

2023

WORKFORCE CONNECTIONS

Connecting Employers to a Ready Workforce

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Executive Summary

Program Year 2023 (PY23), which runs from July 1, 2023, to June 30, 2024, has been a year of steady growth and growing national recognition for Workforce Connections (WC). Building on a strong foundation, WC has expanded its reach through greater collaboration with system partners, the opening of new EmployNV Hubs, and the launch of innovative initiatives that serve both businesses and job seekers. As Southern Nevada continues to recover and grow, WC has further solidified its role as a key convener in the region's workforce development system. Meanwhile, WC's leadership on the national stage has been increasingly acknowledged, with the organization actively advocating for policy reforms and leveraging data-driven solutions to address the changing needs of the workforce.

WC achieved significant milestones this year, especially in strengthening partnerships, which led to the expansion of facilities and programs that directly support the Southern Nevada workforce. This includes the opening of new EmployNV Hubs, such as the Youth Hub at Alexander Library, the Career Hub at Whitney Community Recreation Center, and the Business Hub at Aliante Library.

WC's growing influence on the national level was highlighted by visits from several local boards and hosting events including the NAWDP Youth Conference and the U.S. Conference of Mayors Workforce Development Council board meetings. A key moment was WC's hosting of the National Association of Workforce Boards (NAWB) Board of Trustees Quarterly Meeting in July 2023, where participants toured the EmployNV Career, Youth, and Business Hubs. This event showcased WC as a national model for workforce development innovation.

On the advocacy front, WC remains at the forefront of efforts to reauthorize the Workforce Innovation and Opportunity Act (WIOA). Through its collaboration with NAWB and the USCM Workforce Development Council, WC engaged Senate and Congressional leaders, offering valuable feedback on two major reauthorization proposals. As part of its advocacy, WC introduced the Community Investment Impact Dashboard, an innovative tool that integrates WIOA Title I service data with financial records to highlight the real-world impacts of workforce development investments. This dashboard enables advanced analytics and customized insights, enhancing transparency, data-driven decision-making, and the calculation of return on investment (ROI). By aligning resources and partnering with local economic development agencies and chambers of commerce, WC continues to expand its influence and leadership in workforce development.

As we look back on PY23, we are confident that the strategic investments made this year will set the stage for even greater success in PY24.

PEOPLE, PARTNERSHIPS, POSSIBILITIES

Local Leadership to Fulfill Local Needs

Chief Local Elected Officials Consortium

The Chief Local Elected Officials Consortium oversees primary board activities including the appointment of board members and the Executive Director, fiduciary responsibilities over local area resources, budget approvals and the coordination of inter-local government agreements.

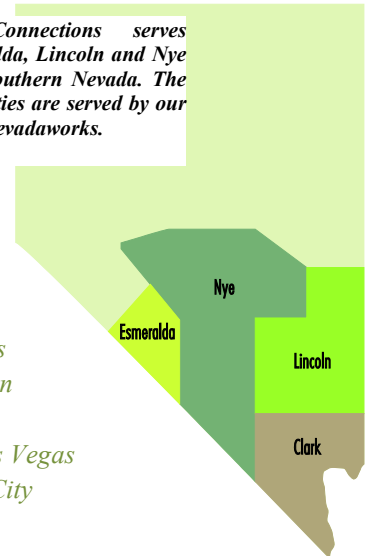
Member

Councilwoman Olivia Diaz, Chair
Mayor Michelle Romero, Vice Chair
Commissioner William McCurdy, Vice Chair-Elect
Councilman Scott Black
Councilman Mathew Fox
Commissioner Varlin Higbee
Commissioner Ron Boskovich
Commissioner De Winsor

Jurisdiction

City of Las Vegas
City of Henderson
Clark County
City of North Las Vegas
City of Boulder City
Lincoln County
Nye County
Esmeralda County

Workforce Connections serves Clark, Esmeralda, Lincoln and Nye Counties of Southern Nevada. The northern counties are served by our sister board, Nevadaworks.



The Workforce Connections Board

During PY23, the board continued to be enthusiastically involved in workforce development activities. The board is a diverse group of people actively engaged in the community who identify needs and opportunities and align resources towards effective workforce development. Our board members are leaders from various areas of the community, including:

- Private businesses
- Public workforce organizations
- Labor organizations
- Education and training institutions
- Government and economic development
- Other areas as appointed by the Chief Local Elected Officials Consortium

The board uses its understanding of the local labor market and the economic forces impacting Southern Nevada to define the scope of work performed by WC and its system partners. Working with economic development, K-12, post-secondary educators, chambers of commerce, and community service organizations, the board keeps its ear to the ground and aligns strategies that strengthen partnerships for better workforce development investments in the community.

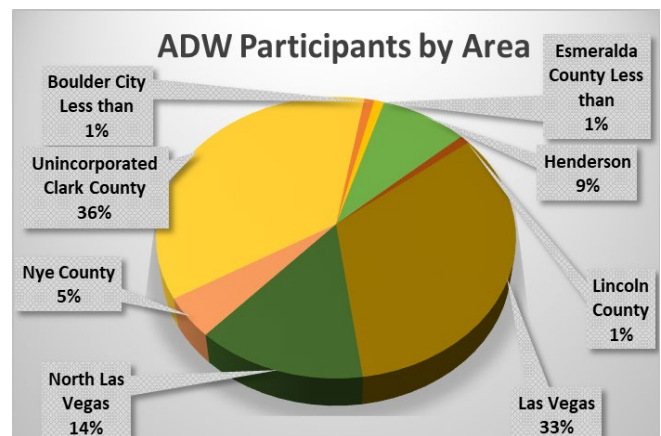
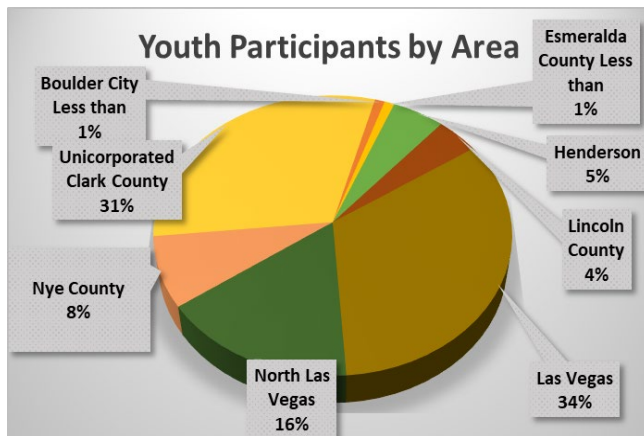
The Workforce Connections Board

Board Members	Affiliation	Programs Committee	Finance & Budget Committee	Executive Committee
<i>Jerrie Merritt, Chair</i>	<i>Bank of Nevada</i>		●	●
<i>Eric Schmacker, Vice Chair</i>	<i>SilverSummit Health Plan</i>		●	
<i>Derek Parent</i>	<i>Movement Fitness</i>	●		
<i>Darlene Navarro</i>	<i>Vegas Golden Knights</i>		●	
<i>Dasya Duckworth</i>	<i>Motional</i>		●	
<i>Drazen Elez</i>	<i>Department of Employment, Training and Rehabilitation</i>	●		
<i>Dr. Federico Zaragoza</i>	<i>College of Southern Nevada</i>	●		
<i>Geremiah Robnett</i>	<i>SMART Local 88</i>		●	
<i>Guy Martin</i>	<i>Martin-Harris Construction</i>	●		
<i>Hugh Anderson</i>	<i>HighTower Advisors</i>		●	●
<i>Jack Martin</i>	<i>Clark County Department of Juvenile Justice Services</i>	●		●
<i>Dr. Jesus F. Jara</i>	<i>Clark County School District</i>	●		
<i>Kelvin Watson</i>	<i>Las Vegas-Clark County Library District</i>		●	
<i>Leo Bletnitsky</i>	<i>Health Technology Solutions, LLC</i>	●		
<i>Lou DeSalvio</i>	<i>Southern Nevada Laborers Local #872 Training Trust</i>	●		
<i>Lynda Parven</i>	<i>Department of Employment, Training, and Rehabilitation</i>	●		
<i>Mary Beth Sewald</i>	<i>Vegas Chamber</i>	●		
<i>M.J. Maynard</i>	<i>Regional Transportation Commission of Southern Nevada</i>		●	
<i>Peter Guzman</i>	<i>Latin Chamber of Commerce</i>	●		
<i>Rebecca Henry</i>	<i>Allegiant Air, LLC</i>		●	
<i>Tina Quigley</i>	<i>Las Vegas Global Economic Alliance</i>		●	
<i>Tommy White</i>	<i>S. NV Laborers Employers Cooperation Education Trust</i>	●		
<i>Valerie Murzl</i>	<i>People Culture Consulting LLC</i>	●		

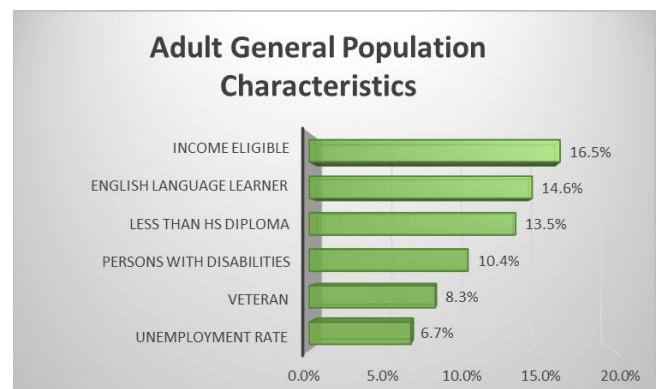
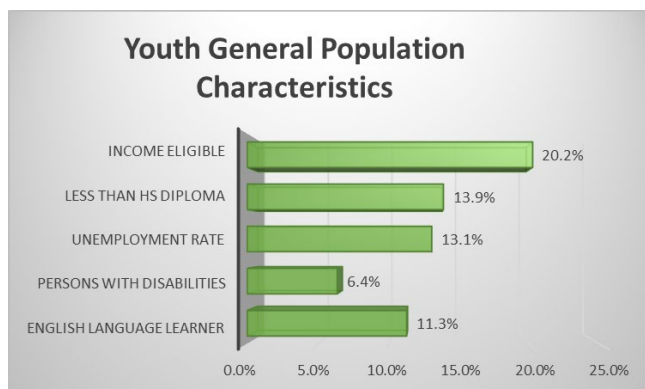
Participants

In PY23, 1,176 Youth and 2,389 Adult and Dislocated Workers were served with WIOA Title I funds in the Southern Nevada Workforce Development Area (SNWDA).

