



Date: January 26, 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

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 (10/1/2023 – 12/31/2023) 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

- **October 2023:** 3,728 actual / 4,800 plan
- **November 2023:** 3,406 actual / 4,800 plan
- **December 2023:** 2,821 actual / 4,800 plan

Justification for 25% above/below goal: 2,821 job seekers registered in December is 41.23% 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 (5.4% in November 2023). Additionally, December historically report lower registrations due to the holidays.

Image 1

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.

- **October 2023**: 2,212 actual / 1,565 plan
- **November 2023**: 2,306 actual / 1,565 plan
- **December 2023**: 1,853 actual / 1,565 plan

Justification for 25% above/below goal: N/A – December’s performance measure requires no justification due to being above or below the 25% threshold for justification. Performance measure is 18% over planned goal.

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

- **October 2023**: 8,343 actual / 3,950 plan
- **November 2023**: 8,638 actual / 3,950 plan
- **December 2023**: 7,378 actual / 3,950 plan

Justification for 25% above/below goal: 7,378 job openings in December is 86.78% higher than the planned goal of 3,950. Many businesses are short-staffed and have multiple job openings due to the low unemployment rate. Additionally, many companies are looking to fill multiple seasonal/holiday positions.

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

- **October 2023**: 4,931 actual / 3,232 plan
- **November 2023**: 3,858 actual / 3,232 plan
- **December 2023**: 3,861 actual / 3,232 plan

Justification for 25% above/below goal: December’s performance measure requires no justification due to being above or below the 25% threshold for justification. Performance measure is 19% over planned goal.

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 2023**: 194 actual / 965 plan
- **November 2023**: 378 actual / 965 plan
- **December 2023**: 145 actual / 965 plan

Justification for 25% above/below goal: 145 job placements in December is 84.97% less than the planned goal of 965. The focus of Career Hubs has changed from recording placements to employment in the 2nd and 4th Quarter After Exit (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:

DATE	EMPLOYER/EVENT	EVENT LOCATION	ATTENDEES
10/11/23	Carson City Career Fair	Carson City-Adam's Hub for Innovation	59
10/11/23	Labor Guys Staffing	EmployNV Career Hub Sparks	6
10/12/23	Tesla Motors	EmployNV Business Hub - North	54
10/17/23	Washoe County School District	EmployNV Career Hub Sparks	8
10/18/23	Tesla Motors	EmployNV Business/Career Hub Carson City	21
10/19/23	American Protection Ground	Brazen Online Event	3
10/23/23	United States Postal Service	EmployNV Business Hub – North	15
10/24/23	Securitas	Brazen	3
10/25/23	Manufacturing Job Fair	Reno Town Mall	130
10/26/23	Hertz	EmployNV Business Hub - North	15
10/26/23	Rolling Frito Lay	EmployNV Business Hub - North	11
10/30/23	Rolling Frito Lay	Sparks EmployNV Career Hub	9
11/06/23	USPS	EmployNV Business Hub - North	41
11/08/23	Labor Guys Staffing	EmployNV Business Hub - North	25
11/09/23	Hertz	Sparks Career Hub	10
11/13/23	American Protection Group	Brazen virtual event	2
11/13/23	FedEx Express	EmployNV Business Hub - North	18
11/28/23	UPS	Sparks Career Hub	18
11/30/23	Stellar Snacks	Carson City EmployNV Business/Career Hub	13
12/4/23	American Protection Group	EmployNV Business Hub – North / Brazen	10
12/12/23	Washoe County School District	EmployNV Business Hub - North	19
12/28/23	Natural Grocers	Carson City EmployNV Business/Career Hub / Brazen	3

BSO-South Hiring Event Highlights:

DATE	LOCATION	COMPANY	ATTENDEES	ON THE SPOT HIRES
09/27/23	Maryland Parkway	MasterCorp	47	27
09/28/23	NLV Career Hub	Cole Kepro	2	0
09/28/23	Sahara West Library	Rebel	23	0
10/03/23	Sahara West Library	Southern Nevada Adult Mental Health Services	25	0
10/4/23	Green Valley Library	Henderson Manufacturers' Career Fair 11 employers	-	155
10/05/23	Green Valley Library	MasterCorp	34	17
10/05/23	Sahara West Library	Southern Nevada Adult Mental Health Services	19	0
10/09/23	Maryland Parkway	Las Vegas Convention Center and Visitor's Authority	15	8

