applications, interview preparation, and understanding of the apprenticeship system.

During the application assessment, NNEJATC staff determines if the potential participant is eligible for the WIOA Out-of-School Youth (OYS) services. These potential clients have a desire to go somewhere with their life, increase their financial and socioeconomic status, and become Licensed Electricians.

The NNEJATC PY22 Nevadaworks goal was to provide classroom instruction, hands-on training, adult mentoring, occupational skills training and on-the-job WEX experience, leadership development, and supportive services to eleven (11) Out-of-School Youth participants. The NNEJATC achieved this goal with all enrolled WIOA individuals completing the program.

### **Success Story**

#### **SID #4293806**

The client is a WIOA OSY client living in a high-poverty zip code and has a disability. After working various jobs in retail, such as at Home Depot, client wanted to build a career instead of just having a job and applied for and was accepted into the Northern Nevada Electrical Apprenticeship program. The Electrical Apprenticeship training is on 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 textbooks, work boots, and tools for the On-the-Job OSY WEX.

The client was able to receive partial supportive services assistance to start the WEX. In a statement from the client, "I am a first-year apprentice and I have been lucky enough to have received this grant through the Electrical Apprentice JATC. Receiving this type of financial aid has been immensely helpful for me in succeeding during my apprenticeship. This has aided me in purchasing tools, clothing, books, and materials that would have been difficult for me to afford on my own." The client successfully completed the OSY WEX apprentice training and is now earning \$26.10 an hour with full benefits.



## **JOIN ONE-STOP**

### **DISASTER RECOVERY PROGRAM**

#### **Occupational Skills Training**

JOIN was able to provide the following services to Disaster Recovery clients: Occupational Skills Training, Training Materials, Support Services, Resume Assistance, and one-on-one case management assistance. These services were provided so 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 it 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.

### **EMPLOYMENT RECOVERY 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 RECOVERY 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. Due to the cost of living on the rise, client was having issues making ends meet while 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 a 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.



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## PY2022 National Dislocated Worker Grant – Employment Recovery

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### **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. Rereferrals originate through local college academic instructors and partnering hospital managers sharing grant information with prospective participants.

**Enrollment:** The NDWG-ER program successfully served and placed ten (10) new graduate nurses (NGN) into full time employment as Registered Nurses. The NDWG-ER program also served one (1) allied health participant interested in obtaining training to enter a healthcare career. One (1) remaining participant, a new graduate nurse, was enrolled but was unsuccessful in passing the nursing licensing exam and was not placed into employment.

### **Occupational Skills Training**

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 seminars curriculum consists of strategies to enhance clinical reasoning and interdisciplinary communication skills through simulation and mentoring. The increase in the NGN's 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.

Survey results from the New Graduate Nurse (NGN) cohort regarding the Transition to Practice (TTP) skills seminar have been exceptional. Faced with a host of challenges in an ever-changing healthcare environment, especially during COVID and post COVID, the feedback from many of the NGNs stated the TTP seminar was instrumental to their successful transition into the workplace.

### **Invaluable Partnerships**

Employer partners include Renown Regional Medical Center, Saint Mary's Regional Medical Center, Northern Nevada Medical Center and Carson Tahoe Hospital. 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, Unitek and Majen, provide an opportunity.

The NHA program staff met with the Deans of the local academic institutions as well as the nursing directors at partnering hospitals to discuss the needs and challenges each entity is facing and to share information involving recruitment. These partnerships are critical in building solid relationships and a recruitment pipeline. These information sharing opportunities are an important collaborative effort to stay abreast of workforce challenges.

## **Results**

By the end of the program cycle, all active participants were excited from the program as the NDWG-ER funding stream came to an end. Ten of these participants obtained and retained full-time employment with their facilities as registered nurses, the other new graduate nurse participant could not pass the licensing exam and did not obtain employment. Program staff followed participants through the virtual system SARA. The SARA system has increased the amount of follow-up comments the program staff receives from the clients. Based on these comments, program staff have 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 Stories**

The program's successes are evident with the high number of enrolled participants obtaining and retaining full time employment in their new occupation.

**State ID# 4320777** was laid off from her job in California in 2018. She left behind everything she knew and loved and moved to Nevada to pursue her life-long dream of being a nurse. She graduated from her nursing program in December of 2022 and with grant funding assistance, she received an NCLEX study program which helped her pass her State Licensing exam and is now a Registered Nurse in Nevada and has been offered full time employment at Carson Tahoe Hospital.



## **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 the 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 PY22 Nevadaworks' goal was to provide classroom instruction, hands-on training, occupational skills training, on-the-job experience, and supportive services to twelve (12) COVID-19 NDWG-ER participants. The NNEJATC achieved this goal with all enrolled WIOA individuals completing the program.

### **Success Story**

#### **SID#2937456**

The client qualified when he was laid off from Domino's Pizza during the nationwide shutdown. The pandemic further limited the client's employment opportunities. Married with two small children under the age of 5 years old, the client needed more than a job --- he needed a career that paid full benefits for him and his dependents. The client applied for and was accepted into the Electrical Apprenticeship Program at the NNEJATC where he excelled in both the classroom and during the On-the-Job training. He has successfully completed the Nevadaworks-approved ETPL apprentice training at the NNEJATC and is now earning \$19.58 an hour with full benefits for himself and his 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) — One (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 — Twenty (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 PY2020-2021 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 had trouble 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 (7) 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 (1) 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, eleven (11) clients are working in the behavioral field as a direct result of their education. During PY2021, two (2) clients earned their state approved CADC-I, and one (1) client received his CADC, allowing them to officially start a career in a counseling role.