Areas Served: Our Youth and Adult & Dislocated Worker (ADW) programs serve the counties of Esmeralda, Lincoln, Nye, and Clark (including the cities of Boulder City, Henderson, Las Vegas and North Las Vegas).

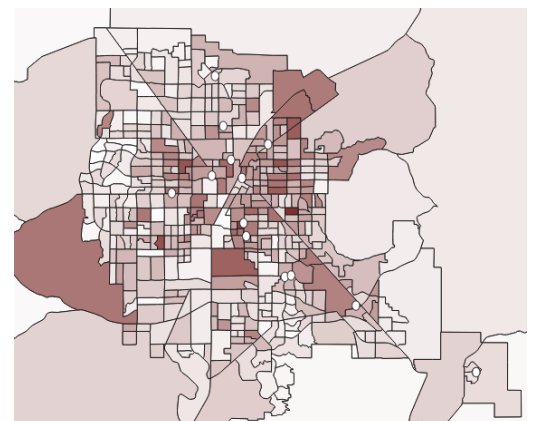


Our Community: The SNWDA faces significant challenges with respect to employment and education. The area has high unemployment, high poverty rates and low education rates. Based on the 2018-2022 American Community Survey 5-Year Estimates, the SNWDA's population is comprised as follows:

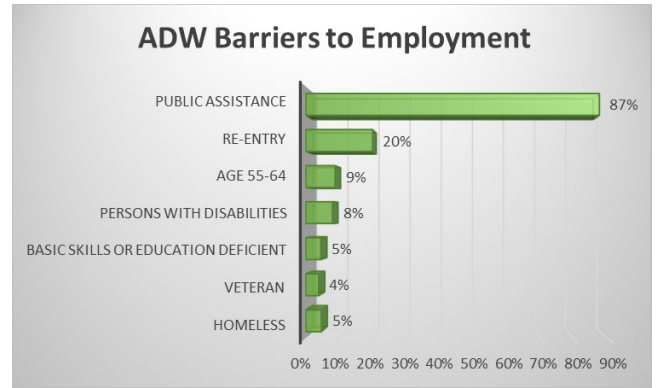
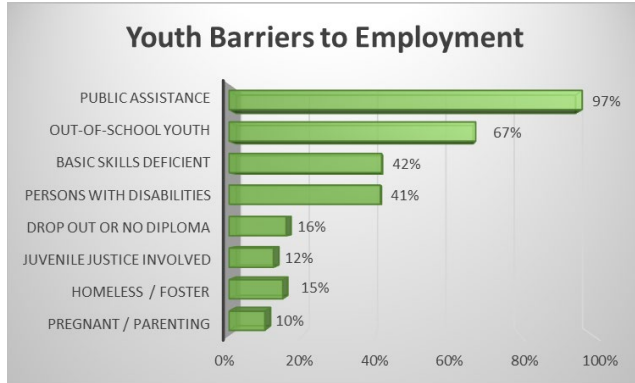


Geographically, low-income individuals are distributed in the area as displayed.

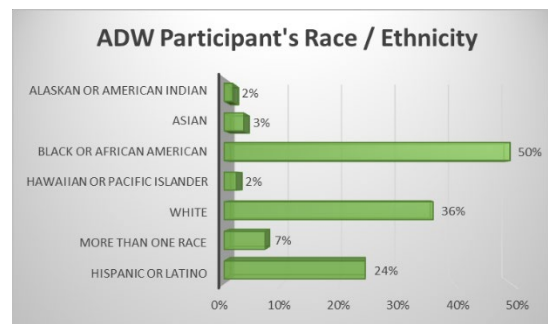
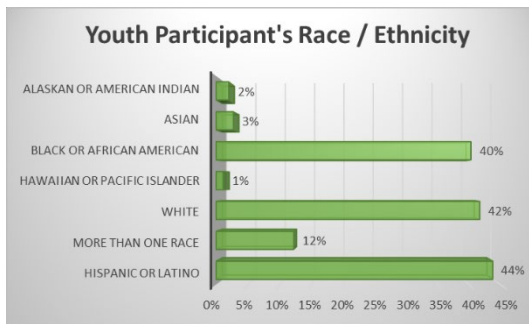
Although not specifically shown on the map, areas of low income exist in Mesquite, Laughlin, Esmeralda County, Lincoln County and Nye County.



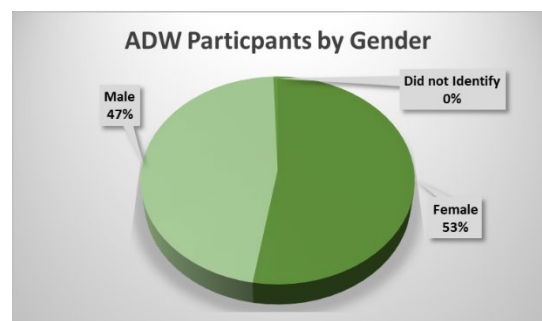
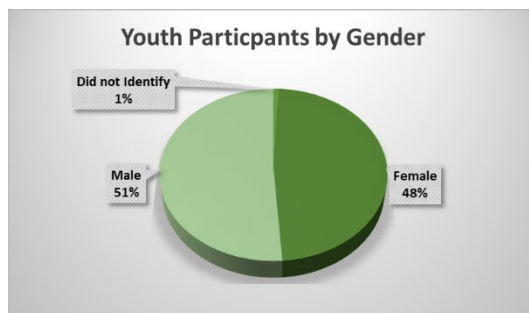
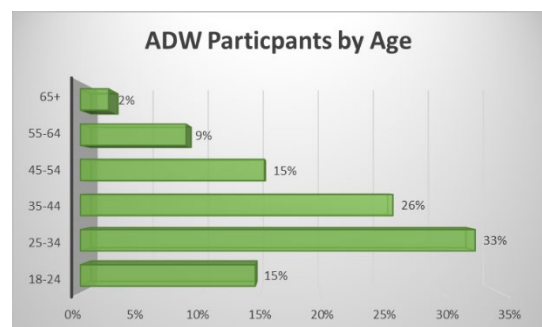
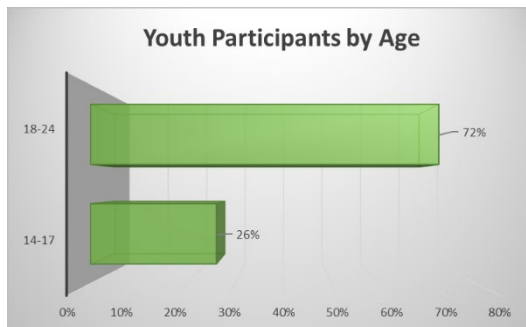
Target Population: The target population for the SNWDA consists of youth and adults who are low income and face significant barriers to employment or education. Our programs assist a wide variety of people, offering unique tools and training opportunities to ensure the fastest path to regaining employment and strengthening our workforce. These populations include adults, dislocated workers, youth, veterans, individuals with disabilities, foster care youth, at risk youth, and re-entry.



Diversity: Just like the communities we serve, our participants are a diverse group.



Additional Demographics: Age and gender demographics are listed below.



Performance Indicators: The local area met or exceeded all of the performance indicators for PY23.

Adult					
	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measurable Skill Gains
Actual Achievement Rate	73.5%	72.5%	\$8,069	83.9%	78.4%
Local Negotiated Rate	68.2%	62.5%	\$5,722	73.7%	56.8%
% of Neg. Rate Attained	107.8%	116.0%	141.0%	113.9%	138.0%

Dislocated Worker					
	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measurable Skill Gains
Actual Achievement Rate	73.8%	74.8%	\$9,084	80.7%	82.1%
Local Negotiated Rate	74.5%	76.3%	\$8,500	83.0%	70.2%
% of Neg. Rate Attained	99.1%	98.0%	106.9%	97.2%	116.9%

Youth					
	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measurable Skill Gains
Actual Achievement Rate	67.8%	70.6%	\$5,070	44.3%	61.8%
Local Negotiated Rate	61.5%	57.5%	\$3,270	44.5%	50.2%
% of Neg. Rate Attained	110.2%	122.7%	155.0%	99.4%	123.1%

Key

Exceeding	Over Negotiated
Meeting	Within 10% of Negotiated
Failing	Below 90% of Negotiated

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Strategic Workforce Development Initiatives

Demand Driven

Our workforce development initiatives are driven by our strategic goals. We aim to deliver efficient, effective, and timely employment and training services throughout the SNWDA. The initiatives support the realization of an integrated OSDS that supports Southern Nevada’s targeted industry sectors and aligns education, career training, and workforce development services in the local area to achieve targeted objectives.

WIOA Statewide Implementation: During PY23, WC staff continued to participate and provide input to the Executive Committee of the Governor’s Workforce Development Board and work with staff from the Governor’s Office of Workforce Innovation (OWINN), the DETR, the Department of Health and Human Services (DHHS) and the Nevada Department of Education (NDE). The collaborative efforts meet all WIOA implementation requirements in the local area and create an integrated system that meets the employment and training needs of Southern Nevadans. Some of the activities are detailed below:



- Governor’s Workforce Development Board (GWDB) Subcommittees – WC staff participated on the Strategic Plannings subcommittee created by the GWDB.
- Governor’s Workforce Development Board State Plan Working Groups – WC staff participated on the working group created by the GWDB to update the State Plan.

Advocacy: WC played an active role in advocating for the reauthorization of the Workforce Innovation and Opportunity Act (WIOA) through several key partnerships. One of the highlights was WC’s involvement with the U.S. Conference of Mayors (USCM) Workforce Development Council (WDC). WC worked closely with the WDC and mayors who signed an advocacy letter addressed to Senators Bernie Sanders and Bill Cassidy. This letter highlighted the importance of workforce development and urged support for WIOA reauthorization. WC also participated in two meetings with the WDC, where they had the opportunity to discuss the potential negative impacts of the ASWA legislation on workforce development efforts. These discussions were crucial in ensuring that lawmakers understood the challenges and risks posed by the legislation.

In addition to its work with USCM, WC was invited by the National Association of Workforce Boards (NAWB) and Jobs for the Future (JFF) to join their advocacy efforts. Both organizations have been leading voices in shaping the future of WIOA, and WC’s participation further underscored its leadership in national workforce development policy. Through these collaborations, WC helped to ensure that the workforce development system continues to meet the needs of both employers and job seekers, advocating for practical and impactful legislative solutions.

