

Brian Sandoval
Governor

STATE OF NEVADA

Tracy Guinn, Chair
Louise Helton
Denise Abbey
Christa Mike
Mary Hausch

Don Soderberg
DETR Director



**Department of Employment, Training, and Rehabilitation
BOARD FOR THE EDUCATION AND COUNSELING OF DISPLACED HOMEMAKERS
NOTICE OF PUBLIC MEETING**

Name of Organization: **Board for the Education and Counseling of Displaced Homemakers**

Date and Time of Meeting: **09/10/2018
1:00 p.m. Annual Face To Face Board Meeting**

Video Conference Locations: **Nevada JobConnect Conference Room
Reno Town Mall
4001 So. Virginia Street, Suite H
Reno, NV 89501**

**DETR/Stanley P. Jones Building, Conference Room C
2800 E. St. Louis Avenue
Las Vegas, NV 89104**

**Nevada JobConnect Conference Room
475 West Haskell Street, #1
Winnemucca, NV 89445 (for public comment)**

**Nevada JobConnect Conference Room
150 Avenue F - Suite 1
Ely, NV 89301 (for public comment)**

This meeting will be conducted by videoconference. The public may observe this meeting and provide public comment at any of the above-cited locations.

I. Roll Call and Confirmation of Quorum (1:25 PM)

Those present in the Las Vegas location were:

Lynda Parven - DETR

Those Present at Reno Town Mall were:

Louise Helton (Chair)

Denise Abbey (Board Member)

Mary Hausch (Board Member) via telephone

Tracy Guinn, (Board Member)

Christa Mike (Board Member)

Odalys Carmona, WISS ESD II

Teena Park, WISS AA

Community Chest: Erik Schoen

Frontier Community Action Agency (FCAA): Alaine Kliever-Nye, Janine Robinson & Lilly Avalos

HELP of Southern Nevada: Denise Gee & Mallory Cyr

Truckee Meadows Community College (TMCC): Camille Vega

Those Present in Ely were: video open for public comment only

Those present in the Winnemucca Location were: video open for public comment only

Quorum was established by: Louise Helton, Chair

II. Verification of Posting

Odalys Carmona verified posting of the agenda per NRS 241.020 3(a)

III. Welcome and Introductions – none

Public Comment(s) Louise Helton opened the floor:

Members of the public are invited for comment(s). No action may be taken on a matter during public comments until the matter itself has been included on an agenda as an item for possible action, and properly noticed pursuant to NRS 241.020. Due to time constraints, the Chair may limit public comments to three (3) minutes/person. Please clearly state and spell your full name.

There were no public comments in Las Vegas, Reno, Winnemucca or Ely locations.

IV. Approval of June 11, 2018 Meeting Minutes

Chair moved for the minutes to be revised, in writing, and tabled until the next meeting.

MOTION: Tracy Guinn

SECOND: Denise Abbey

All in Favor - None opposed

V. Review–Displaced Homemaker (DH) Program Grantee Reports

TMCC: CamilleVega stated that TMCC has closed a bunch of files in the last quarter and they are pretty confident that there are some active, current Displaced Homemakers. TMCC has the first male Displaced Homemaker, for the year, and are expanding the diversity of the program. He was a stay at home Dad and now the couple is divorcing and he does meet the criteria for DH but they do not see him very often.

HELP of Southern Nevada: Denise Gee and Mallory Cyr presented

Mallory Cyr stated the final quarter showed a positive average hourly wage of \$14.00 per hour. HELP is finding better employment opportunities with the majority of positions full time. A few of the clients also received additional services related to housing. HELP of Southern Nevada is growing in its services and will be able to share more in coming meetings including a larger presence in serving new mothers who are in need of employment services and will likely fit the criteria of DH. HELP has strengthened partnerships with CSN and their workforce development program with funding that they have outside of WIOA dollars to help people get into training and employment. Looking into the next quarter; partnering with funeral homes in order to assist individuals who have lost a family member and may benefit from their services. Also including finding those that offer assistance such as assistance with burial costs hoping that will lead to others that can benefit from services. Now through the WIOA Program there is a representative in the Maryland Parkway JobConnect office and since she has been there they have had some great referrals of clients to their office identified as DH as well as WIOA enrollment. DH has been able to come in immediately to help find employment and to at least help to gain the confidence needed to find employment. That partnership has been positive and they are promoting more enrollment of clients into WIOA into training so that they can continue to increase the hourly wage.

Louise Helton: Asked about a communication plan that she had heard about.

