

# WIOA ANNUAL STATEWIDE PERFORMANCE REPORT NARRATIVE PROGRAM YEAR 2023



**Presented by:**

State of Nevada Department of Employment, Training and  
Rehabilitation & Nevada's Workforce Development Boards

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## PREFACE

We are pleased to submit the Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative for Program Year (PY) 2023 to the U.S. Department of Labor (DOL), in line with DOL Training and Employment Guidance Letter (TEGL) No. 05-18. This report highlights the dedicated efforts of professionals from Nevada's Department of Employment Training and Rehabilitation (DETR) and our workforce development partners. Over the past year, Nevada has concentrated on supporting both job seekers and businesses working towards enhancing individual's skills and education while meeting the needs of Nevada growing workforce. The contents of this report have been prepared in compliance with DOL's [TEGL 05-18](#).

In PY23, the Governor's Workforce Development Board (GWDB) collaborated with core, required, and state strategic partners under WIOA to achieve the objectives outlined in [Nevada's Unified State Plan](#). More businesses, than in past years, utilized their local EmployNV Business and Career Hubs to expand and train their workforces. Across all WIOA Title programs, Nevada has found innovative ways to serve our communities through federal support, bolstered by state and local initiatives.

Through WIOA funding, DETR, the Office of Workforce Innovation (OWINN), and the state's two (2) Local Workforce Development Boards (LWDBs) - Workforce Connections in southern Nevada and Nevadaworks in northern Nevada - delivered various quality programs and services in PY23. Initiatives throughout the state include unique approaches to engage out-of-school youth, support projects for veterans and individuals with significant employment barriers, and address the workforce needs of Nevada's businesses, ultimately furthering economic growth.

Nevada's WIOA funding, along with other financial sources, plays a pivotal role in delivering the necessary services to meet the needs of Nevada's workforce and employers. We achieved and often exceeded WIOA performance levels through the concerted efforts of the state and the LWDBs. The positive outcomes of these endeavors are detailed in this PY23 Annual Statewide Performance Report Narrative and its accompanying appendices.

Collaborative partnerships are a crucial component of Nevada's strategy to streamline the workforce system. Title I (Adult, Dislocated Worker, and Youth), Title II (Adult Education and Literacy), Title III (Employment Services), and Title IV (Vocational Rehabilitation) are the four (4) core workforce programs under WIOA. These partners meet regularly to address processes, issues, and co-enrollment opportunities collectively. Coordinated efforts to serve employers exemplify how core partners work together to reduce redundancies within the workforce system, offering seamless services to businesses and job seekers.

# Nevada's WIOA PY 2023 Annual Narrative Report - Titles I and III

## **Governance of the Nevada Workforce System**

The Workforce Innovation and Opportunity Act was signed into law in 2014 by President Barack Obama. WIOA replaces the Workforce Investment Act of 1998 and is intended to serve workers by assisting them in obtaining employment and aid businesses by helping them find qualified employees. Additionally, WIOA is intended to increase the earnings, employment retention and occupational skills attainment of clients reducing welfare dependency, and enhancing the workforce quality, productivity and competitiveness of Nevada. This is accomplished through the State of Nevada, the GWDB and the LWDBs. The GWDB convenes state, regional, and local workforce system partners to enhance the capacity and performance of the workforce development system. It aligns and improves the outcomes of federally funded workforce programs and investments. While LWDBs are responsible for planning and delivering workforce services at the local level through EmployNV Hubs. They ensure that services are accessible and meet the needs of both job seekers and employers. WIOA promotes accountability and transparency through performance measures and negotiated performance goals, as shown in this report.

## **Nevada's Office of Workforce Innovation**

The Office of Workforce Innovation (OWINN) is committed to fostering a skilled, diverse, and cohesive workforce in Nevada by encouraging cooperation and collaboration among all workforce development entities. Established via Executive Order in 2016 and officially incorporated into state law NRS 232.965 in 2017 under former Governor Brian Sandoval, OWINN brings together community stakeholders, including K-12 and higher education, businesses, social services, and training providers, to enhance Nevada's workforce development system. This collective effort ensures that Nevadans acquire the skills necessary for success, benefiting everyone through a strong and adaptable workforce.