Brightline Project: Per request of US DOL, WC is now serving as the anchor agency for the Place Based Initiative: Brightline West Project, which received a \$3B investment by the federal government. WC will be working with Brightline, Nevada’s Department of Transportation, Southern Nevada Building Trade Unions, local counties, municipalities, and other partners to help ensure access for all Southern Nevadans to construction and operational jobs for this project.

WIOA Four-Year Local Plan: In PY23, WC reviewed and updated the Four-Year Local Plan. WIOA requires the Four-Year Local Plan to be reviewed and updated every two years. The plan aligns with the 2022 Workforce Blueprint and the newly updated State Unified Plan reflects our strategic goals and complies with the requirements of WIOA. The Local Plan details WIOA implementation activities centered on expanding partnerships among the 17 mandated partners and increasing integration of Title I services into centers. The plan also details key strategies and initiatives that further system integration and linkages to partner programs, economic development, chambers of commerce, K-12 education, higher education, and the business community. The Four-Year Local Plan continues to serve as the long-term roadmap for local implementation. WC has undertaken several initiatives that illustrate the direction and strategy for the future. These initiatives are tailored to the unique challenges present in the local area and are focused on integrating multiple resources and organizations into the Local Workforce Development System. These initiatives form a strong foundation for current and future work. Some examples are detailed below.

Strategic Direction for PY23 Integration

In PY23, WC continued and expanded its integration strategy to align with system initiatives. WC continued to leverage partnerships and engage local economic development agencies and chambers of commerce to increase collaboration. The results have been impactful and include supporting Nevada’s targeted industry sectors through seven industry sector partnerships (ISPs); continuing alignment work with the 2022 Workforce Blueprint; and continuing work on the integrated business services model deployed in EmployNV Business Hubs.

2022 Workforce Blueprint: In PY21, LVGEA in partnership with the Vegas Chamber, WC, Governor’s Office of Economic Development (GOED), Henderson Chamber of Commerce, Latin Chamber of Commerce and the Urban Chamber of Commerce released the 2022 Workforce Blueprint. Building on the inaugural Workforce Blueprint commissioned in 2017 and updated in 2019, the 2022 Workforce Blueprint identifies local priorities. The analysis highlights in-demand occupations aligned with the region’s target industries, providing a basis upon which economic and workforce development partners can work to address some of the region’s most pressing workforce supply challenges.

In the time since the original Workforce Blueprint was completed, Southern Nevada’s economy has experienced tremendous shocks and shifts as a result of the COVID-19 pandemic. As a result of the economic resurgence in Southern Nevada, the 2022 Workforce Blueprint established a new set of target industries. The target industries identified in the 2022 Workforce Blueprint are:

- General & Advanced Manufacturing
- Creative Industries

- Information & Communication Technologies
- Transportation & Logistics Technologies:
- Business & Financial Services
- Healthcare Services
- Clean Technologies

The full report can be found at <https://lvgea.org/data-and-research/workforce-blueprint/>

Regional Industry Sector Partnerships –WC led the convening of seven Industry Sector Partnerships (ISPs), bringing together local employers and skill acquisition partners from the K-12 and post-secondary systems. These partnerships worked together to address the pressing challenges of future talent pipelines, diversity in hiring, and regional investments in workforce development. The second half of PY23 saw a flurry of activity. Five ISP sectors were reconvened, employers were connected with dedicated account managers at the EmployNV Business Hubs, and job fairs were organized to bridge the gap between job seekers and employers. The initiative was bolstered by additional funding from the American Recovery Plan Act from the City of Las Vegas, and CEP Funds from DETR, ensuring a comprehensive approach to workforce development.

High School Senior Workforce Workshop – WC teamed up with the Clark County School District to better equip high school seniors with the skills they needed to succeed in the workforce. In a pilot program, 169 students from eight schools were guided through resume writing, interviewing techniques, and job search strategies.

The results were impressive - 39 of these students received job offers on-the-spot at the Spring Job Fair. Each student created a job seeker profile within EmployNV.gov to ensure connectivity after graduation.

ISP Work Ready Funds – As a testament to the impact of these initiatives, WC secured a \$1.8 million grant from DETR Governor's Reserve Funds to further meet the talent needs of employers. This grant will fuel services that promote career pathways and skill development for Southern Nevada's target industries. This powerful tool offers employers yet another resource to address their workforce needs.

Talent Liaisons: Embedded EmployNV Hub staff at the Vegas Chamber and LVGEA helped connect businesses with employment and training offerings and encouraged employers to access job seekers through the OSDS. These individuals worked directly with employers to connect them to the resources and services of the system, such as EmployNV Business Hubs and on-the-job training. Interaction with employers will also increase the number of activities in the system, such as work experiences for youth and internships.

ACT Work Ready Communities: Clark County continues to lead as the nation's largest county to become a certified ACT® Work Ready Community (WRC). WC, along with GOED, OWINN, DETR, DHHS, NDE, LVGEA, CCSO, CSN, chambers of commerce, public libraries, and other key stakeholders, collaborated on the initial ACT Work Ready Communities initiative to earn certification for Clark County in 2019.

The Work Ready Communities Initiative provides individuals the opportunity to assess job readiness skills and earn a nationally recognized certificate reflecting their skill levels. The ACT® WorkKeys® National Career Readiness Certificate® (NCRC®) is an essential tool that provides employers with critical information about future hires, allowing them to hire the right worker the first time. Just as colleges and universities rely on the ACT exam to determine a student’s readiness for higher education, the ACT WorkKeys assessments determine a job seeker’s readiness for the workplace by measuring a range of foundational workplace skills. Those skills include critical thinking, problem solving, graphic literacy, understanding workplace documents, and following workplace procedures.

Job seekers who achieve qualifying scores on the three main assessments earn an NCRC® proving to employers their job readiness skills. If skills gaps are identified, the ACT WorkKeys Curriculum helps close those gaps. So far, more than 24,000 local individuals have been awarded an NCRC.

Since the initial certification, Clark County has achieved “Maintaining” recertification twice: in August 2021 and January 2022. Maintaining goals for PY22-PY25 include achieving more than 8,200 total National Career Readiness Certificates (NCRCs) and more than 150 improved NCRCs. Clark County has already exceeded these goals by 130% and 150% respectively. The remaining maintaining goal involves re-engaging employers to support the WRC initiative. Clark County has made this the focus of the initiative for the remainder of the current maintaining period.

Workforce Connections continued to work with Lincoln, Esmeralda, and Nye County’s community, business, education, workforce and economic development leaders and stakeholders to advance their efforts towards becoming certified ACT® Work Ready Communities. In January 2022, all three counties were “lit up” by ACT, signifying their official start toward earning the WRC certification, typically a two-year process. Lincoln County achieved all required goals by the end of PY23 and anticipated official certification as a Work Ready Community early in PY24. Nye and Esmeralda Counties continue to work toward achieving their certification goals by the end of PY24.

EmployNV Business Hubs: In conjunction with DETR, B&I, GOED, LVGEA, Las Vegas-Clark County Library District (The Library District), Vegas Chamber and others, WC launched two EmployNV Business Hubs in PY20. Expanding on the success of the first two EmployNV Business Hubs, WC worked with DETR, B&I, the Vegas Chamber, and others in PY21 to launch two additional EmployNV Business Hubs at the city halls of North Las Vegas and Henderson, and, in partnership with Henderson Libraries, opened a 4,000 square foot combination EmployNV Career Hub and Business Hub at Green Valley Library. In May 2024, WC partnered with North Las Vegas Library District and DETR to open a sixth EmployNV Business Hub inside the Aliante Library.

Workforce Fellowship: The Workforce Fellowship enhances career-based counseling for secondary school students by equipping high school counselors with crucial workforce development knowledge and tools. The program strengthens the alignment between K-12 education and post-secondary opportunities by focusing on career planning, workforce activities, engagement strategies, and follow-up support through a comprehensive understanding of WIOA’s One-Stop Delivery System (OSDS).

In mid-June 2023, the third cohort of the Workforce Fellows, including 23 high school counselors from CCSD, as well as staff from Community in Schools (CIS) and Jobs for Nevada’s Graduates (J4NG), completed their nine-month immersion program. This training enabled them to effectively navigate the OSDS and connect students with valuable, no-cost resources. These Fellows are now advocates for the workforce system in their schools, thanks in part to a grant from the San Manuel Gaming Hospitality Authority.

The fourth cohort completed their capstone projects in June 2024, and the fifth cohort will begin their program in Fall 2024. This ongoing effort continues to bridge gaps in career pathways for students and their families, reflecting a strong commitment to collaboration and opportunity.

Local System Convening

System Memorandum of Understanding (MOU) and Resource Sharing Agreement: The System MOU is an agreement between the 17 system partners that supports the Local Plan, defines and shapes how services are delivered in the local area, and explains how the costs of those services are shared. The MOU’s primary focus is continued improvement of the One-Stop Career Center and the associated infrastructure and resource sharing agreement. The MOU forms a strong foundation for future agreements such as the library partnerships, procurement of the one-stop operator, establishing and strengthening meaningful access, and other system-building initiatives. The vision for future agreements is to define the system in a broader, more comprehensive fashion with the flexibility to accommodate evolving partnerships and a rapidly changing employment landscape.

Additionally, WC has formalized MOUs and is currently developing additional MOUs with community partners to secure space for one-stop centers and further align resources in the area.

EmployNV System-wide Branding: In August of 2022, DETR announced that the state’s public workforce partners would align as part of the EmployNV system. The Nevada JobConnect offices and One-Stop Career Centers were rebranded as EmployNV Career Hubs to help job seekers. EmployNV Business Hubs support businesses and EmployNV Youth Hubs assist youth. The use of one consistent brand eliminates confusion and enables staff to streamline services without changing opportunities available for youth, job seekers, and businesses.

The Local One-Stop Delivery System: Employment and training services in the local area continued to be anchored in PY23 by the comprehensive EmployNV Career Hub at West Charleston Boulevard. WC continued to execute on its vision by capitalizing on no-cost facilities strategically located in the community. The vision for the system moving forward includes:

- Improved geographical footprint across the local area.
- Additional points of system access.
- Strengthening the “system” presence through more AJCs.
- No “wrong door” for clients.
- Centers co-locating WIOA core mandated partners (Titles I, II, III, IV, and TANF).
- Centers co-locating other WIOA required partners when possible.