Mallory worked on a Communication Plan that she had intended to give to an outreach specialist that was going to be hired. That person decided that they were no longer going to take the position. Since then HELP has modified to hiring a trainer instead of the outreach specialist. Mallory will be doing more of the outreach and efforts directly connected to the communication plan. Now with having a trainer doing more of the facilitation Mallory can be in that role less and doing more of the recruitment along with more time for follow up. Ideally the trainer will be hired this month, the selected person has worked with the DH program in Minnesota so she comes with experience. She is multilingual and will be potentially connecting with new populations of clients.

Mallory feels strongly that what they do at HELP is very unique in employment services in that when clients get to them they have tried other outlets and when they finally get connected with HELP they see someone who is able to spend more than a few minutes with them rather than just handing them a printout referral to a job to apply for. While their per client cost might be high the impact that they make on the clients that they serve is quite intense and valuable. Of the clients exited there are 3 individuals that were lead to jobs and housing assistance and are now completely off of services.

Louis Helton asked that HELP share their Communication Plan and if any other partners have one to share as well.

Odalys asked Mallory to share in the development of the Communication Plan.

Mallory stated the she initiated a Round Table discussion inviting various communities, identity groups, training providers, radio and those that directly serve the chronically homeless individuals. Twelve women attended and recognized that men are also in need of services. Brain storming sessions were done with these individuals all seemed to know someone who would benefit from the DH Program. HELP had the idea of sending someone out to the various locations to determine if they qualify for the DH Program. The goal was that the Outreach Specialist would be the person who go and facilitate that. Having someone out in the field on a

fairly regular basis is helping to get referrals. Also, the more involved the communities around you are the more mouth pieces there are to share your information of services offered.

Community Chest: Erik Schoen, presented

Erik noted the value of the DH program in giving clients an opportunity to work intensively with a population that often times needs that personal touch, including victims of domestic violence. A lot of their funding is 1 touch, 2 touch, 3 touch but DH offers staff the ability to walk along side for the entire journey. For the client profile that they are seeing a lot of extra support is needed so CC connects them with a variety of resources including food stamps, Medicaid & WIOA funding that they also offer. They wrap the services around the clients so that they are given a chance at having an independent life. For Community Chest that is a value added. As with HELP the numbers may be small but the impact is really large.

In terms of last year's report Community Chest was within \$200 of spending down the budget. CC has 15 clients with 9 active. Eight of the nine are in WIOA training. Training includes clinical medical assistant, healthcare billing and coding, community health worker, pharmacy technician and dental assistant. All nine active clients are co-enrolled in Adult/DW WIOA funding.

Outreach during this quarter is not yet complete however case managers are involved in each of their own counties.

Hourly wage has increased from \$13.00 for the entire year to \$15.00 hourly average in the most recent quarter.

Erik is planning transportation for the Virginia City field trip to Community Chest September 11 (Tuesday) to tour the new facility. Louise Hilton, Chair and Christa Mike, board members are attending as well as Samantha Hill-Cruz from WISS.

Frontier Community Action Agency (FCAA): Janine Robinson, Alaine Kliewer-Nye and Lilly Avalos Presented

Janine Robinson presented to the fiscal side and stated that FCAA spent down the budget to only \$820 unexpended funds for the year.

Janine will be providing a corrected quarterly report to Odalys. Quarterly report should be zero and year to date should be 209. Total funds expended is 93% for the year.

Lilly Avalos has done some internal review processes to try to better serve and capture activity in the office. Lilly is coming on board to be more hands on with the reporting and managing the DH Program. The reports have been reviewed and corrected reports are included in the board packet after being adjusted to reflect the quarters accurately. Louise clarified that this is in the enrollment and exit summary. Lilly said, "yes".

FCAA is reworking the work flow in the office to better serve and capture DH Clients. Along with all their other programs they recently revised their welcome packet to include the very first area to start the screening process with clients upon entry into the office. It also lists other agencies that clients can check off that they may be interested in working with. Various programs are offered at FCAA and this gives the client a chance to find out what other services are offered in addition to what they came in for. It also allows case managers to spot potential DH clients in hopes of increasing DH numbers.

Action Item: Lilly provide sample of the Welcome Packet to the DH Board members.

Alaine Kliewer-Nye stated that FCAA's celebrated its 10-year Anniversary in August. At the event Alaine had a PowerPoint presentation running which included the DH video running as well. A judge was present and Alaine made sure that he was aware of the DH Program

FCAA holds a Family Stability meeting every month which brings together JobConnect partners, JOIN, Humboldt County Services partner and other agencies in a joint meeting instead of having multiple meetings to discuss what is going on in the community. This allows community outreach to happen on a regular basis. FCAA also coordinates a Community Breakfast with speakers presenting events and news for the area. Instead of staff going out on outreach they bring others into their office to assist clients.

Three exited to employment, average hourly wage was \$11. Clients came in for housing assistance and were found eligible for DH. The third had come in due to domestic violence and was found eligible for DH as well.