OWINN focuses on equipping Nevadans with essential soft and technical skills, addressing workforce shortages, and diversifying the economy with workforce development programs tailored to regional in-demand occupations. To achieve these objectives, OWINN collaborates with the community, leverages data-driven research to identify best practices, and implements programs designed to create a thriving Nevada for all.

## **GWDB, WIOA State Plan and GWDB Strategic Plan**

The GWDB serves as the primary convener for industry, labor, and government leaders dedicated to innovating workforce development for the State of Nevada through examining the statewide workforce development system, creating the WIOA State Plan, and recommending workforce development policy improvements to the Governor's Office, OWINN, Nevada Legislature, and all relevant workforce stakeholders. Regular topics discussed by the Board include the local workforce development boards, WIOA core partners performance, industry sector councils, identification of barriers to employment (childcare, transportation, affordable housing), K-12 career and technical education, postsecondary

education, private sector workforce needs, career pathway development, economic development, alignment of statewide workforce programs, supportive services, rural workforce development, and many other areas. The GWDB is codified by NRS 232.935 and administered by OWINN. The GWDB's 33 members are Governor appointed, with a majority representing businesses from various industry sectors, along with state and local elected officials, organized labor representatives, and administrators of the State's WIOA core programs.

A primary responsibility of the GWDB is to write the WIOA State Plan and submit it to the U.S. Department of Labor and U.S. Department of Education every four (4) years, with modifications every two (2) years. Sections within the WIOA State Plan include strategic planning, operational planning, coordination of programs, and program-specific reporting requirements. The three (3) goals of the WIOA State Plan are to 1) increase engagement with groups who have high unemployment and/or low labor force participation, 2) increase the operational alignment of services among required workforce development partners, and 3) improve collaboration between required workforce development partners with common processes and systems.

The WIOA State Plan was developed over the past year by a working group under the GWDB that was led by the WIOA Title II State Director, and Adult Education Program Supervisor of the Department of Education. Working group contributors represented diverse agencies, including, Nevadaworks (Northern LWDB), Workforce Connections (Southern LWDB), DETR, the Nevada Department of Health and Human Services (DHHS) Division of Welfare and Supportive Services (DWSS), OWINN, and GWDB leadership. Additionally, statewide partners such as the Governor's Office of Economic Development (GOED), Office of Science, Innovation, and Technology, the Office of the Labor Commissioner, and others provided insight for the plan to strengthen its content and reflect a cohesive workforce vision. Once drafted in September 2023, the WIOA State Plan underwent a rigorous review process that began in October 2023, including evaluations from the GWDB, the Governor's Office, key stakeholder agencies, and a thirty-day public comment period.

After submitting the WIOA State Plan, GWDB Chair Hugh Anderson and Vice Chair Ken Evans created a task force of business Board members representing various sectors and industries and State agencies to draft the first GWDB strategic plan. The vision for the strategic plan was to build upon the goals set forth in the WIOA State Plan and add emphasis on private and public sector alignment and collaboration for workforce development. The GWDB Strategic Plan is intended to be much more concise and actionable than the WIOA State Plan. The three (3) goals of the GWDB Strategic Plan are to 1) mitigate workforce and learning barriers for underserved Nevadans with low labor force participation and high unemployment rates, 2) promote awareness and engagement of the Nevada's businesses with the public workforce system, and 3) align the Nevada workforce system among education, economic development, and sector partners. The initial draft of the GWDB Strategic Plan was created by the task force in March 2024 following the WIOA State Plan submission. The draft underwent extensive review from over 75 partners during April 2024. After revisions were made following the stakeholder engagement process, the final draft was presented to the Governor's office in May 2024. The Governor presented his letter of support to the GWDB in June 2024, thus finalizing the plan and turning over into the implementation of stage.

## Workforce Research Data System (NPWR)

The Nevada P-20 to Workforce Research Data System (NPWR) is a state-of-the-art research tool that provides Nevadans with unparalleled access to the knowledge needed to understand the trends shaping our state's education and workforce outcomes. NPWR was built on a federated system that merges data across participating agencies using a sophisticated matching algorithm. NPWR leaves all private data behind the existing firewalls of each agency and de-identifies all data during the matching process. Using this de-identified and matched data, NPWR generates reports from participating agencies for the purposes of better understanding the trends shaping Nevada's education and workforce outcomes.