- No-cost buildings that will translate into more clients being served.
- Increasing access to businesses through improved coordination and the addition of the EmployNV Business Hubs.

System Building – PY23 Title I Funding Cycle: The PY23 WIOA Title I funding cycle RFPs were based on strategic direction from the WC Board and LEOs. On January 12, 2022, members of the WC Board and the Local Elected Officials Consortium participated in a three-hour strategic planning discussion. As a result, the WC Board and the Local Elected Officials Consortium reaffirmed the strategy developed in 2018. The strategy emphasizes:

- Continue transition of WIOA Title I services into one-stop centers, with the other WIOA partner programs/funding streams.
- Maximize the leveraging of resources through effective referrals, co-enrollments, and partnerships for one-stop centers with no infrastructure cost that would make services more accessible. This has resulted in \$1M of avoided infrastructure costs.
- Focus on alternative labor pools: re-entry, vets, individuals with disabilities, under-employed, disconnected youth, Immigrants authorized to work, etc.
- Implement scopes of work that are broad and flexible, that allow service delivery to multiple target populations and focus on our local target industry sectors/occupations.
- Ensure programs demonstrate a measurable high return on investment (ROI).
- Use performance data to determine ROI and make better strategic decisions.

In support of the strategic direction, WC issued an RFP in PY22 for Title I employment and training services (one-stop operator, adult, dislocated worker and youth) and successfully implemented the contracts in PY23.

Additional Funding – Non-WIOA Title I: Approximately \$7.7M in non-WIOA funding was available to WC in PY23.

- **Incumbent Worker Training (Upskill Pilot):** DETR provided WC with \$1.5 million in state Career Enhancement Program (CEP) funding, to extend over four years, to provide training for workers who want to move into high-demand occupations. This project was implemented for the purpose of improving the skills of local business's workforce and the competitiveness of participating businesses. This project provides funds to reimburse a portion of the business' cost to train and upgrade the skills of its incumbent workers. Layoff aversion and wage increases constitute the main goals of this project for the business community in the SNWDA.

With the establishment of this project, the local Workforce Development Board fosters and promotes a collaborative environment that brings together multiple stakeholders to participate in workforce development initiatives to incentivize our community's prosperity and increase the skills of the workforce.

- **American Rescue Plan (Recovery Pilot):** The City of Las Vegas provided WC with \$1.0 M in federal American Rescue Plan Act (ARPA) funding to provide assistance to targeted businesses

licensed and located within the City of Las Vegas who are COVID-19 impacted and/or operate in a Qualified Census Tract (QCT). In addition to traditional employer-based services, assistance may include assessment of business needs and challenges, ownership structure, basic business demographics, and short-term assistance to stabilize business operations of all sizes. Throughout PY23 WC continued to implement the funding and provide businesses with training resources.

- **Department of Labor Community Project Fund:** Workforce Connections (WC) has been awarded a second federal grant of \$800,000 through the Department of Labor's Community Project Fund. This funding, sponsored by U.S. Congresswoman Susie Lee, will be utilized to provide training for Southern Nevada's most in-demand occupations, in alignment with the Industry Sector Partnerships initiative.

U.S. Department of Labor's National Dislocated Worker Grant (NDWG): The Nevada Department of Employment, Training, and Rehabilitation (DETR) has allocated \$5 million to local workforce development boards to address employment barriers. The funding, provided through the 2023 Quality Jobs, Equity, Strategy, and Training (QUEST) Disaster Recovery National Dislocated Worker Grant (DWG), is aimed at assisting dislocated workers, individuals living in poverty, and underserved racial and cultural communities.

DETR was one of 12 state workforce agencies to receive a QUEST DWG from the U.S. Department of Labor's Employment and Training Administration (USDOL-ETA). The \$5 million in QUEST funds will support efforts to streamline eligibility requirements and enhance outreach strategies for both individuals and employers. In collaboration with DETR and Nevadaworks, Workforce Connections (WC) will work through Title I WIOA service providers to enroll at least 400 individuals. This funding is set to conclude on September 30, 2026.

Partnerships: WC continued to execute the strategy to implement a more effective one-stop delivery system by maintaining staffing at AJCs in partner locations, co-locating services from the WIOA four core mandated partners, and co-locating services from the 13 additional WIOA partners when appropriate. We continue to serve the Southern Nevada community through the AJCs located in partner locations, based on geography, customer base, accessibility, and space availability. The centers that are open in partnership are:

- Boulder City Library District (1 location)
- City of Henderson (1 location)
- City of North Las Vegas (1 locations)
- City of Las Vegas (1 locations)
- Clark County Parks & Recreation (1 urban location)
- College of Southern Nevada (3 urban locations)
- DETR (3 urban locations)
- Division of Welfare and Supportive Services (1 urban location)
- Henderson Libraries (2 locations)
- Las Vegas-Clark County Library District (5 urban and 2 rural/virtual access locations)

- Movement Fitness (1 location)
- North Las Vegas Library District (2 locations)
- Vegas Chamber (1 location)

One-Stop Operator: During PY23, C2 Global Professional Services (C2 GPS) served as the One-Stop Operator (OSO) for the SNWDA. The OSO continued to support system capacity, collaboration, communication, and human-centered design, and offered recommendations for continuous improvement. Over the past year, the OSO has focused on collaboration to create a customer-centered, robust one-stop delivery system that integrates service strategies across all programs and enhances and maximizes access to center services. This results in better outcomes for all customers from jobseekers and businesses. The OSO also helped to organize and implement the EmployNV Workforce Summit, a day-long training and professional development opportunity for frontline staff throughout the OSDS.

Meaningful Access: During PY23, the OSO continued to refine and integrate meaningful access to the partner programs to best serve both system customers and the system partners. To continually meet meaningful access, the referral process was further refined in PY23 by updating the resource guides and standard operating procedures for the EmployNV Career Hub comprehensive center. The OSO also provided ongoing training for frontline staff from the workforce system throughout the SNWDA.

Rural Area Support: The rural areas of Southern Nevada, including Esmeralda, Lincoln, Nye, and rural regions of Clark County, present unique challenges to workforce development. These regions are characterized by vast distances, lack of public transportation, a limited number of employers, and an absence of the social services infrastructure typically available in urban areas. As a result, these communities require tailored strategies to sustain and develop employment opportunities for local residents.

Both Nye Communities Coalition and Lincoln County Workforce provided virtual and in-person services to residents in need of employment and training assistance. During PY23, WC continued its partnership with the LVCCLD and the Boulder City Library to serve residents in rural areas of Clark County, including Mesquite, Boulder City, and Laughlin. WC implemented a virtual service delivery model, enabling individuals to connect with career coaches remotely for employment services.

Disconnected Youth Initiative Coalition: The Disconnected Youth Initiative Coalition (DYIC) branded as "Next Stop: Your Career," was successfully launched by Workforce Connections. The initiative aims to reconnect over 20,000 disconnected young adults in Southern Nevada over the next five years. Disconnected youth, defined as individuals aged 16 to 24 who are neither employed nor pursuing education, represent 17.2% of the local population—one of the highest rates in the nation. This challenge significantly impacts both the community and the economy of Southern Nevada.

To address this issue, the DYIC launched the "Next Stop: Your Career" initiative in 2023. Its goal is to link these young adults with education, training, and employment opportunities that align with the region's high-growth industries, creating a sustainable pipeline of skilled workers for Southern Nevada.

As part of the initiative, the DYIC was awarded \$500,000 in flexible funding from the Walter S. Johnson Foundation. These funds were used to procure the ATLAS CommUNITY Connexions platform, an online tool to coordinate coalition efforts, track progress, and enhance partner engagement (<https://www.atlasforworkforce.com/atlas-community-connexions/>). Through ATLAS, coalition partners will have access to a comprehensive overview of community resources and services, client application data, and eligibility criteria for various programs. The platform will also facilitate real-time, 4-way referrals among partners, ensuring immediate connection to community resources.

Additional features include a shared calendar for upcoming events and a newsletter option for partners to contribute updates and articles. Workforce Connections will use ATLAS to generate detailed reports by partner agency and service type, streamlining program management and maximizing the initiative's impact. By integrating all coalition partners into a unified system, ATLAS enhances collaboration and ensures efficient delivery of services to disconnected youth.

Partnership with GoDaddy for Microbusinesses: Local business leaders collaborated to enhance the entrepreneurial landscape in Las Vegas by hosting a Microbusiness Summit. Organized by WC in partnership with GoDaddy, Bank of Nevada, and the City of Las Vegas, the event provided small business owners with access to resources and expert guidance. Held at Las Vegas City Hall, attendees engaged in one-on-one sessions and learned about critical areas such as capital access, online presence, and business licensing. Over 335,000 microbusinesses currently thrive in the city, showcasing its entrepreneurial spirit.

YouthBuild: Chicanos Por La Causa (CPLC) was awarded the PY22 DOL YouthBuild grant for Southern Nevada. As part of their program design, and as one of WIOA's 17 partners, CPLC implemented a co-enrollment strategy with WIOA Title I Youth programs. The partnership between Equus Workforce Solutions and CPLC ensured that the cohort of YouthBuild participants had full access to a wide menu of services. CPLC served as the lead on case management and pre-apprenticeship activities, and Equus Workforce Solutions provided the paid WEXs, supplemental support services, and financial literacy workshops.

Comprehensive Update of Policies & Procedures: To streamline processes and the quality of services provided to program participants throughout the OSDS, WC continued a comprehensive policy review and update process. The intent of the process is to improve and maintain policies and procedures and provide policy guidance and interpretation of Federal and State laws and regulations. The overall objectives are:

- Communicate vision and guiding principles on delivering high-quality services, outcome-focused job seeker strategies, and local-community collaborative efforts.
- Improve grant administration in alignment with established statutes and associated regulations.
- Improve quality of service.
- Facilitate successful monitoring/oversight.
- Improve program performance and quality of performance.
- Improve administrative processes.
- Structured analysis of WIOA final regulations, webinars, and conferences.

- Assessment of the local workforce development system towards continuous improvement, effectiveness, and accessibility, including the Comprehensive OSCC certification process.
- Enhance program coordination and align programs across common goals within the OSDS to increase accountability and transparency.
- Alignment of operating guidelines and policies and procedures with WIOA, its associated regulations; State policies and guidelines; and the Four-Year Local Plan.
- Focus local resources on improving performance and outcomes at the local level while ensuring the financial integrity of awarded funds and consistency among implemented processes.

