



Date: April 10, 2023
To: Governor's Workforce Development Board (GWDB)
From: Kara Abe, ESD Chief of Field Services and Management
Re: WIOA Title III – Wagner-Peyser Quarterly Report – Third Quarter 2022

WIOA Title III Wagner-Peyser

Amendment to the Wagner-Peyser Act of 1933 (W-P)
Employment Services (ES)/ Labor Exchange

I. WIOA Title III – Wagner Peyser Performance Indicators

As outlined in the State Plan 2022-2023, under Performance Goals. During the next two years of WIOA performance accountability, the state will renegotiate performance indicators for each program and indicators based on existing enrollment data and robust discussions amongst core programs partners, local boards, U.S. DOL and Department of Education (ED) representatives. Thereafter, the state will, in coordination with core program partners, adjust performance indicators following guidance from U.S. DOL Employment and Training Administration (ETA); U.S. ED; U.S. ED's Office of Career Technical and Adult Education (OCTAE); and ED's Rehabilitation Services Administration (RSA) Performance Indicators are established within the State Plan and are the expected levels of performance for each of the four program years outline within the State Plan.

Wagner Peyser performance indicators are set for PY2022 and PY2023. DETR's Employment Security Division (ESD) Workforce Innovation Support Services office meets annual with the Department of Labor to negotiate the coming year's performance levels using the state plan performance goals as a base for negotiations on Title I Adult, Dislocated Worker, and Youth; and Title III Wagner Peyser. The agreed upon performance levels are then presented separately to each of the Local Workforce Development Boards (LWDB) to begin negotiated LWDB area performance levels. The performance indicators presented below are what is used to measure the success and failure of work performance amongst the services offered in the EmployNV Career and Business Hubs statewide. Data collected on a monthly basis indicates areas where performance is exceeding and areas of concern where planned goal numbers are not being met. For areas where the actual amount is either over or under the planned goal a justification on the total increase or decrease is required.

Image 1

Performance Indicators (PI) Second Quarter 2022 (10/1/2022 – 12/31/2022) Highlights:

1. Number of Job Seekers Registered: A count of EmployNV new job seekers registered during the last completed calendar month. Monthly goal: 4,800 individuals

- **January 2023**: 3,514 actual / 4,800 plan
- **February 2023**: 2,916 actual / 4,800 plan
- **March 2023**: 3,150 actual / 4,800 plan

Justification for 25% above/below goal: 3,150 job seekers registered in March is 34% lower than the planned goal of 4,800. The improving economy with less people looking for work is reflected in a significant decline in the unemployment insurance rate (5.5% in February 2023).

2. Number of Business Job Listings: All EmployNV job orders entered by Job Connect staff during the last completed calendar month. This value is calculated in EmployNV Monthly Goal: 1,565 job orders

- **January 2023**: 2,367 actual / 1,565 plan
- **February 2023**: 2,290 actual / 1,565 plan
- **March 2023**: 2,842 actual / 1,565 plan

Justification for 25% above/below goal: 2,842 job orders in March is 82% above the planned goal of 1,565. Unfilled job openings due to the low number of job seekers drives the higher number of listings.

3. Number of Business Job Openings: All EmployNV job orders entered by Job Connect staff during the last completed calendar month. This value is calculated in EmployNV. Monthly Goal: 3,950 job openings

- **January 2023**: 6,695 actual / 3,950 plan
- **February 2023**: 5,637 actual / 3,950 plan
- **March 2023**: 6,774 actual / 3,950 plan

Justification for 25% above/below goal: 6,774 job openings in March is 71% higher than the planned goal of 3,950. The high number of openings corresponds to the high number of job listings. Many businesses are short staffed and have multiple job openings due to the low unemployment rate.

4. Number of Job Referrals: All EmployNV job referrals entered by Job Connect staff during the last completed calendar month. This value includes internal and external job referrals. This value is calculated in EmployNV. Monthly Goal: 3,232 individual referrals

- **January 2023**: 3,460 actual / 3,232 plan
- **February 2023**: 3,359 actual / 3,232 plan
- **March 2023**: 4,263 actual / 3,232 plan

Justification for 25% above/below goal: 4,263 job referrals in March is 32% higher than the planned goal of 3,232. A robust and healthy job market provides the stimulus for applicant referrals. With continued low unemployment, rising wages, and new job postings each week, referrals continue to rise.