NPWR is truly a statewide collaboration, with the NPWR Advisory Committee made up of the data-sharing partners and established to assist in the support of the statewide longitudinal system. These data-sharing partners include DETR for wage data and Title I and Title III (onboarding); Nevada Department of Education (NDE) for Adult Education and early childhood data; Nevada System of Higher Education (NSHE); Nevada Department of Motor Vehicles (Nevada DMV) for matching only; DHHS for early childhood information; Nevada Department of Corrections (NDOC); Nevada Department of Veteran Services (NDVS); Department of Business and Industry (B&I) for apprenticeship data.

In November 2023, the first NPWR Strategic Plan was approved by the NPWR Advisory Committee. This document is to act as the goals and guide for the State of Nevada's P-20W longitudinal data system, known as NPWR, for the near future. The purpose of this plan is to help address gaps and resources that can help NPWR grow to become a more valuable tool to the entire State, through modernization efforts and bringing resources and talent in-state to work to help our citizens, departments, researchers, and resources. The three (3) goals of the NPWR Strategic Plan:



### NPWR Structure

- Add dedicated analysts
- Add dedicated data integration specialist
- Dedicated NPWR server



### Modernize

- Increase data from current partners and add new partners
- Update website
- Improve portal process for researchers



### Funding

- Target State, Federal and Private funding

Due to the success in the first year, in December 2023, OWINN awarded the second round of NPWR Research Grant projects, funded through WIOA Governor's Reserve. NPWR awarded nine (9) projects at a total of \$331,477.71. The funded projects were:

## Workforce and Economic Development

- Assessing Workforce Availability and Associated Skill Sets Needed to Close Gaps in the Value Network and Supply Chain of Nevada’s Healthcare Industry Sector; University Center for Economic Development; University of Nevada, Reno
- The Potential Economic and Fiscal Benefits of Connecting Over 30,000 Disconnected Youth in Nevada to Education or Employment by 2030; Consultant to/representing Workforce Connections, Southern Nevada’s Local Workforce Development Board
- AI-Enhanced Education in Nevada and its Transformative Impact on Workforce Development, Employment Prospects, and Tomorrow's Job Market Proficiencies ; Center for Migration, Demography and Population Studies; University of Nevada, Las Vegas
- Care Workers in Nevada: A Crisis Now and in the Future; The Lincy Institute
- The Dynamics of Labor Force Participation – A Statewide Analysis and Survey in a Post-Pandemic Nevada; Kenny Guinn Center for Policy Priorities & Center for Business and Economic Research; University of Nevada, Las Vegas

## Education

- Strengthening Nevada’s PK-20 Teacher Pipeline: An Assessment to Meet Workforce Projections; Clark County Education Association
- An Exploratory Study of Two Postsecondary Policies and Student Outcomes in Nevada; Department of Educational Psychology, Leadership, and Higher Education; University of Nevada, Las Vegas
- Nevada Goes to College: A Statistical Portrait of Higher Education Enrollment and Degree Attainment of Minoritized Students in Field of Education; College of Education and Human Development; University of Nevada, Reno

## Students

- An Examination of Novice Teacher Career Persistence Trends; Elizabeth Hofschulte Collins, MS; Doctoral Fellow in Teacher Preparation and Retention, National Institute for the Advancement of Education; University of Nevada, Las Vegas

The 2023 NPWR Research Forums were held on December 5, 2023 at the University of Nevada, Reno (UNR) and rescheduled on February 29, 2024 at the University of Nevada, Las Vegas (UNLV). These forums were the opportunity for the 2023 NPWR Research Grant awardees to share their projects and findings to the community. The NPWR Strategic Plan was also presented to the attendees and was the first place it was made publicly available. During the UNLV Forum, the 2024 NPWR Research Grant awardees were also announced. The forums were funded through WIOA Governor’s Reserve.

## **OWINN Grants**

### Project SANDI:

The fourth year for Project SANDI (Supporting and Advancing Nevada’s Dislocated Individuals) has been an exciting and cooperative time that includes the Nevada State Higher of Education Colleges, outside training providers, and internal Nevada partners. Over 1,900 participants have been supported

now through the trainings offered with all the partners. This year has also seen a concentrated effort to increase opportunities specifically for veteran students.