This approach further aims at:

- Fostering and promoting a greater understanding of compliance requirements governing the awarded funds.
- Continuous improvement of already-established systems of internal controls.
- Further consolidation of oversight duties.
- Ensuring higher standards as it relates to the quality of programs, services, and activities.

Data and Analysis: Over the last year, WC has concentrated on utilizing data and analysis throughout the OSDS. The overall goal has been to incorporate data and analysis into all decisions and to drive continuous improvement through consistent evaluation. By utilizing “real-time” reporting and analysis, WC has targeted the following areas:

- Return on investment.
- Improved geographical analysis of need in the community.
- Priority of service tracking.
- Employment and training activity.
- Program management.
- Data validation.
- Continued support of indirect cost rate structure for providers and WC.
- Continued support of system policy and procedure development.

The state’s integrated case management information system, EmployNV, provides a large suite of tools and resources for all workforce stakeholders, including job seekers, employers, training providers, and career coaches. WC has continued to work diligently with DETR to align policy, business processes, the Eligible Training Provider List (ETPL) functionality and reporting requirements through regular monthly calls. As a result, the local boards now have expanded access to the EmployNV reporting database. The database contains the necessary data to report on outcomes, demographics, and characteristics of Title I participants.

Throughout PY23, WC has continued to emphasize constant improvement in the following areas:

- Refining and standardizing reporting to system partners.
- Automating reporting processes where possible.
- Exploring use of machine learning to expand on analysis capabilities.
- Program implementation.
- Developing and aligning reporting structures to support policy implementation.

- Improved exception reporting to identify known data validation issues.
- Refining, streamlining, and ensuring consistency across the system.

Conferences, Outreach and Awards

NAWB Forum: Members of WC Board and Local Elected Officials Consortium and a group of NV State legislators identified as workforce champions attended the NAWB Forum in March, in Washington D.C. The Forum is the nation's largest annual workforce development conference and provides the opportunity for leaders, stakeholders and policymakers to share best practices and drive positive change. During the NAWB Forum, WC participated in the SNAP E&T Roundtable Discussion where the dialogue was around the pain-points, challenges, and opportunities of implementing SNAP E&T programming.

Talent Pipeline Summit: The Las Vegas Global Economic Alliance and WC hosted a Talent Pipeline Summit in December 2023, focusing on regional job needs and training solutions. This half-day event, part of the ongoing Industry Sector Partnerships initiative, brought together over 200 participants from businesses, education, and workforce development organizations. The summit covered workforce trends, employer needs, and successful training programs.

2023 Pinnacle Award for Business Development: The National Association of State Workforce Agencies (NASWA) 2023 Pinnacle Award for Business Development was presented to WC and DETR at NASWA's 2023 Winter Policy Forum in Washington, D.C. This award is bestowed upon a partnership demonstrating excellence and innovation in employer engagement. WC and DETR received the award for the EmployNV Business Hub model.

Formula Funds

Program Year 2023 Service Providers for Adult, Dislocated Worker, and Youth Title I Services

Adult, Dislocated Worker, and Youth Title I services are provided by a network of providers at multiple EmployNV Career Hub and EmployNV Youth Hub locations throughout the SNWDA. In-person services are available in all locations; however, virtual services can also be made available. Populations served include:

- Adults & dislocated workers
- Youth
- Veterans
- Individuals with disabilities
- Current and former foster youth
- High school dropouts
- Re-entry

These populations often face additional barriers to employment such as lack of education, insufficient skills, homelessness, single parenthood, exposure to domestic violence, extended absence from the job market, mental health, and substance abuse. All services are provided by skilled career coaches on a one-on-one basis, either in-person or virtually, to eligible participants. Services provided include:

- Career planning
- Job search assistance
- Application assistance
- Resume preparation
- Interview skills
- Financial support for occupational skills trainings, as determined on a case-by-case basis using assessments considering the following: employment goals; barriers to employment/training; current aptitude and skillset; and previous work experience
- On-the-job training
- Job readiness workshops that focus on time management skills, effective job searching and interviewing techniques
- Individualized and intensive case management and career counseling, along with follow-up retention services for one year after employment has been obtained
- Tools, uniforms, work cards and other items required for employment once a person has been hired for a job
- Courses in basic computers and digital literacy
- On-site access and referrals to system partner programs such as Adult Ed, Wagner-Peyser, etc.
- Access to comprehensive wrap-around services for substance abuse, mental health, and others.

During PY 23, the following organizations provided Title I services within the Southern Nevada EmployNV Hubs.



Lincoln County
Workforce
(775) 726-3800



PEOPLE, PARTNERSHIPS, POSSIBILITIES

Possibilities Put to Work: Highlights from 2023

Comprehensive EmployNV Career Hub

The EmployNV Career Hub – Comprehensive Center is considered the flagship American Job Center for Southern Nevada. The center is staffed by over 30 workforce development professionals representing Title I Adult, Dislocated Worker and Youth, Title II Adult Education, Title III Wagner-Peyser, Title IV Bureau of Vocational Rehabilitation, Temporary Assistance for Needy Families (TANF), Senior Community Service Employment Program (SCSEP), Disabled Veterans Outreach Program (DVOP), Community Services Block Grant (CSBG), and Las Vegas Urban League (Child Care). The virtual service access model, initiated at the beginning of the COVID-19 Pandemic, continued to operate with virtual access offered for WIOA Title I enrollment and services, virtual connection to TANF/SNAP/Medicaid and other Core WIOA Partners, and virtual career services including workshops for resume preparation, interviewing skills and job search. All Partners have continued to contribute either in-person or virtual access for their programs and have continued to provide a vast array of community resources and options to the thousands of Southern Nevadans. The EmployNV Career Hub – Comprehensive Center has continued to provide uninterrupted access to many services including:

- Resume writing
- Pre-vocational online training
- Job matching
- Labor market information
- In-demand career exploration through Traitify™
- Career path exploration
- WorkKeys© assessments
- Skill-building workshops
- Staff guidance and planning
- Employment training and support
- Work experience and internships
- On-the-job training

The EmployNV Career Hub – Comprehensive Center stands ready to support all job seekers needing to return to employment and the employers and businesses in our community needing to hire the right talent to grow and expand.

Affiliate American Job Centers



Statewide EmployNV Rebranding

In PY22, DETR, WC, and the northern Nevada local workforce development board, Nevadaworks, collaborated to implement a unified statewide rebranding of all American Job Centers to the EmployNV brand. In PY23, the OSDS continued to work to standardize the use of the EmployNV brand by updating locations on websites, reprinting outreach collateral, and refreshing signage and materials in the AJCs throughout the system.

EmployNV Career Hubs (DETR)

DETR anchors three EmployNV Career Hubs in the SNWDA focused on providing Wagner-Peyser services. In a typical year, the Wagner-Peyser funded labor exchange in each office provides a comprehensive range of employment services for job seekers that include employment assessment, counseling, job-readiness workshops, resume assistance, short-term skill training, and job referrals. Each of the DETR-anchored EmployNV Career Hubs has a full-time presence of at least one Title I WIOA personnel.

All DETR-anchored EmployNV Career Hub offices in the system are equipped with state-of-the-art resource centers which provide customers the choice to perform a self-directed job search. If the customer prefers, each office has mediated one-on-one services available from experienced and knowledgeable employment specialists.

Each office provides a full range of reemployment services including Wagner-Peyser Labor Exchange Employment Services (ES), State-funded Career Enhancement Program (CEP), Work Opportunity Tax Credit (WOTC), Rapid Response, and Trade Adjustment Act (TAA). In addition, each office also has services available from the Bureau of Vocational Rehabilitation. All offices have WIOA Title I services available from a co-located service provider.

- **Labor Exchange/Employment Services** - Labor Exchange is the driver of 86% of all the activity in the three DETR-anchored EmployNV Career Hubs.
- **Career Enhancement Program** - The Nevada Career Enhancement Program (CEP) is an integral part of the menu of services that DETR makes available to businesses and job seekers. The CEP program focuses its limited training dollars on improving the skills of the Nevada workforce by targeting key industry sectors identified by OWINN. The basic components of the CEP Program include the following:
 - Vocational classroom training.
 - Training related expenses.
 - Academic enhancement training.
 - Reemployment related expenses.
 - Customized training and workshops.

- **Pathway 2-15** - Pathway 2-15 is a CEP-funded program designed to assist individuals with significant barriers to employment become employed at a wage of \$15 dollars an hour or in a job with a pathway to \$15 per hour.
- **Ex-Offenders/Re-Entry Services** - The growing national concern with businesses providing second chance opportunities for men and women leaving our city, county, state and federal correctional facilities is shared by DETR. This outreach includes both individual and group meetings with inmates to prepare them to reenter the labor market. The goals of this outreach are:
 - Labor market awareness.
 - Workforce system awareness.
 - Resume preparation.
 - Skill assessment.
 - Point of contact-post release.

DETR has the following collaborative partnerships:

- EmployNV Career Hubs.
- Foundation for an Independent Tomorrow (FIT) Re-entry Program.
- HOPE for Prisoners Re-entry Program.
- Western Area Council of Apprenticeships (WACA).
- Statewide Re-Entry Coalition.
- US VETS.
- Division of Welfare and Supportive Services (DWSS).

DETR staff are co-located or provide extended services in the following places:

- Title I service provider offices.
- Three Square Community Food Bank Supplemental Nutrition Assistance Program.
- Work for Warriors.
- Vocational Rehabilitation.

TANF Belrose

In 2017, Workforce Connections and DWSS began a co-located partnership at the centrally located Belrose District Office. Within the Belrose Office, the assigned EmployNV Career Hub career coach was provided a dedicated private office with the essential equipment to conduct daily business.



The career coach at this site can see customers through walk-in or scheduled appointments. Due to the potential for shared customers, a workflow process and communication plan was developed by DWSS Employment and Training (E&T) staff and the EmployNV Career Hub career coach. This plan helps to prevent duplication of services and improve coordination of customer's activities.

The DWSS E&T staff have direct access to the EmployNV Career Hub career coach and can do in-person handoffs allowing for a smooth transition for the shared customers. The DWSS staff provide the career coach with the verification of DWSS benefits to qualify the shared customer for enrollment in the EmployNV Title I program. The career coach can contact and refer customers to the various program partners and resources in the community.

