



Date: April 1, 2024  
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

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### **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**

Wagner Peyser performance indicators are set for PY2022 and PY2023. DETR's Employment Security Division (ESD) Workforce Innovation Support Services (WISS) 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 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 monthly 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 is required to be provided explaining the total increase or decrease.

#### **Performance Indicators (PI) Second Quarter 2023 (1/1/2024 – 3/31/2024) 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 2024:** 3,311 actual / 4,800 plan
  - **February 2024:** 3,851 actual / 4,800 plan
  - **March 2024** 3,561 actual / 4,800 plan\*

#### ***Justification for 25% above/below goal:***

3,561 job seekers registered in March is 25.81% 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 (5.2% in February 2024).

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

- **January 2024**: 2,212 actual / 1,565 plan
- **February 2024**: 2,306 actual / 1,565 plan
- **March 2024**: 2,619 actual / 1,565 plan\*

***Justification for 25% above/below goal:***

2,619 job orders in March is 67.35% above the planned goal of 1,565. Unfilled job openings due to the low number of job seekers (5.2% unemployment rate in February) drives the higher number of listings.

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

Monthly Goal: 3,950 job openings

- **January 2024**: 7,278 actual / 3,950 plan
- **February 2024**: 9,151 actual / 3,950 plan
- **March 2024**: 7,252 actual / 3,950 plan\*

***Justification for 25% above/below goal:***

7,252 job openings in March is 83.59% higher than the planned goal of 3,950. 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 EmployNV 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 2024**: 4,688 actual / 3,232 plan
- **February 2024**: 4,263 actual / 3,232 plan
- **March 2024**: 4,086 actual / 3,232 plan\*

***Justification for 25% above/below goal:***

4,086 job referrals in March is 26.42% 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 EmployNV 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.

- **January 2024**: 159 actual / 965 plan
- **February 2024**: 185 actual / 965 plan
- **March 2024**: 188 actual / 965 plan\*

***Justification for 25% above/below goal:***

188 job placements in March is 80.52% less than the planned goal of 965. The focus of the Career Hubs has changed from recording placements to employment 2nd and 4th QAE. The EmployNV Business Hub does enter placements upon notification.

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

**BSO-North Hiring Event Highlights:**

<b>Date</b>	<b>Location</b>	<b>Company</b>	<b>Number of Attendees</b>	<b>Number of On the Spot Hires</b>
1/3/24	EmployNV Business Hub North	American Protection Group	8	-
1/10/24	EmployNV Business Hub North	Schneider National Carrier	9	-
1/18/24	EmployNV Business Hub North	St. Mary's	8	-
1/18/24	EmployNV Business Hub North	Washoe County School District	7	-
2/6/24	Sparks EmployNV Career Hub	USPS	17	-
2/6/24	Reno EmployNV Career Hub	Tesla Motors	200	-
2/8/24	EmployNV Business Hub / Brazen	Thrive Market	12	-
2/20/24	EmployNV Business Hub	USPS	80	-
2/26/24	EmployNV Business Hub	Allied Universal	11	-
2/28/24	EmployNV Business Hub	Healthcare Job Fair	85	-
2/29/24	Sparks Career Hub	Washoe County School District	2	-
2/29/24	EmployNV Business Hub / Brazen	Thrive Market	27	-
3/5/24	Sparks Career Hub	USPS	27	-
3/6/24	Fernley Library	Trivium Packaging	10	-
3/19/24	EmployNV Business Hub	USPS	16	-
3/20/24	Sparks Career Hub	Trivium Packaging	37	-

**BSO-South Hiring Event Highlights:**

<b>Date</b>	<b>Location</b>	<b>Company</b>	<b>Number of Attendees</b>	<b>Number of On the Spot Hires</b>
1/10/24	N. Las Vegas Career Hub	Employnet	11	6
1/11/24	Sahara West Library	WH Smith (Marshall Retail Group)	17	-
1/18/24	Maryland Parkway EmployNV Career Hub	Walgreens	18	12
1/18/24	Henderson EmployNV Career Hub	Servant's Heart Home Care	10	-
1/23/24	Maryland Parkway EmployNV Career Hub	Caesars Entertainment	428	-
1/24/24	Sahara West Library	EmployNV Career Fair	154	-
2/1/24	Henderson EmployNV Career Hub	Rescare	8	-
2/6/24	Maryland Parkway EmployNV Career Hub	Turnkey Once	53	-
2/7/24	Maryland Parkway EmployNV Career Hub	Turnkey	42	-
2/7/24	Green Valley Library	K2 Fabrications	11	-
2/7/24	N. Las Vegas EmployNV Career Hub	Employnet	21	-
2/8/24	Maryland Parkway EmployNV Career Hub	Clark County School District	67	-