#### H-1B:

In the past year, the H1-B Rural Healthcare grant has exceeded the grant goal of serving 130 participants, with time remaining on the grant to continue to address the healthcare need. As of June 2024, the grant served a total of 144 participants.

#### Accelerating Nevada Apprenticeships for All (ANNA):

The key grant goals worked on this year focused on OWINN working with the State Apprenticeship Council Director, under the Labor Commissioner at the Nevada Department of Business & Industry (B&I) to realign the grant to be able to assist more apprentices in the non-traditional apprenticeships of education, healthcare and IT.

#### SAE 2020:

The key goal that OWINN accomplished in the final year of this grant was developing a webpage to update information for the public through a website around apprenticeship, which was completed by The Abbi Agency to lead to more widespread awareness of apprenticeship programs in the state, and not limited to those offered by OWINN. OWINN worked with State Apprenticeship Director Toni Giddens on this aspect.

## **One-Stop Certification Criteria and Procedures**

In accordance with 20 CFR 678.800 Nevada has outlined the certification process for one-stop centers (EmployNV Hubs) under WIOA. [State Compliance Policy \(SCP\) 1.4](#) provides guidance for the operation of the one-stop delivery system. To ensure the one-stop delivery system meets quality standards that are consistent with the purpose and authorized scope of each of the partner programs, the one-stop certification criteria demonstrate the intent of WIOA indicative of strengthening the successful integration and implementation of partner programs in the one-stop delivery system. The GWDB has developed minimum one-stop certification criteria for the LWDB to utilize in the one-stop certification process. This standard certification criteria and process promote the objectives of Nevada's WIOA State Plan and are located in Attachment A of the policy.

## **Nevada's Approach to Customer Satisfaction**

Nevada's customer survey system, SARA (Semi-Autonomous Research Assistant), engages clients and consumers via text and/or email. Throughout and post-pandemic in PY23, SARA has proven to be highly beneficial. Gathering effective and timely feedback is essential for enhancing the customer experience. Actions are taken to improve service delivery based on the feedback received. Survey results help identify potential pitfalls and areas that may require growth and improvement.



## SARA- Job Seeker Surveys

Nevada's EmployNV Career Hub offices offer a variety of employment services to job seekers through their nine local offices virtually, over the phone, and in person. The job seekers, who are case managed, are sent electronic customer-feedback surveys using the SARA program via text and/or email. To collect surveys for all job seekers who receive services, case managed or not, SARA is being upgraded to send out surveys to all registered job seekers to capture customer-feedback.

Although all case managed job seekers receive the customer-feedback survey, feedback is limited to only the job seekers who choose to complete the survey.

The following questions were ranked as "fair" or better.

1. Will you take a minute to help us improve the services we provide to you? 1,206 (89%)
2. How would you rate the service you received from us? 1,107 (94%)
3. How would you rate the politeness of the staff? 1,146 (98%)
4. How likely are you to recommend our services? 1,014 (89%)

## Studies for Research and Evaluation

Nevada Department of Employment, Training and Rehabilitation contracted Actus to conduct a third-party evaluation of the Federal-funded Nevada RESEA (Reemployment Services and Eligibility Assessment) program and the state-funded REANV (Reemployment and Eligibility Assessment) program. The primary objective of the evaluation is to conduct a randomized controlled trial (RCT) impact study to assess the effectiveness of the two programs in:

- 1) assisting Unemployment Insurance (UI) claimants in securing employment and improving their earnings, and
- 2) reducing the number of UI benefit weeks and total benefit amounts collected.

The Interim Report presents preliminary findings based on data halfway through the evaluation period. Notably, these preliminary findings show that the two programs:

- ✓ Increased the receipt of job counseling services and direct job referrals for participants.
- ✓ Reduced average UI duration by 1.8 weeks.
- ✓ Led to an average \$586 in UI savings per participant.
- ✓ Increased the employment rate in quarter 1 after program entry by 4.7 percentage points.
- ✓ Increased quarter 1 earnings by \$205.

These preliminary findings are promising because they show that the two programs are effective in delivering services to UI claimants and facilitating improvements in their reemployment outcomes.