The shared customers receiving TANF benefits may be eligible for support services through the DWSS NEON program (TANF Employment and Training program). These supportive services include but are not limited to:

- Childcare.
- Bus passes or gas reimbursement.
- Car repair.
- Vouchers for clothing, tools, or items required to work or attend vocational training.
- DMV vouchers for state ID, NV driver's license, or vehicle registration.

A shared customer participating in NEON may also be eligible to receive funds to pay for vocational training opportunities up to \$2,500. Through the partnership, funds from both programs can be leveraged to provide opportunities to additional customers. The DWSS E&T staff evaluate the shared customer's appropriateness for the vocational training opportunity prior to entering into a contract with a WIOA partner.

Library Centers

The partnerships with the four Clark County library jurisdictions are a result of the WC Board's commitment to providing workforce services across Southern Nevada in the most needed communities. With the common vision to expand access to employment, education and training services through leveraged resources, the partnership has been successful in establishing twelve affiliate EmployNV Career Hubs, Youth Hubs, and Business Hubs located in the following libraries: Alexander, Aliante, Boulder City, Clark County, East Las Vegas, Gibson, Green Valley, Laughlin, Mesquite, Sahara West, West Charleston, and West Las Vegas. The One-Stop Operator continued to identify gaps in available services in library locations and recommended additional partner programs where applicable.

- **Alexander Library** – Provides needed workforce services in a high poverty area with high unemployment rates. The center offers Title I and Title III services. DWSS also provides onsite services for TANF, SNAP, and Medicaid. LV PITA offers basic computer skills.
- **Aliante Library** – Offers Title I employment and training services, as well as TANF. Offers Title I and Title III employer services. DWSS also provides onsite services for TANF, SNAP, and Medicaid. LV PITA offers basic computer classes that include registration into EmployNV.
- **Boulder City Library** – Offers Adult and Youth Title I services and Title III employer services. In addition to the Title I services, Las Vegas PITA offers basic computer classes to assist individuals with the foundational computer skills required for employment.
- **Clark County Library** – Offers workforce and education services through Title I and Title II funded agencies. DWSS also provides onsite services for TANF, SNAP, and Medicaid. Additional services include Three Square food pantry, English Language Learner classes, HSE prep classes, citizenship classes, entrepreneur classes, and mortgage assistance programs. The Clark County Library manages a Best Buy Teen Tech Center. The center is a hub for local youth to experience hands-on STEM programs such as the live recording studio, a quilting center, 3D printing, and more.
- **East Las Vegas Library** – Offers Title I and Title II services. DWSS also provides onsite services for TANF, SNAP, and Medicaid. LV PITA provides basic computer classes that include registration into EmployNV.
- **Gibson Library** – Offers Title I and Title III services. DWSS also provides onsite services for TANF, SNAP, and Medicaid. LV PITA provides basic computer classes that include registration into EmployNV.
- **Green Valley Library** – Serves as the host for several education and workforce-related activities, such as fairs and STEM events. Title I workforce and education services, and Title I and Title III employer services are provided at the site. DWSS also provides onsite services for TANF, SNAP, and Medicaid. Basic computer classes are offered by LV PITA.
- **Laughlin Library** – Offers Title I employment and training services are provided to the local community. Located in rural Clark County, Laughlin is a smaller town that thrives on casinos in the area.
- **Mesquite Library** – Offers Title I employment and training services are provided to the local community. Located in rural Clark County, the Career Hub offers an energy assistance program,

SNAP, a food pantry, and other wraparound services. The new campus has a 3D printer to engage participants and library patrons in STEAM activities.

- **Sahara West Library** – Serves as the de facto headquarters for the DETR Business Solutions staff, as well as housing Title I business services staff through the EmployNV Business Hub. Services available to employer customers include recruitment assistance, applicant screening services, labor market information, and access to hiring and retention incentives, as well as employer-focused Vocational Rehabilitation and Veterans resources.
- **West Charleston Library** – Serves youth ages 16-24 with educational, employment, and training services that assist youth in attaining their education and career goals through the EmployNV Youth Hub. The hub is staffed with Career Coaches trained to offer youth career exploration, work readiness and employability skills, paid internships and work experience opportunities, leadership development, preparation for college, and training services at no-cost.
- **West Las Vegas Library** – Brings needed services to the historic Westside of Las Vegas, an area that struggles with double-digit unemployment and high poverty levels. Staff representing Titles I, II, and III provide employment, education, and training services. DWSS is also present to assist with the application process for TANF, SNAP, Medicaid, and childcare funding. This site also has a 3D printer, provided by WC, and collaborates with the seated staff from the one-stop center to engage participants from their programs in STEM activities. Through this partnership, the library is often the site of hiring events, community events, and resource fairs.

Other Affiliate Centers

- **CSN campuses** - Workforce Connections, the College of Southern Nevada (CSN), and other public workforce system partners have worked strategically to integrate education, training, and the National Emergency Grant for Southern Nevada’s dislocated workers (DW). CSN has augmented additional access points for the large number of workers that need to return to work. CSN also developed accelerated credit and noncredit workforce programs, as well as weekend college, to expedite the need for immediate reemployment, upskilling/reskilling, and obtainment of degrees and/or industry recognized credentials/certificates. Accordingly, CSN implemented three strategic Career Pathways based on in-demand industries for DWs:
 - Path 1: Workers needing immediate employment
 - Path 2: Workers seeking short-term training (e.g., industry-recognized credentials and certificates)
 - Path 3: Workers seeking longer-term training (e.g., stackable credentials and A.A. degrees)

Each of the short-term reskilling or training programs is aligned with the Workforce Blueprint. The initial EmployNV Career Hub was established in the Fall of 2020 at the West Charleston campus within the Student Union. Additional EmployNV Career Hubs were launched at the North Las Vegas and Henderson campuses within their respective Student Unions in the Fall of 2021.

- **Historic Westside School** - Staffed by full-time employment professionals, the EmployNV Career Hub helps connect job seekers to employment opportunities, as well as provide resume and interview help, career exploration and potential paid training to upskill into a new career. Supportive services to help job seekers overcome barriers while finding employment also are available through the hub.
- **Whitney Recreation Center** – Opened in the spring of 2024, in partnership with Clark County, this location is staffed by full-time employment professionals, the EmployNV Career Hub helps connect job seekers to employment opportunities, as well as provide resume and interview help, career exploration and potential paid training to upskill into a new career. Staff in the center have collaborated with recreation center staff to provide onsite hiring events to the community around the center.

Specialized Centers

Re-entry Center - EmployNV Career Hub @ Foundation for an Independent Tomorrow (FIT)

The FIT Re-entry Initiative program provides individuals with a history of justice involvement the resources needed for a successful reintegration into the workforce. The services offered include:

- Financial assistance for occupational skills training, determined on a case-by-case basis using a bio-psycho-social assessment that evaluates employment goals, the nature of previous convictions, current skills and aptitudes, and work history.
- On-the-job training opportunities.
- "Stages of Employment" – an evidence-based re-entry job readiness workshop focusing on motivation, time management, job search strategies, resume writing, and interviewing techniques.
- Individualized case management and career counseling, supplemented with up-to-date labor market information.
- Employment essentials, including tools, uniforms, work cards, and other necessary items once hired.
- Courses in resume writing, job search strategies, basic computer skills, digital literacy, and keyboarding.
- On-site representatives from DWSS and the District Attorney Family Support Division.
- A monthly Ask-a-Lawyer event in collaboration with the Clark County Public Defender's Office.
- An on-site Nevada Legal Services representative to assist individuals with criminal record sealing.

Re-entry Center – EmployNV Career Hub @ Hope for Prisoners (HFP)

Hope for Prisoners is a re-entry program that assists men and women who are exiting various arenas of the judicial system to navigate the challenges they might face during the reintegration process. Working with clients both pre- and post-release, HFP is committed to providing the tools necessary for each participant to successfully reenter their family, the workplace, and the local community. HFP's program offers evidence-based career services and occupational training, intensive case management, workforce development, and long-term mentoring. In PY 2023, HFP established a second EmployNV Career Hub at CASA Grande Transitional Facility, providing pre-release employment services while clients are incarcerated in the state transitional facility.

Along with a 40-hour leadership workshop and job readiness training, the 18-month program focuses on client's needs as they reintegrate into the community. Individual needs are addressed from a holistic perspective allowing an opportunity for clients to address barriers caused by their personal histories. Each client is provided services from a person-centered approach which requires addressing their barriers. This is done by having clients participate in life skills classes like financial literacy, parenting, substance use, mental wellness, healing and trauma, and counseling (as needed). The goal of using a holistic approach is to ensure that participants can lead healthy lives and obtain sustainable employment. In doing so, clients are able to become self-sustainable and positively contribute to the community.

HFP continues to support clients while incarcerated and has expanded its services by establishing the Vocational Village at two Nevada Department of Corrections (NDOC) facilities – Southern Desert Correctional Center (SDCC) and Three Lakes Conservation Camp (TLVCC). The Vocational Village offers a comprehensive prison-to-community pipeline program by integrating vocational training with comprehensive case management (pre/post-release), mentoring, workforce development, and life skills classes.

Vocational training is offered in areas such as Heating, Ventilation, and Air Conditioning (HVAC), Commercial Driving (CDL), Plumbing, Welding, Electrical, and Masonry. As the first of its kind in the nation, the Vocational Village allows clients to complete vocational training while incarcerated. This model integrates both pre-and post-release programmatic components, ensuring a smooth transition by facilitating a warm handoff to community-based case managers providing post-release support

EmployNV Youth Hubs (West Charleston Library and Movement Fitness)

The EmployNV Youth Hubs at West Charleston Library and Movement Fitness are operated by C2 GPS, serving youth ages 14-24 throughout Clark County. In partnership with LVCCLD, the West Charleston Library location was the first AJC designated as an EmployNV Youth Hub, opening in PY22. Services are provided to opportunity youth both in and out of school to include leadership development, financial literacy, career readiness

workshops, occupations skills training, supportive services and more. The EmployNV Youth Hubs provide a unique program that exposes youth to entrepreneurship training; the BuildEd program takes youth through several modules with a goal of exposing them to soft and hard skills needed as a business owner. Youth also have access to virtual reality goggles where they can explore various career options and complete simulations in the virtual field.

The EmployNV Youth Hubs have partnered with numerous employers throughout the valley giving youth access to work experiences, internships, and permanent employment through on-the-job training (OJT) opportunities. The EmployNV Youth Hubs at West Charleston Library and Movement Fitness operated in-person and virtual services directly partnering with community agencies and organizations across Clark County.