5. Number of Job Placements: All EmployNV job placements entered by Job Connect staff during the last completed calendar month. This value includes internal and external job referrals. This value is calculated in EmployNV. Monthly Goal: 965 individuals placed in employment

- **October 2022:** 339 actual / 965 plan
- **November 2022:** 353 actual / 965 plan
- **December 2022:** 515 actual / 965 plan

Justification for 25% above/below goal: 515 job placements in March is 47% less than the planned goal of 965. This number corresponds to the lower number of job seekers registered. However, this number reflects a healthy increase of 46% over last month.

II. General quarterly updates since the last full board meeting related to Title III.

EmployNV Career Hubs Highlights:

Sparks & Reno EmployNV Career Hub: Through collaboration efforts in the Reno and Sparks offices, the EmployNV Career Hubs have been allowed to conduct outreach at the Washoe County Cares Campus to provide individuals employment services such as resume creation, job search & referrals, and workforce workshops. Beginning 4/12/2023, EmployNV Hub staff will be on the Cares Campus providing these services as well as veteran services. The Campus provides shelter to our region's most vulnerable residents and access to basic services and a more secure location for individuals not wishing to move into shelters. More information on the Cares Campus can be found on Washoe County website: https://www.washoecounty.gov/homeless/Cares-Campus/Emergency_Shelter/index.php.

North Las Vegas EmployNV Career Hub: 3/02/2023 – Lynandrea Glover, Workforce Service Representative for the reentry program, and Jeannine Johnson, Workforce Service Representative for the Disabled Veterans Outreach Program (DVOP), began weekly/bi-weekly onsite outreach at CrossRoads of Southern Nevada. CrossRoads of Southern Nevada is a behavioral health treatment program that is designed to provide life-changing services to men and women who have been struggling with substance abuse and addiction. EmployNV Career Hub staff will offer workforce services to re-entry/justice challenged customers and homeless/Significant Barriers to Employment (BSE) veteran customers. For more information on CrossRoads of Southern Nevada can be found on their website: <https://crossroadsofsonv.com/programs/>.

Fallon EmployNV Business/Career Hub: In February, Ava Case, Fallon EmployNV Business/Career Hub Manager, and Michael Hardesty, Business Account Manager, met with Sue Segura, program manager with School to Careers a grant program within the Churchill County High School. The goal of the School to Careers program is to work with High School Seniors. Specifically, seniors to guide them to career paths whether that be through training, schooling, or directly into the workforce. Ms. Case attended an event on 3/13/2023 set up local business leaders to network and discuss ideas. Another event on 3/17/2023 was attended by Ms. Case and Mr. Hardesty was a business mixer in conjunction with the Churchill County Chamber of Commerce to bring together the chamber, local businesses and community partners on setting milestones and events for the School to Careers program.

Carson City & Reno EmployNV Career Hub: Reno and Carson City Workforce Services Representatives for the Disabled Veterans Outreach Program (DVOP) and Employment Services attended the Veterans and Military Day at the Legislature's (VAMDAL) event on 3/15/2023. Our

staff was on hand to assist with setup, clean up and breakfast/lunch service As well as, networked with local/regional service providers and maintained an informational booth to inform local veteran populace of services that can be provided through EmployNV.

BSO-North Hiring Event Highlights:

- Account Manager Gloria Chua scheduled and facilitated four Rapid Response events. These presentations were able to provide services and assistance to 78 dislocated workers.
- On 02/10/23, Account Managers Daniel Dong and Justin Stafford conducted a presentation at the Nevadaworks board meeting where they discussed ways the Business Hub can assist employers, including incentive programs and Incumbent Worker Training.
- On 03/09/23, Business Hub Supervisor Cindy Kendall was invited to present at the Dun & Bradstreet Econovue Roundtable to discuss utilization of Econovue and how it can be used to assist businesses with programs and services that assist their workforce with training and upskilling.
- On 03/15/23, Account Manager Mike Hardesty attended the Silver Stage High School Career and Job Fair. This is the first event of many in which our office is partnering with area high schools to assist students on their career paths.
- On 03/15/23, Business Hub Supervisor Cindy Kendall and the Business Hub Account Managers, presented at Nevada's Center for Entrepreneurship and Technology (NCET) Biz Café meeting. The meeting was a networking event. The meeting included a presentation on how Nevadaworks and the EmployNV Hubs assist with workforce development.
- 03/22: Carson City EmployNV Business/Career Hub hosted a Construction industry job fair with 17 attendees with 1 job offer made and 2 businesses are reaching out to 4 veterans who were unable to attend. Jae McCaffrey advocated on their behalf.
- 03/24: EmployNV Business Hub in Reno hosted a Manufacturing, Warehousing and Logistics job fair with 256 attendees visiting 30 employers. Among success stories include over 30 on-the-spot interviews, as well as multiple employers setting up additional interviews.
- 03/23: Account Manager-Local Employment Veterans Representative (LEVR), Jae McCaffrey met with Tramain Watkins, Clinical Director with NDX Sequence Dental Lab to discuss veterans' programs and services offered by EmployNV Business Hub.
- 03/23: Account Manager, Edith Guadarrama met with Roy Gutierrez, Owner of Gutierrez Towing to discuss IWT and increasing company's retention by training existing workers into better positions.
- 03/23: Account Manager, Robert Erb attended the Adam's Hub networking event, to build relations in the Carson City business community and make employers aware of services offered by EmployNV Business Hub.