## Data Element Validation Policy and Methodology

Nevada has established processes for data element validation (DEV) that meet all federal guidelines issued by the DOL. Statewide evaluations conducted during PY23 consisted of monitoring activities of all WIOA programs conducted by the WISS Monitoring Team pursuant to WIOA Sec. 184, 2 CFR Part 200 and 20 CFR Part 600, data element reviews completed by WISS Program Staff, and corresponding [State Compliance Policy 5.7](#), in addition to random participant qualitative surveys completed by statewide program participants.

Nevada employs multiple strategies for DEV. First, WIOA program monitoring worksheets used for on-site reviews have been updated to align with the Source Documentation Requirements for Programs Guide issued by the Department of Labor (DOL). The State requires that the LWDBs use the EmployNV system and case notes to upload documents upon receipt from the participants for DEV purposes. This digital medium streamlines the process by eliminating the need to maintain paper documents while allowing the validation process to be conducted remotely, accurately, and more frequently than in prior program years. WISS staff conduct desktop monitoring to ensure accurate data capture. Each quarterly Participant Individual Record Layout (PIRL) report is analyzed collaboratively by the DETR WISS Automated Reporting team and program staff. Furthermore, Nevada's management information system (MIS), EmployNV, includes audit forms for conducting DEV, allowing PIRL data elements to be audited by program funding. This system also limits auditing to program-required elements as needed.

Moreover, the Governor's Workforce Development Board, comprising members from all core WIOA title programs, business/employer representatives, workforce/labor institutions, and state and local government agencies, plays a pivotal role in enhancing the state workforce system. They do so through policy and procedure development, process reviews, and providing recommendations for revisions or updates as necessary.

*For more information on SCP 5.7, please see **Appendix B**.*

## Effectiveness in Serving Employers

The Business Solutions Offices across Nevada focus on providing the best possible services to the business community. All employers who receive service from Business solutions staff are asked to provide feedback. Employers are printed or emailed a survey to complete after the completion of services (such as job fairs). How future events are run are based on the results to better improve the process. The following questions from employers in southern Nevada were ranked as "fair" or better:

1. How would you rate the job fair location? 101 (100%)
2. How would you rate the setting of the room? 99 (98%)
3. How would you rate the space provided? 100 (99%)

4. How would you rate date of the job fair? 52 (100%)
5. How would you rate the length of the job fair? 101 (100%)
6. How would you rate the quantity of applicants? 49 (100%)
7. How would you rate the applicant's preparedness for interviews? 47 (96%)
8. Would you rate our services as fair or better? 85 (100%)

## **Common Exit Policy (Per TEGL 10-16 Change 3)**

The state maintains a common exit policy for Title I Adult, Dislocated Worker and Youth, Title III Wagner Peyser, Jobs for Veterans State Grants, National Dislocated Worker Grants, Trade, Career Enhancement Program and Silver State Works. DETR's [Technical Assistant Guide's \(TAG\) 20-5](#) purpose is to provide the LWDBs with guidance on participant common exit policy and related processes.

A "common exit" occurs when (1) a participant, enrolled in multiple DOL-administered programs, has not receive services from any DOL-administered program to which the common exit policy applies for at least 90 consecutive days, and (2) no future services are scheduled, except for self-service, information-only activities, or follow-up services. A participant is only exited when all exit criteria for each program are met. The common exit date is auto-calculated retroactively to the last qualifying participant-level activity service. Nevada's MIS, EmployNV, has established rules that provide assurance that the common exit methodology required by DOL is utilized properly and progress is accurately tracked.

## **Labor Exchange: Effectiveness in Serving Employers**

Measuring the success of services provided to employers is important for the state's economic success. Nevada's Labor Exchange, also referred to as Employment Services under WIOA Title III, is the most robust reemployment program in Nevada. It is the most utilized service provided by the EmployNV system by both job seekers and businesses. In PY23, businesses listed 25,542 job orders representing 481,814 total job openings. Consequently, there were 730,996 job referrals made to these job orders. As the Nevada economy continues to add jobs the number of job listings with the EmployNV system has grown.