EmployNV Youth Hub (Systems-Impacted Youth)

The EmployNV Youth Hub at Alexander Library primarily served opportunity youth, ages 16-24, who are or were involved with the Department of Juvenile Justice (DJJS), are former or current foster youth, homeless, pregnant or parenting, or have a disability. All eligible youth were involved with DJJS or referred by DJJS for preventive services. The purpose of the program is to service youth and their families who had various life, employment, and educational barriers.

The program provides an array of services including leadership development, education and workplace preparation, dropout recovery, supportive services, occupational skills training, work-based learning (WBL), connection to resources, mentorship and more. The program takes an individualized approach and creates Individual Service Strategies based on the need of each youth. The staffing consists of leadership and hands-on career coaches assigned to each youth to provide case management, advocacy, mentorship, career guidance, and WBL, well as job developers who connected young adults to career pathways, employment, and WBL opportunities.

The program collaborates with agencies throughout the Southern Nevada area. The EmployNV Youth Hub @ Alexander Library has formed relationships with employers and agencies willing to provide WBL opportunities, STEAM activities, occupational skills training, and employment opportunities. Wraparound services include collaborations with DJJS, DHHS, DFS, behavioral health agencies, other WIOA partners and educational entities.

Rural Centers

EmployNV Career Hub @ Lincoln County Adult Workforce

Lincoln Adult Workforce provides a range of career services, training, on-the-job training (OJT), and work experience (WEX) opportunities to residents of Lincoln County. Career services include resume workshops and job search support. Given the rural nature of Lincoln County, most clients engage in online training or travel to Las Vegas or surrounding areas for occupational training. The program also collaborates with local businesses to offer OJTs for new employees or for those seeking to advance in their current positions, as well as WEX opportunities for individuals with little or no work history. The program serves an area spanning over 10,000 square miles.

In addition to adult services, the Lincoln County program supports both in-school and out-of-school youth in the area. The program focuses on addressing barriers to employment and education, ultimately aiming to place youth in self-sustaining jobs. To alleviate these barriers, the Lincoln County Youth office offers services such as tutoring, credit retrieval, resume writing, interview skills training, and WEX opportunities for those with limited work experience. Interest surveys and career assessments are available to help youth explore career pathways. Given the absence of summer school, tutoring and credit retrieval services have been emphasized. The youth program has also partnered with the EmployNV Youth Hubs located in Clark County to provide services to justice-involved youth at Caliente Youth Camp.

EmployNV Career Hub @ Nye Communities Coalition

NyECC Career Connections provides quality, accessible services across several sectors, including tourism, manufacturing, logistics and operations, healthcare, mining and materials, and clean energy. By fostering collaboration with businesses, community organizations, civic groups, and nonprofits, NyECC aims to connect job seekers with employers through innovative approaches. The organization offers a range of career services, training programs, and on-the-job training (OJT) opportunities. Career services include resume workshops, basic computer skills classes, job readiness workshops, and job search support. Additionally, NyECC operates a clothing closet to assist individuals in obtaining proper attire for interviews and employment. The program covers an area of over 18,000 square miles.

In addition to adult services, the EmployNV Youth Hub has been serving Nye and Esmeralda Counties for more than 11 years. The program targets at-risk youth aged 16 to 24, both in-school and out-of-school, who are low-income or face other barriers that hinder their ability to secure employment or complete their educational goals. The staff work closely with participants to build positive work ethics, enhance personal development, and

support their transition into successful adulthood. This is achieved through training in job interview skills, resume writing, work experience (WEX), life skills classes, and group development activities focused on communication, teamwork, and exposure to STEM fields. The program's goal is to engage all eligible youth within the community, providing them with the structure and support necessary to achieve their goals.

Specialized Employer Centers

EmployNV Business Hubs: The EmployNV Business Hubs are employer-focused centers to help businesses connect to resources that can help them start up, reboot, or grow. First opened in fall 2020, there are now hubs located inside Vegas Chamber, located at the Smith Center for the Performing Arts at 575 Symphony Park Ave., Ste. 100; the Sahara West Library, located at 9600 W. Sahara Ave.; North Las Vegas City Hall located at 2250 Las Vegas Boulevard N; Henderson City Hall, located at 240 S. Water St; Green Valley Library, located at 2797 N. Green Valley Pkwy, and Aliante Library located at 2400 W. Deer Springs Way.



At the Business Hubs, employers can access resources from the public workforce development system and beyond. The hubs are staffed with workforce development professionals who help employers with access to recruiting, hiring, training, talent development, and more.

The EmployNV Business Hubs are a coordinated effort between WC, DETR, the Nevada Department of Business and Industry, the Vegas Chamber, the Las Vegas-Clark County Library District, the City of North Las Vegas, the North Las Vegas Library District, the City of Henderson, and Henderson Libraries. The centers provide access to a suite of high-impact services to local businesses, including:

- Workforce development
 - Access to work-ready talent pools
 - Employer-driven training programs
 - Financial incentives for hiring and training Nevadans
 - Providing work experience for youth
 - Connectivity to short-term talent development at community college
 - Connectivity to mid and long-term talent development at K-12
 - Employer-specific job postings
 - Customized recruitment campaigns and specialized hiring events
 - Assistance with lay-offs or closures
 - Unemployment employer services
 - Labor market information
 - Work opportunity tax credit
- Business tools
 - Personalized financial coaching on business start-up/expansion
 - Step-by-step guide to starting a business in Nevada
 - State, local and occupational licensing
 - Funding resources
 - Workplace poster requirements
 - No cost training events

Business Services

As integration of WIOA Title III Wagner-Peyser with WIOA Title I ADW partners has been fully implemented, the process of partnering with library systems, chambers of commerce, and local jurisdictions in Southern Nevada has continued to bear fruit by providing multiple hub locations to increase the service area and improve access for employers. Services are now being provided to employers in six dedicated EmployNV Business Hub locations in Southern Nevada.

The purpose of the collaboration of partners is to reduce the burden and complexity of talent acquisition for employers and achieve greater effectiveness in recruiting, training, and placing the talent needed by the region's employers. The partners include those serving the OSDS as defined in WIOA and community organizations helping connect talent to employment.

The WC collaboration with DETR Business Solutions continues to flourish as progress continues in eliminating duplication of services to achieve a "no wrong door" approach for our employer partners. The two organizations have had increasing success in collaborative efforts to serve individual employers with multiple resources from different WIOA funding streams.

Pilot Programs for Employers: Two new sources of funding were made available to WC in PY22 and continued into PY23, specifically to help serve Southern Nevada employers.

- **Incumbent Worker Training (Upskill Pilot):** DETR provided WC with \$1.5 million in state Career Enhancement Program (CEP) funding, to extend over four years, to provide training for workers who want to move into high-demand occupations. This project was implemented for the purpose of improving the skills of local business's workforce and the competitiveness of participating businesses. This project provides funds to offset a portion, via reimbursement, of the business' cost to train and upgrade the skills of its incumbent workers. Among other core elements, layoff aversion and wage increase, constitute the basics for assisting the business community in the SNWDA.

With the establishment of this project, the local Workforce Development Board fosters and promotes a collaborative environment that brings together multiple stakeholders to participate in workforce development initiatives to incentivize our community's prosperity and increase the skills of the workforce.

- **American Rescue Plan (Recovery Pilot):** The City of Las Vegas provided WC with \$1.0 M in federal American Rescue Plan Act (ARPA) funding to provide assistance to targeted businesses licensed and located within the City of Las Vegas who are COVID-19 impacted and/or operate in a Qualified Census Tract (QCT). In addition to traditional employer-based services, assistance may include assessment of business needs and challenges, ownership structure, basic business demographics, and short-term assistance to stabilize business operations of all

sizes. Throughout PY23 WC continued to implement the funding and provide businesses with training resources.

Strategic Initiatives

Spring Job Fair: WC, DETR, elected officials, and local jurisdictions continued to collaborate and host job fairs for Southern Nevadans. For the third year in a row, a Spring Job Fair took place on March 8, 2024, in collaboration with Clark County Commissioners Jim Gibson and Tick Segerblom with more than 130 employers offering access to over 30,000 vacant positions.

Winter Job Fair: EmployNV Business Hub staff in collaboration with The Library District and the EmployNV Career Hub implemented a secondary job fair at the Sahara West Library location on December 5, 2023. More than 40 employers participated in the event, with more than 1,000 jobseekers in attendance.

Success Stories

EmployNV Business Hubs



Storyville RD:

<https://www.youtube.com/watch?v=cTcNwO7h3XM> “Since starting Storyville RD as an entrepreneur, you always need partners - creative partners, business partners, and that's where the EmployNV Business Hub came into play. We're trying to grow our business, so having assets available to us, having resources available to us at no cost to us, is invaluable. It's a partner that we can turn to for recruitment help, for identifying a talent pipeline, and someone we know is invested in our success, as well.

As we continue to grow as an individual business here in Southern Nevada, I hope to employ more creatives. I hope to employ more young people. I hope to inspire more people to join the creative service industry. And the EmployNV Business Hub and Workforce Connections, they're our partner in that. Their goal is to also help us employ, retain, recruit right here in Southern Nevada.”– ***Christine Maddela, Founder and Managing Partner, Storyville RD***



Codingscape:

<https://www.youtube.com/watch?v=t3CJNuvIRRU> “Codingscape is a software development company. We do professional software development for our clients, anything from mobile apps, websites and databases.

Southern Nevada is a great place to find talent. Everybody from people beginning their careers that are coming out of like our excellent STEM schools and UNLV, up to people who are very experienced that have moved here to Southern Nevada from California or other places to work remotely. So finding people to hire, to work with us is a little difficult trying to find, you know what part of the valley everybody is in, but once we do, it's pretty easy to, like, put that talent together into teams for our customers.