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10/10/23	Maryland Parkway	Resorts World	62	32
10/11/23	Alexander Library	Employnet	3	3
10/11/23	Maryland Parkway	Invictus	14	-
10/12/23	Maryland Parkway	UniSea	13	-
10/13/23	Maryland Parkway	Allied Universal Event Services	4	-
10/16/23	Sahara West Library	MGM Resorts - Info Session	22	-
10/17/23	Sahara West Library	Southern Nevada Adult Mental Health Services	18	-
10/17/23	Maryland Parkway	Caesars Entertainment	99	42
10/19/23	Maryland Parkway	TTEC	21	7
10/19/23	Sahara West Library	Southern Nevada Adult Mental Health Services	20	-
10/20/23	Green Valley Library	Acelero	4	-
10/23/23	North Las Vegas	Twice Baked	7	-
10/24/23	Maryland Parkway	MasterCorp	30	5
10/24/23	Sahara West Library	Southern Nevada Adult Mental Health Services	18	-
10/24/23	Alexander Library	Employnet	16	7
10/25/23	Maryland Parkway	Caesars Entertainment	88	62
10/26/23	Sahara West Library	Southern Nevada Adult Mental Health Services	27	-
10/26/23	Maryland Parkway	Walgreens	35	20
10/30/23	Maryland Parkway	Sensations Exhibits	3	1
11/02/23	Maryland Parkway	MGM Resorts - Info Session	14	-
11/07/23	Green Valley	ABM	21	17
11/07/23	Maryland Parkway	Allied Universal	18	5
11/07/23	Maryland Parkway	Walgreens	14	12
11/07/23	North Las Vegas	UniSea	1	1
11/08/23	Maryland Parkway	Walgreens	12	8
11/08/23	Maryland Parkway	Rebel	50	-
11/08/23	Green Valley	UniSea	10	8
11/09/23	Maryland Parkway	UniSea	26	24
11/13/23	Maryland Parkway	Rescare	29	0
11/14/23	Sahara West	Allied Universal	73	0
11/15/23	Maryland Parkway	Caesars Entertainment	16	-
11/16/23	Sahara West	Servant's Heart Home Care	9	-
11/16/23	Maryland Parkway	Caesars Entertainment	18	-
11/17/23	Maryland Parkway	Caesars Entertainment	33	-

11/22/23	Maryland Parkway	Cole Kepro	7	-
11/28/23	Maryland Parkway	Unimacts	19	6
11/30/23	Sahara West	JRM-NV	19	2
12/01/23	Maryland Parkway	Allied Universal	25	-
12/06/23	Maryland Parkway	MasterCorp	52	23
12/07/23	Alexander Library	Employnet	14	14
12/11/23	Sahara West	Servant's Heart Home Care	12	-
12/13/23	Green Valley	MasterCorp	17	8
12/19/23	Green Valley Library	ABM	20	8
12/20/23	Maryland Parkway	MasterCorp	46	10

Date	Event	Location	Number of Employers	Number of Attendees
11/9/23	Fall Job Fair	Alexander Library	10	103
11/15/23	UNLV Virtual Healthcare Job Fair	Brazen Virtual	26	98
12/05/23	Winter Job Fair	Sahara West Library	51	767

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, 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.

As of January 23, 2024, activity totals are as follows:

Public:

- 12 active participants, 20 inactive¹

¹ In early December, administrators for the Grow with Google program removed inactive users who enrolled in the program but showed no activity or login over a six (6) month period. This removal reduced our participant numbers.

- 39 graduates
- 50 certifications earned

DETR Employees:

- 108 DETR employees invited/enrolled
- 1 DETR employee graduate / 14 active / 93 inactive

Once the program officially closes this week, we will have completion data and success stories for public and DETR staff participants who took advantage of this opportunity to provide the Board during the next quarterly update.

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.

DETR is pleased to report that we have recently been able to expand the ROADS program to the Southern part of the State and at the January 9, 2024, Board of Examiner's meeting, the ROADS contract with the College of Southern Nevada (CSN) was approved. 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.

EARLY CHILDHOOD EDUCATION CONTRACTS

Interlocal contracts between Western Nevada College (WNC), Truckee Meadows Community College (TMCC), College of Southern Nevada (CSN), Great Basin College (GBC), and DETR have been established and approved by the Board of Examiners (BOE) to assist students with tuition and costs associated with training in the Early Childhood Education (ECE) industry. 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.

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 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)

To date, 16 participants have been enrolled in the program and started the Fall semester 2023 on 8/21/2023.

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 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)

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 nd 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)

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)

Coursera

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

In May 2023, DETR's Employment Security Division entered into 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.

The collective goals for this partnership include:

- Reducing unemployment in Clark County.
- Reskill Nevadans prioritized by Project 354 into better careers for in-demand occupations.
- Change perceptions for employers of Nevada talent that lack a college degree.
- Provide flexible curated learning programs that align to employer demand.
- Increase enrollments at EmployNV Career Hubs.
- Enhance business and professional skills for DETR staff.

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 still on track to launch in early 2024 and will be focusing on DETR staff. With the assistance of the Coursera Team, ESD training staff will work 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 the focus was 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. As of December 31, 2023, there was a total of 10,145 enrolled participants accessing the LearnNV Coursera platform for their training needs.