## **Self-Appraisal System**

During PY23, the Self-Appraisal System (SAS) reviews were conducted on the WIOA Title I Program, Wagner-Peyser Title III Program, Nevada's Career Enhancement Program, and Nevada's Silver State Works Program entries to determine:

- Success in reaching State Entered Employment for participants
- Appropriateness of services provided to employers and participants
- Timeliness in service delivery to employers and participants

In PY23, program staff monitored, analyzed, and coached Nevada's EmployNV Career and Business Hub offices to ensure goals were met and appropriate program services were recorded. Staff utilized the SARA system, integrated with EmployNV, the statewide workforce case management system, to ensure consistent and timely communication with participants. SARA has allowed for staff to send scheduled program specific communication via text and email, schedule and remind participants about appointments, allowed for documentation to be obtained and recorded, helped alert staff to urgent client needs, and has enhanced participant and staff communication. Staff have also been able to utilize On-Demand Interview Network (ODIN) through SARA. ODIN is a virtual meeting space where staff can schedule appointments with participants. This has been especially advantageous for the Wagner-Peyser's Reemployment and Eligibility Services and Eligibility Assessment (RESEA) program staff because rural offices are still required to complete appointments but have a limited selection pool for participants. This has allowed them to make selections from areas in Nevada where participants are abundant and allows rural offices to further assist in meeting program goals. This has allowed Nevada to modernize tasks performed by workforce staff while also simplifying processes for participants.

Nevada was able to exceed the participant employment 2nd quarter after exit goal by 233% and missed the placement goal by 73% due to changes in office policies and procedures. The offices are no longer recording placements in EmployNV. Placements were used to track staff effectiveness in putting job seekers to work. Instead, offices are now aligned with the goals of the Department of Labor and are working towards keeping job seekers employed in the 2<sup>nd</sup> and 4<sup>th</sup> quarter after they exit the Wagner-Peyser program, as well as median earnings in the 2<sup>nd</sup> quarter after exit.

The Silver State Works Program had a total of 26 participants who remained employed, which is 97% less than the goal of 383. Participation in Silver State Works has decreased this program year; however, the total number of participants was 26, and the number of participants who remained employed was 26. This makes our retention rate 100%, exceeding the goal by 17%.

Job Orders received from Employers exceeded the planned goal by 46%. While the number of jobs available exceeded the goal, the number of job seekers registered was under its goal by 22%. The high number of job orders can be attributed to employers using self-service to post their own jobs and not being able to fill all their positions due to the low unemployment rate.

Efforts to ensure the appropriateness of services and timeliness of service delivery were successful and supported by the customer survey results received. 94% of participants receiving employment services rated the services received as beneficial.

<b>Quarterly &amp; Annual Numeric</b>	
<i>EmployNV Hub Services to Participants</i>	
<b>Number of Employment Service Participants who Gained Employment 2<sup>nd</sup> qtr. after exit</b>	
Plan: 7,896	<b>Actual: 18,387</b>
<b>Number of Career Enhancement Program Participants who Gained Employment after receiving services</b>	
Plan: 2,672	<b>Actual: 2,029</b>
<b>Number of Silver State Works Program Participants who Remained Employed</b>	
Plan: 384	<b>Actual: 26</b>
<b>Number of Placements</b>	
Plan: 11,580	<b>Actual: 3,170</b>
<i>EmployNV Hub Services to Employers</i>	
<b>Number of Job Orders from Employers</b>	
Plan: 18,780	<b>Actual: 25,680</b>
<b>Number of Job Openings Received</b>	
Plan: 47,400	<b>Actual: 87,161</b>
<b>Employer Penetration</b>	
Plan: 3.50%	<b>Actual: 7.5%</b>
<b>Repeat Customer Business</b>	
Plan: 41%	<b>Actual: 27%</b>
<b>Retention with Same Employer 2<sup>nd</sup> and 4<sup>th</sup> Quarters After Exit Rate</b>	
Plan: 50%	<b>Actual: 63.4%</b>
<b>Annual Non-numeric</b>	
<i>Qualitative Review</i>	
<b>Local Office and Administrative Oversight</b>	
Reviews showed staff and offices are within compliance.	
<b>Customer Survey Results Review</b>	
90% of customers responded they would recommend the services of EmployNV Career Hubs to a friend or colleague. Nevada will continue with efforts to increase this number.	
<b>Employer Survey Results Review</b>	
99% of employers responded that the services they received were fair to excellent.	