The people who work at the EmployNV Business Hub are definitely experts who come from various backgrounds in recruiting, HR, talent acquisition, and they bring all those skills to small businesses in Southern Nevada. It's like having an in-house recruiter, but you're not paying for that role. Instead, you're working with a community partner. I would definitely advise any business, small, growing or even large, to work with the EmployNV Business Hubs. You know, the amount of kind of advice and connections and opportunities there is something that's a game changer for any business in Southern Nevada.” – ***Jimmy Jacobson, Co-Founder and CTO, Codingscape.com.***

Title I Participants

Diolbys: Diolbys had been unemployed for over six months and was receiving SNAP benefits. His goal was to secure long-term employment as a truck driver with a strong company. He was highly motivated and diligent but needed the opportunity to acquire the necessary skills and credentials for a stable career. He enrolled in the WIOA Title I Adult Program and received assistance to attend a CDL training provider. After completing his training at RTDS, he obtained a Certificate of Completion and a Commercial Truck Driver License. Shortly after graduating, he landed a full-time job as a truck driver with Inhouse Transportation, Inc. and is currently working at Schneider as a truck driver. Thanks to our support and his hard work, Diolbys is flourishing in his new career, working full-time and providing for his family.

David: David was enrolled in the program from Mesquite, Nevada, after becoming dislocated from the construction industry. When he enrolled, he knew he wanted to change careers and felt that the best option, given his current situation, was to complete Class A CDL training and become a full-time over-the-road trucker. David began training within a few weeks of enrollment and successfully completed the program a little over a month later. With support from his career coach and DETR, David's tuition was fully funded, and his transportation challenges were addressed allowing him to focus on his training. A few weeks after completing the program, he successfully secured employment as a truck driver.

Torrie: Torrie was initially transferred from a youth reentry programs but became unresponsive after being assigned a new career coach, and the case was nearly closed. However, Torrie later visited an EmployNV Hub, expressing renewed interest in the program. A meeting was arranged with Torrie and their guardian to discuss career goals, particularly the desire to become a barber and pursue training in barbering.

The career coach outlined the steps needed, starting with completing a work experience before advancing to training. Torrie was given a study guide for the WorkKeys Assessment, which they successfully passed. They then completed a job shadowing experience and a work experience at The Drip Bar.

During a meeting with the program supervisor, Torrie demonstrated the research they had done on becoming a barber, including consulting with a family member in the profession. This preparation led to approval for barber training. Torrie excitedly began training at Expertise Cosmetology School and is on track to complete the program within a year.

Cristina: Cristina first learned about the EmployNV Youth Hub through a friend who was familiar with its resources. At the time, she was searching for the right tools to launch her career in marketing, and the program seemed like the perfect opportunity. Eager to

jumpstart her journey, Cristina reached out to the Youth Hub, which quickly became a crucial source of support and guidance as she worked to advance her career.

Cristina chose a career in marketing because she sees it as a dynamic and adaptable field, especially in today's digital world. Marketing not only offers a sustainable career path but also allows Cristina the flexibility to work from home, a benefit that aligns well with her artistic inclinations. She earned a Bachelor of Arts in Communication Studies and gained valuable experience through the Work Experience Program at EmployNV. Now, she works full-time as a Marketing Administrative Assistant, applying the skills she has developed along the way.

Cristina highly recommends the EmployNV Youth Hub to anyone starting their career, noting, "You have a lot of programs that can help." In addition to career guidance, she received transportation assistance and incentives for completing financial literacy workshops, career readiness training, and the Work Experience Program. She emphasized that EmployNV helps with both career development and finances, ensuring participants stay on the right track.

Cristina is especially grateful to her career coach, praising his patience, kindness, and unwavering support as he guided her through the program, always attentive to her unique needs.

Parker: Parker first heard about the EmployNV Youth Hub through a friend who had interned there. Knowing that Parker was searching for better career opportunities, especially ones that could improve his financial situation, his friend took the initiative to tell him about the program. Intrigued by the potential for growth, Parker decided to explore it further. This recommendation turned out to be a pivotal moment in his career journey, providing the resources and support he needed to advance.

Parker chose to pursue a career in real estate, seeing it as a lucrative field that aligns with his entrepreneurial dreams. With the help of the EmployNV program, he secured a full-time position where customer service is a key focus. Through this role, Parker has developed essential transferable skills that will be valuable as he works toward becoming a real estate agent.

Parker enthusiastically recommends the EmployNV Youth Hub, particularly for young adults navigating the uncertainty of their 20s. "It's an awkward time in your life when you're not sure where to go with your future," he explained, emphasizing how the program helped him define his goals and work toward a clear career path. "The program provides relief for a while. It only takes about a month of your time to put yourself in a better position."

He also received transportation assistance to support his commute to work, which was crucial in helping him stay on track. Parker expressed deep appreciation for the friendly staff and exceptional customer service he experienced throughout the program, noting, "It's a great experience when you come in. Everyone is friendly and eager to help. You don't feel like just another person, and that feels awesome."

Mary: Mary was enrolled at the EmployNV Hub as an out-of-school youth while working limited hours at a local beauty supply store. Her main goal was to pursue a career in the medical field as a registered nurse, but she lacked the necessary credentials and work experience to secure employment in that field. She needed help finding relevant work opportunities and enrolling in college.

To support her career goals, Mary was placed in a work-based learning experience at a local medical office as an intern medical assistant. She was also assisted with completing her FAFSA and applying to college. During her work experience, she successfully passed her Certified Nursing Assistant (CNA) course. By the time she completed her internship, she had secured a full-time position at a local medical office with excellent hours, full benefits, and a salaried pay structure.

Mary continues to attend college, working toward completing her registered nurse degree.

Sage: Sage first entered the program as an out-of-school youth with no GED and no work experience. During his time in the program, he was able to study for and pass his GED/HISET while also exploring different career fields. He completed Brownfields trainings and earned several certifications. Although he received training related job offers, Sage ultimately decided that the military was the best path to achieve his goals. He has since enlisted and will be heading off to Basic Training in the coming weeks.

Danielle: Danielle, a single mother, moved to Pahrump earlier this year after a brief time in jail due to a domestic situation with her ex-husband. She wanted to relocate to a safe place with her children but struggled with no income and couldn't find a job. Danielle believed that CDL A training was the solution, as she grew up around trucking and was familiar with the industry through her ex-husband, who was a trucker.

She successfully completed her training and secured a high-paying job at Ponderosa Dairy, where she delivers milk to California every day. In



addition to driving, she is also certified to test the milk, a task that requires climbing on top of the truck. Danielle's positive attitude and determination were truly inspiring as she worked hard to achieve her goals.

Cheryl: Cheryl moved to Pahrump from Hawaii with her disabled husband after a family member invited them to live with them. Unfortunately, the arrangement didn't work out, and Cheryl found herself unemployed, living in an RV on the property of a relative who was making their situation difficult by turning off the power and water.



To help her improve her situation, her career coach referred her to a phlebotomy school, where she completed an eight-week training program followed by a two-week externship at Henderson Hospital. The hospital was so impressed with Cheryl that they offered her a job. However, due to the lack of funding for a new apartment, she couldn't accept the offer. Fortunately, the career coach connected her with a housing resource for low-income individuals and helped her get in touch with No To Abuse, which provided furniture, and local food banks, which assisted with food.

Thanks to these supports, Cheryl and her husband are now fully self-sufficient and saving money to relocate to Las Vegas, where Cheryl has been promised a job upon arrival.

Riston: Riston enrolled in the WIOA program as an out-of-school youth in January 2024. At that time, he was a high school graduate and unemployed. Riston's career goal was to obtain his CDL. After reviewing the ETPL with his career coach, he chose to attend CDL training. He successfully completed his CDL training and subsequently secured employment using his CDL certification.

Justin: Justin joined the ADW program in search of a new career path to better support his growing family. He chose to pursue a career as a professional truck driver. After reviewing the Eligible Training Provider List (ETPL), Justin decided to attend Advanced Career Institute to obtain his CDL license. He completed all his training hours and passed his driving test, earning his CDL license. Justin then secured a local position at Flatnose Ranch as a truck driver. He has achieved steady employment and is now able to provide for his family.

Roy: Roy, a 29-year-old single male, was released from prison last year and struggled to find a job that both accepted his legal history and paid enough to support himself. He quickly realized that many of the "felon-friendly" job opportunities required specific

certifications and training, which he couldn't afford, leaving him stuck in dead-end jobs just to get by.

A family friend who had received help from the EmployNV Career Hub to obtain a CDL referred Roy to the program. Since trucking is a field more accepting of his legal history and he enjoyed driving, Roy decided this was the right path for him. Working with his case manager, Roy developed an employment plan that began with CDL training. The EmployNV Hub covered the costs of his tuition, books, licensing fees, and boots, and also provided transportation assistance through gas cards.

After completing the classroom and hands-on training, Roy passed his exams and earned his Class A CDL. He is now employed with a local trucking company, Renu Oil, making \$24 an hour. With this income, Roy is able to support himself and start building a savings account to provide financial security for the future.

Chasity: Chasity, a 23-year-old single mother of a 1-year-old daughter, faced significant challenges after being kicked out of her parents' home when she became pregnant. She spent time living in various shelters before being accepted into a housing program. Despite her struggles, Chasity had always aspired to become a Certified Nursing Assistant (CNA) but lacked the financial means to pursue this goal.

She learned about the EmployNV Career Hub at a community resource fair and came in the next business day to attend orientation and apply for services. After being assigned a case manager, Chasity worked diligently with them to set both short- and long-term goals, including enrolling in a nursing program. The EmployNV Hub covered her tuition, books, scrubs, shoes, and licensing fees.

Chasity successfully completed her training and is now working full-time as a CNA at St. Joseph's Rehabilitation Center, earning \$21 an hour. With this newfound stability, she is able to afford her own apartment, a car, and take care of her daughter independently.

Emerie: Emerie enrolled in the EmployNV Career Hub ADW program and successfully completed HVAC training. He obtained employment in his field after completing the training and is now working full-time as an HVAC technician, earning \$25.00 per hour. He transitioned into his own apartment and reestablished a relationship with his family. Emerie also completed personal development classes and counseling through the career hub.

Luis: Luis enrolled in the EmployNV Career Hub ADW program after 24 years of incarceration. He participated in the program and attended various personal development classes. Luis enrolled in the QUEST DWG and completed vocational training, becoming a certified welder. He also completed OSHA 10, CPR, and Forklift certifications. Luis secured employment with a partnering employer, earning \$20 per hour. He continues to be

involved in the program, attending the Huddles and meeting with his career coach and mentor weekly.

John: John enrolled in the EmployNV Career Hub ADW program and completed training as an electrician. He secured employment through an OJT with a prominent electric company, earning \$23 per hour. After completing the OJT, John was hired into a full-time position with benefits. He has been thriving in his current role, earning a sustainable wage and excelling in his career. John continues to attend the Huddles and remains engaged with his career coach and mentor.