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2/9/24	Maryland Parkway EmployNV Career Hub	Mastercorp	69	20
2/14/24	Maryland Parkway	Weiser Security	22	-
2/15/24	Henderson	Caesars Entertainment	38	-
2/15/24	Sahara West Library	Spector & Co	29	5
2/21/24	Alexander Library	Employnet	3	-
2/26/24	Sahara West Library	Employnet	8	-
2/29/24	Henderson	ResCare	8	-
3/8/24	Spring Job Fair	136	3,980	TBD
3/14/24	Brazen (virtual)	Virtual Spring Job Fair	166	-
3/19/24	Tropicana Hotel	Tropicana Job Fair	167	-
3/20/24	Sahara West Library	Employnet	54	22
3/21/24	Tropicana Hotel	Tropicana Job Fair	166	1

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

#### **GROW WITH GOOGLE**

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 were made available by DETR through the Nevada EmployNV Career Hub offices. The GWG Scholarship Program will end on December 31, 2023. To allow participants the 6 months needed to complete a course, the enrollment period ended on June 30, 2023. The GWG Scholarship Program was extended to end on January 27, 2024, to allow time for remaining participants to complete their courses.

In June 2023, DETR provided the opportunity for DETR staff to enroll in GWG trainings programs for the opportunity to upskill their abilities in one of the six (6) offered programs. Over 100 employees within DETR took advantage of this opportunity to enhance their skills.

Below is some feedback collected from the case managers of referred GWG learners.

1. From referred learner, Jackie K.: (Obtained Digital Marketing and UX Design certifications.) Initial registration for ES was on 02/03/2022. Participant was self-employed at that time, managing her Airbnb rental for 4+ years. She took IT classes during High School, has self-experience as a Web Developer, and completed the Google/Data Analytics class (paid herself, not part of the scholarship program). Offered GWG program on 02/04/2022 and she got her UX Design certificate on 05/25/2022. Participant started working from home for Suntech Solutions (based in India) on 09/30/2022 as a UX Designer making \$30k annual.
2. From referred learner, Michael C.: (Client specifically asked that his name not be shared with the public.) Participant is an SBE Veteran on Unemployment. He went to an interview workshop, signed up for Grow with Google and received job referrals. He eventually got off unemployment and got a job in August as a Cyber Security Analyst V, pay rate: \$110/Hour, 30 hours/week + benefits. He wrote the following review: My experience so far using the skills and knowledge from the GWG Project Management class has been positive. I've been able to use it to help mentor and coach earlier career teammates at my current job by using what I learned to enable them to move projects forward and take on more responsibility as individual contributors in the computer security field. The time spent in the class definitely polished and leveled up my ability to generate and lead projects. I expect to eventually join a team where doing project management alongside the usual cyber security work will allow me to earn a Staff or Principal level position. From the lens of my experience with my last Employer (Stripe), I can say that the content in the course was current, applicable to tech, and was something I would have significantly benefited from by having gone through the course before joining the Detection Engineering team at Stripe.

Overall, it has made me a more capable and competent member of the workforce by augmenting my wide range of experience. I would definitely recommend GWG course material to anyone in the Tech field. I'm fortunate to have had the opportunity to take it through the program.

3. From referred learner, Priya V.: (Earned two certifications for Data Analytics and Advanced Data Analytics.) On March 30th, 2023, I started working as a Volunteer with FELIDAE CONSERVATION FUND in Bay Area. I am now working on Data Classification, and they have plans for me to work on creating R programming for Data Analytics. [Recently hired as a WSR 1 at Reno Hub.]
4. From referred learner, Stephan P.: (Obtained Google Project Management certification on 2/23/23.) In March 2023, client started a job as National Fundraising Manager for Progress Now. He works 40 plus hours per week and earns \$90,000 a year. He is not using his Project Management skills, but he is confident they will prove useful.
5. From referred learner, Victor L.: (Obtained UX Design, Data Analytics, and UX Design certifications.) Using UX design experience to design logos for t-shirts.

Upon graduation, learners receive a survey to complete. We received the following feedback from the 10 surveys returned to us:

- 90% of graduates believe the training increased their knowledge about the certificate topic.
- 80% of graduates believe the training will help their employment situation.
- 100% of graduates would recommend the training to friends, family, and coworkers.
- 100% of graduates are interested in taking additional GWG courses.

### **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 a new contract to extend the ROADS program until 10/31/2027 to continue to train unemployed and underemployed citizens. The new contract will now be funded using state funding with Career Enhancement Program funding (CEP) in the amount of \$1,000,000. The goal is to train 75 participants per year, totaling 300 participants over the course of the four (4) year contract term. In the first quarter of the new contract, WNC enrolled nine new participants who are taking courses in CDL, EMS, Healthcare, and Welding programs. The ROADS program liaison also attended a career fair at Sparks High School on March 13, 2024. Representatives from WNC discussed the available career and technical education programs and how ROADS could provide financial support in addition to professional development and employment opportunities.

The ROADS program recently expanded to the Southern part of the State at the College of Southern Nevada, and the contract went into effect January 9, 2024. The term of the Interlocal contract is for \$500,000 over a two- and half-year term ending on June 30, 2026. The goal is to train 75 participants during the course of the contract in high-demand occupations for the Southern

region of Nevada in fields such as cyber security, advanced manufacturing, truck driving, and health care to name a few. CSN’s first quarterly report is be due on April 1, 2024.