Northern Business Solutions Office: As of March 21st, EmployNV Business Hub North hosted 14 events for 25 businesses with a total of 115 attendees. The Carson City Business/Career Hub hosted a job fair for the healthcare industry on January 25th.

BSO-South Hiring Event Highlights:

Southern EmployNV Business Solutions Office (BSO) is currently working with Workforce Connections to update the EmployNV Business Hub website; <https://employnvbusinesshub.org/>

Clark County School District (CCSD), EmployNV training for counselors - As part of our continued effort to tap into the pool of CCSD students. The BSO coordinated a training for CCSD counselors so that they're able to assist students with EmployNV registration (similar to how they assist with FAFSA). As we know all students are not college bound so we are ensuring that students are registered already. The training was going to coincide with our hiring events but due to conflict with head of CTE and WC it has been rescheduled. The training will take place on 3/22 from 3 - 5 at during the Workforce Fellows at WC.

Vickie Tippett, Account Manager-Local Employment Veterans Representative (LEVR) was recognized by National Association of Workforce Development Professionals (NAWDP) as a 2022 Workforce Development Hero. She received a letter from the organization along with a certificate and gift card from the NAWDP.

The 2023 Spring Job Fair was a huge success. We are still following up with employers to get their surveys completed but the following verbiage was sent out via press release immediately following the event based on the information we have received so far. We have some preliminary numbers to share from today's Spring Job Fair at the Las Vegas Convention Center's West Hall. The Spring Job Fair was hosted by Clark County Commission Chairman Jim Gibson and Commissioner Tick Segerblom, in partnership with the EmployNV Business Hub. 135 employers were on-site representing a variety of industries. Preliminary numbers with about half of employers reporting, show more than 300 job seekers were hired on-the-spot, with an estimated 1,900 additional job offers expected in the coming weeks pending second interviews, background checks and other employment requirements. Interviewing will continue for many job candidates next week via the Spring Job Fair "Virtual After Party" using a free, easy-to-use virtual platform hosted by the EmployNV Business Hub. More than 2,800 people attended. Thank you for your coverage - today was a great day to get a job!

The Virtual "After Party" Job Fair was held on Thursday, 30, 2023 using Brazen. Many of the employers were still overwhelmed from the in-person event because of the huge turnout. We ended up with 18 employers total. We had 313 attendees sign up to attend but only 264 completed the full registration (attached resume, etc.)- out that 216 attended the event. So, the candidate attendance rate was 82%. Which is great for Brazen. During the event there were 322 interviews conducted (candidates interviewed with multiple employers). 19 candidates were hired on the spot. 66 additional expected hires (contingent background, etc....). Employers were very pleased with the results.

EmployNV Business Hub-Southern Business Solutions Office (BSO): We held a total of 25 hiring events for 23 employers. We had a total of 646 attendees and 189 of them were hired on the spot.

Upcoming Events:

Southern EmployNV Business Hub will be hosting a Statewide Veterans Job and Resource Fair on May 2, 2023. This will be a statewide hybrid event. The event in the South will take place at the Sahara West Library, from 10 - 2.

Southern EmployNV Business Hub is working with Business & Industry on their annual Small Business Resource Fair. This event will take place at the Sahara West Library on 5/3/2023. Marchele Sneed, EmployNV Business Hub Manager, and her staff are working hard to prepare for a successful event since the EmployNV Business Hub is cosponsoring the event by providing the resources, staff and location.