FCAA also hired on new Ameri-force staff. They are delegating more duties to one of the Ameri-force staff to assist with DH clients and do the weekly check in to schedule appointments for them and possibly, if needed, meet clients to assist with phone calls and possible help with filling out paperwork at appointments.

The Chair stated that she liked a form that they included in their report that is not a DETR DH form. Discussion ensued.

FCAA Action Item: Provide sample of the FCAA Welcome Packet to the DH Board members and the form included in their report submittal.

VI. * Discussion/For Possible Action

1. Nevada's Divorce Rates last 7 years.

The board had discussed researching divorce rates across Nevada and where trends were happening. Odalys took on the task. Odalys contacted counties via email requesting information on divorce rates. Some counties responded and some did not. She worked with the FM division to outline a table of the results. Information went back to 2014 to present. This table, on page 42, gives a picture of the information provided. Some counties increased and some went down. Studies have shown that the divorce rate is down due to the fact that less people are getting married and some are in same sex marriages. Also included is a report given to the board from years ago on page 43-44 that covers 2013-2014. Louise asked for an analysis on the information and Odalys pointed out that the collection of fees depend on the judge and the circumstances of each divorce. Each county depends on which judge, the population, the lawyer etc. The older information notes the number of divorces vs how much money in fees was collected to get an idea of a percentage collected.

Discussion ensued including centers and board members per Chair's request.

Action Item: Chair requested actual divorces filed, by county, to determine percentage of actual divorce fees collected in order to get an idea of trends and problem areas.

Action Item: Odalys to continue research.

2. Article Submission List – Pages 45-46 lists shows topics and due dates for submissions.

Chair suggested an article that could be multi-purpose. Mary offered to write a general article as well as an article for lawyers.

Action Items: Mary to write articles for publication and distribution.

Odalys suggested reaching out to various chambers and their attorneys.

Action Items: Odalys to research and contact chambers where DH could share the word.

3. Discussion - 2018-2019 Marketing/Strategic Plan

Louise shared that items discussed by the board in the Face To Face earlier the same day included: Marketing, training, program reporting with performance measures and the RFP. The board wants to carry forward the Communication Plan and the Recruiting Plan ideas into the reporting measures. If they are going to be asking for these in the RFP they will also need to be asking for reports on it.

Also, Louise mentioned adding the form discussed earlier used by FCAA to be included in the RFP.

Discussion ensued with all in attendance regarding adding the cost per participant to reporting. Louise wants to be able to compare and identify what the trends are in services and participants. Also, a history is needed to defend the program should the need arise. Discussion ensued on cost per participant between Mallory and Louise. Tracy Guinn added that the reason for adding the average cost per participant as a helpful tool is; if they ever have to go in front of legislature again, to justify this program, they need all the tools that they can get to reflect the impact of the program. Something as simple as an average may be needed. In the past when other programs were sunsetted DH continued with a little bit more money per fee after proving the program is worthwhile to the legislature. A new Governor will be coming in and may also look at programs and their boards.

Discussion including questions and input between board members and CC/FCAA/HELP.

Training: Louise suggested updated training for both board members and centers on the DH forms. The board has a hard time following the report. Also, anytime forms are changed continued training is needed.

- Marketing: Video needs to be completed.
- Public services announcements
- Articles
- Brochures.

Denise Abbey offered a list of places where brochures could be left to assist.

Action Items: Odalys to complete a count on the remaining brochures and send out stock to anyone that needs more.

4. Discussion – Creation of form to track breakdown of cost per participant.

Louise asked that everyone write down and come back to the next meeting to discuss what their ideas would be for this form to be created.

Action Items: All to submit ideas in November for December Meeting.

VII. Suggested Agenda Items for the next meeting.

- Divorce Rate Status – actual number of divorces per year.
- Demographics Report – to be placed for the March Meeting.
- DH 501 revisions
- Suggestions for new form to track cost per participant from centers
- Approval of DH brochure purchase
- PowerPoint on DH
- Chamber newsletter information

VIII. Public Comment(s) Louise Helton opened the floor:

Alaine Kliever-Nye requested that centers may like to hear her DH story from start to finish including case management. Denise said that would take more than 5 minutes. Odalys suggested that FCAA invite her as a speaker when they have an event.

Employment History and Wage information request from Karlene Johnson via email. Odalys recommended that the Centers get onto Employ NV to build resumes for the clients. Odalys can get you trained or walk you through what she does in Employ NV.

IX. Adjournment Louise requested a motion to adjourn:

Motion to Adjourn: Crista Mike

Second by: Tracy Guinn

All in Favor - None opposed

Adjourned by Louise Helton at 3:15 PM

Respectfully Submitted By:



Odalys Carmona
ESD Program Specialist II



Louise Helton – Chairperson
Board for the Education and Counseling of Displaced Homemakers