**EARLY CHILDHOOD EDUCATION CONTRACTS**

The Nevada Department of Employment, Training and Rehabilitation (DETR) is collaborating with Truckee Meadows Community College (TMCC), College of Southern Nevada (CSN), Western Nevada College (WNC) and Great Basin College (GBC) to reduce and alleviate the workforce shortage for skilled childcare providers impacting our communities. The goal of these programs is to assist students with tuition and costs associated with training in the Early Childhood Education industry. Early Childhood Education Skills Certificate Programs will help align and promote training programs for a skilled and more consistent pipeline of childcare providers. After successfully passing their chosen Early Childhood Education skills certificate level, participants will be qualified for employment. Colleges will coordinate with DETR to assist graduates with job placement.

**Contract Status:**

**TRUCKEE MEADOWS COMMUNITY COLLEGE:** Contract approved by Board of Examiners (BOE) during the March meeting for \$141,233.71. The contract is effective March 14, 2023, and will operate through June 30, 2025.

The milestones for the contract are set forth in the table below:

	Enrollments	Training Completion	Job Retention after 2 <sup>nd</sup> 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)

To date, 26 participants have been enrolled in the program and started the Spring semester 2024 on 1/22/2024. TMCC has enrolled an additional 24 participants in the program and a total of 22 out of the 26 participants are employed.

**WESTERN NEVADA COLLEGE:** Contract was approved by the Board of Examiners at their June 13, 2023, meeting. The contract is effective June 13, 2023, and will operate through June 30, 2025, for a total of \$821,999.

The milestones for the contract are set forth in the table below:

	Enrollments	Training Completion	Job Retention after 2 <sup>nd</sup> 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)

WNC developed an ECE Program Manager job description, and it is currently with the HR department for salary placement and job posting by February 15. Future goals are to post the Program Manager position and complete hiring; develop an outreach and recruiting plan for Fall 2024 courses.

**College of Southern Nevada:** The contract with CSN for their Early Childcare Education program was approved at the June 13, 2023, BOE meeting. The total contractual agreement is for \$158,656.40 and will begin June 13, 2023, and operate through June 30, 2025.

The milestones for the contract are set forth in the table below:

	Enrollments	Training Completion	Job Retention after 2 <sup>nd</sup> Quarter
Year 1	30 Participants	55 % (16 of 30 participants)	65 % (19 of 30 participants retain job for 6 months)
Year 2	45 Participants	65 % (29 of 45 participants)	70 % (32 of 45 participants retain job for 6 months)
Total	75 Participants Enrolled	65% (45 Participants complete training)	68% (51 of 75 participants retain job for 6 months or longer)

CSN has enrolled an additional 20 participants in the current semester and a total of 17 out of the 20 participants are employed.

**GREAT BASIN COLLEGE:** Contract was approved by the Board of Examiners at their June 13, 2023, meeting. The contract is effective June 13, 2023, through June 30, 2025, for a total of \$158,656.40.

The milestones for the contract are set forth in the table below:

	Enrollments	Training Completion	Job Retention After 2nd Quarter
Year 1	30 participants	55% (16 of 30 participants)	65% (19 of 30 participants retain job for 6 months)
Year 2	60 participants	65% (39 of 60 participants)	70% (42 of 60 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)

There are 28 participants enrolled in the current semester and a total of 22 participants out of 28 are employed.

**Coursera**

MISSION: *CONNECTING MORE NEVADANS INTO MEANINGFUL CAREER PATHWAYS THAT PROVIDE FAMILY-SUSTAINING WAGES*



In May 2023, DETR's Employment Security Division entered into a contract with the online training platform Coursera. This training platform is the same that brought us Grow with Google. However, the contract directly with Coursera for Government opens all avenues of training to a wider audience of job seekers, allowing for access to over than 5,000 Courses, Specializations, and Professional Certifications, produced by leading universities and companies. This will include access to Career Academy, Coursera's professional certificate offering. Coursera will also work with DETR/ESD to develop custom content designed to support Nevada's workforce development goals which will be available to all Nevadans.

DETR's three (3) phase plan with Coursera is close to completion as LearnNV by Coursera is available statewide:

- Phase I launched in August 2023, to participants living in Southern Nevada. During the first month and released in the Las Vegas area only, 122 total enrollments were recorded with at least 17 of those individuals completing 50% or more of their courses.
- Phase 2 launched September 2023, to all Nevada residences, as well as those residing in border towns / neighboring states. Enrollment numbers increased from 122 to 1015 total enrollments within a month.
- Phase 3 is focused on DETR staff. With the assistance of the Coursera Team, ESD training staff are working towards developing DETR specific training modules to better equip staff with the knowledge needed to be experts in their designated workforce areas. This will streamline onboard processes for new staff and provide current staff with the "big picture" view of workforce and how the WIOA titles and related programs work for the good of the people we serve.

During this quarter continued focus on outreach opportunities to engage new Unemployment Insurance (UI) claimants and promote LearnNV through social media, job fairs, and hiring events. EmployNV Career and Business Hubs staff are well versed in encouraging LearnNV use for their cliental.