III. Special Projects- new/updates related to Title III.

GROW WITH GOOGLE

NASWA has partnered with Google to provide no cost access to 30,000 scholarships through the Google Career Certificate program to state workforce agencies. Google Career Certificates provide professional, self-paced online training in under six months for a career in the following high-growth fields: Data Analytics, IT Support, IT Automation with Python, Project Management, User Experience (UX) design, and Digital Marketing and E-commerce. In November 2021, Nevada was invited as one of four states to join a soft launch of the Grow with Google (GWG) Career Certificate Scholarship Program. Scholarships are made available by DETR through the Nevada JobConnect offices. Individuals interested in participating may visit their local JobConnect office in person or e-mail at GrowWithGoogle@detr.nv.gov, include their city of residence, and an EmployNV Career Hub (*formerly Nevada JobConnect*) representative will contact them.

There are currently 48 Nevadans invited to enroll in at least one course; 21 graduates with 25 certifications earned. Upon completing the certificate, graduates get no-cost access to career resources like coaching sessions, mock interviews and resume building tools including access to Big Interview. They also have the opportunity to connect with over 150 employers in the Google Career Certificates employer consortium.

Grow with Google Success Stories:

- When the job seeker visited the Henderson Career Hub on 2/3/2022, she was self-employed, managing an Airbnb rental. She took IT classes during high school and had personal experience as a Web Developer. Prior to learning about the scholarships offered by DETR, she paid for and completed the Google Data Analytics. She was invited to enroll in the GWG scholarship on 2/04/2022 and graduated with her UX Design certificate on 05/25/2022. On 9/30/2022, she became employed as a UX Designer working from home for Suntech Solutions.
- A participant referred by the Reno Career Hub earned his Google Project Management certification last month, on 3/23/23. While working toward completion, in mid-March he was hired as National Fundraising Manager for ProgressNow, earning \$90,000 a year. This graduate is sure it has enhanced his skills and will prove useful for the new job.

ROADS PROGRAM

The Realizing Opportunities for the American Dream to Succeed (ROADS) project was developed to provide opportunities for Nevada’s unemployed or underemployed population by enhance their employability skills to obtain a livable wage. To ensure the project success, partnerships were established amongst community stakeholders, economic development organizations, private industry, DETR and Western Nevada College (WNC) with the goal of providing a direct pipeline of skilled workers to businesses. DETR and WNC entered into an Interlocal contract for \$460,000.00 for a two-year term effective from November 9, 2021, to October 31, 2023, to train 75 participants.

Businesses

The ROADS program was designed to build bridges for training programs at WNC for a reliable resource for skilled workers, and to provide Nevada’s workers with the opportunity for upward mobility to achieve a livable wage. DETR and WNC targeted four industries for the Northern Nevada area to provide local businesses a consistent supply of skilled workers: Manufacturing, Health Care, Technology, and Building Trades. WNC also has existing short-term curriculums which participants can quickly earn nationally recognized certifications in welding, automotive services, computer information systems, cybersecurity, machine tooling, paramedicine, truck driving, and certified nursing assistant (CNA).

Outreach

The ROADS program continues to sponsor Lunch & Learn sessions for career development. This quarter the December session also held a customized Test Taking Strategies Workshop which was strategically right before finals week.

The ROADS program continues to distribute outreach materials to further attract local employer and student participants. These efforts include:

- 1) Targeted ROADS Program postcards were distributed through the mail. These postcards received noticeable responses from the surrounding community.
- 2) Outreach materials were created through local partner, Custom Ink, including branded portfolios for students to use in job interviews.
- 3) T-shirts with the ROADS logo were passed out at several events. Both of which have received positive responses from students and the community.

WNC has developed an online portal where businesses can inquire about the program’s eligibility and prospective/existing students may submit applications for consideration.

<https://wnc.edu/roads.php>

Deliverables & Participants

	Enrollments	Training Completion	Job Retention after 2nd Quarter
Year 1	25 Participants	55% (13 of 25 participants)	65% (8 of 25 participants retain job for 6 months)
Year 2	50 Participants	65% (32 of 50 participants)	70% (22 of 50 participants retain job for 6 months)

Total	75 Participants Enrolled	60% (45 participants complete training)	40% (30 of 75 participants retain job for 6 months or longer)
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We are happy to report that at 86 participants, WNC has surpassed their enrollment goal for the entire contract. In addition, 29 students have completed their training, with another 34 set to graduate in May. As such, the training completion performance indicator has been met for Year 1. It is also highly likely that WNC will meet the Year 2 training completion indicator at the conclusion of the Spring Semester in May. To date 28 participants have been placed in employment, and 22 have seen wage increases. Finally, the ROADS program has met the Performance Indicator for Job Retention with 12 participants retaining their position with their employer for two consecutive quarters.

ROADS and the Army National Guard:

The ROADS program was able to support seven students who serve in the Army National Guard. By supporting their achievements in obtaining an automotive certification, these students were then eligible for an immediate raise in their positions within the national guard.

Grow with Google Success Stories:

- Austin and Ally Tucker both participated in the ROADS program. When Austin joined the program, he was working for an independent contractor with irregular hours and no benefits. Due to lack of work, his position was eventually eliminated. He was recently hired at Carson Public Works following an interview set up through ROADS. His new position has regular hours and full benefits. He will receive a raise upon graduation from his construction management program in December. Austin’s wife, Ally worked at Click Bond in an entry level position, she was given a raise and a promotion to a management role within Click Bond after obtaining her MTT certification through WNC.
- Kevin Harris’ story was recently featured in a report to the Nevada System of Higher Education, highlighting WNC’s contributions to workforce development in our region. Kevin’s wife sent a heartfelt thank you email to ROADS coordinator, Michael Boreham and CDL Program Manager, Lauren Slemenda following Kevin’s job offer.
- Jeremy Cannon heard about ROADS while he was completing his FAFSA at WNC. Support from the program has provided Cannon with tuition assistance, welding supplies, career coaching and food donations from Wildcat Reserve. By eliminating his obstacles to pursue workforce training, Cannon can focus on becoming a structural welder through his classes at WNC. The welding training he’s received has already opened his eyes about the many possibilities the career can provide him in the future. Jeremy will complete his program at the end of December. Welding is in high demand. We are in the process of connecting Jeremy with local employers in need of welders.

EARLY CHILDHOOD EDUCATION CONTRACTS

Interlocal contracts between Western Nevada College (WNC), Truckee Meadows Community College (TMCC), College of Southern Nevada (CSN) and DETR are in the works to assist students with tuition and costs associated with training in the Early Childhood Education (ECE) industry.

In addition, the project will reduce or alleviate the workforce shortage for skilled childcare providers which is impacting the community. Childcare facilities throughout Nevada need a larger and more consistent supply of skilled ECE workers, and Nevada families need access to skilled and affordable childcare without having to sacrifice quality of care or having to endure long wait lists. Concurrently, ECE students need financial assistance for training and certifications. The ECE programs will help align and promote training programs for a skilled and more consistent pipeline of students for Childcare Providers.

Status of the Grant

TMCC: Contract approved by Board of Examiners (BOE) during the March meeting for \$141,233.71 in funding to be awarded. Contact manager is in stages of preparing for kick-off meeting with WNC and DETR staff.

TMCC will screen and assess all applicants to the ECE program and enroll the best candidates for the program who will benefit most and who are most likely to graduate from the program. TMCC will enroll 60 participants in its ECE program, with the expectation of successful training completion and employment placements for these graduates with businesses in the region. The milestones for the contract are set forth in the table below:

	Enrollments	Training Completion	Job Retention after 2 nd Quarter
Year 1	30 Participants	55% (16 of 30 participants)	65% (19 of 30 participants retain job for 6 months)
Year 2	30 Participants	65% (20 of 30 participants)	70% (21 of 30 participants retain job for 6 months)
Total	60 Participants Enrolled	60% (36 Participants complete training)	67% (40 of 60 participants retain job for 6 months or longer)

WNC: Currently, DETR is aiming towards getting the grant on the June BOE meeting. The contract documentation is nearly complete, but a budget modification had to be accommodated for a change in the funding source from WIOA to CEP funding. WNC is modifying the budget to meet the CEP regulations, but the current amount of the total amount of the contract is \$821,999.

For an estimated 275 participants in Early Childhood Education Program over the two-year program period, WNC will train 100 participants in the first year of the program (2023), and 175 participants in the second year of the program (2024). The milestones for the contract are set forth in the table below:

	Enrollments	Training Completion	Job Retention after 2 nd Quarter
Year 1	100 Participants	55% (55 of 100 participants)	65% (65 of 100 participants retain job for 6 months)
Year 2	175 Participants	65% (114 of 175 participants)	70% (122 of 175 participants retain job for 6 months)
Total	275 Participants Enrolled	60% (165 Participants complete training)	68% (187 of 275 participants retain job for 6 months or longer)

CSN: Contract is in the early phases of development between CSN and DETR meeting on 4/2/2023. CSN will meet internally to start developing a scope of work in the next week. At this time the estimated budget is sitting at \$300,000.