## WIOA Titles I and III Performance

The following demonstrates the negotiated and actual levels of performance obtained for PY23 reporting period in the WIOA Titles I (Adult, Dislocated Worker and Youth) and III (Wagner-Peyser) programs:

Performance Measures	Negotiated Level of Performance	Actual Performance
<b>Adults</b>		
Employment 2 <sup>nd</sup> quarter after exit	70.2%	74.5%
Employment 4 <sup>th</sup> quarter after exit	66.9%	73.5%
Median Earnings in the 2 <sup>nd</sup> quarter after exit	\$5,700	\$7,935
Credential attainment rate	78.0%	81.2%
<b>Dislocated Workers</b>		
Employment 2 <sup>nd</sup> quarter after exit	78.5%	78.4%
Employment 4 <sup>th</sup> quarter after exit	77.5%	76.6%
Median Earnings in the 2 <sup>nd</sup> quarter after exit	\$8,200	\$9,419
Credential attainment rate	82.5%	79.9%
<b>Youth</b>		
Education or training activities or employment in the 2 <sup>nd</sup> quarter after exit	65.0%	69.9%
Education or training activities or employment in the 4 <sup>th</sup> quarter after exit	61.5%	72.4%
Credential attainment rate	51.5%	48.4%
<b>Wagner-Peyser</b>		
Employment 2 <sup>nd</sup> quarter after exit	66.0%	71.3%
Employment 4 <sup>th</sup> quarter after exit	63.0%	70%
Median Earnings	\$5,400	\$7,735

## EmployNV Business and Career Hubs

The Employment Security Division (ESD) of Nevada DETR is a statutorily defined division under Nevada Revised Statute 612.049. The Nevada EmployNV Hubs serve as the employment services delivery system for DETR's ESD. With 10 strategically located affiliate sites throughout both metropolitan and rural Nevada, ESD provides a comprehensive range of employment services to meet the needs of residents and businesses. Nevada's ESD



manages EmployNV Business Hubs in Reno and Las Vegas, providing business services to these communities. However, due to business needs, the Day Labor Offices in both cities were permanently closed in July 2023. The co-location of WIOA programs within these hubs ensures that clients have access to all services statewide. Each EmployNV Career Hub features a self-service resource center with personal computers and internet access, offering job seekers assistance with resumes, employment information, skill testing, and other valuable services to support their employment pursuits. These services include:

- **WIOA Title III, Wagner-Peyser:** Wagner-Peyser labor exchange services are heavily utilized by both the business community and job seekers throughout the state. Business customers range from multi-national corporations, world class casino/entertainment companies and small neighborhood businesses.
- **Veterans Services:** Under the Jobs for Veterans State Grant (JVSG), Veterans services targeted at veterans with significant barriers to employment (SBE) are available. Seven (7) of the ten EmployNV Career Hubs have a Disabled Veteran Outreach Program (DVOP) staff located on site. The three (3) hubs that do not have a DVOP on site are served as outreach locations by a DVOP from a nearby office. A Local Veterans' Employment Representative (LVER) located in each of the EmployNV Business Hubs, works with local businesses conducting outreach to employers to advocate the hiring of veterans.
- **Career Enhancement Program (CEP):** The Career Enhancement Program is an employer-funded program offering services and training to improve job skills in today's labor market. We begin with a comprehensive assessment to determine the skills required to align with the everchanging Workplace. This includes short-term academic or vocational training, assistance with required training material and assistance with reemployment related expenses to begin employment (e.g., work cards, health cards, tools, and uniforms).
- **Silver State Works (SSW) Program:** The Silver State Works initiative is a state-funded program designed to create an opportunity for business to help strengthen Nevada's economy. The funding is provided at no cost to the employer while receiving incentives to hire pre-screened qualified workers. The Silver State Works program targets unemployment claimants, reentry individuals, Temporary Assistance for Needy Families (TANF) recipients, disabled individuals, and veterans providing on-the-job training and incentive-based employment opportunities.

- **ESD Work Experience (WEX):** The ESD state-funded Work Experience initiative targets hard-to-place individuals. It allows a business to provide a work-based learning experience to an individual for approximately 320 hours before making a hiring decision. During the 320 hours, EmployNV Career Hub will pay the individual's wages. It helps participants find employment by improving their work opportunities and their lives by learning new skills in an actual work environment.
- **Pathway to \$20 program:** This state-funded program targets the underemployed or part-time worker by providing intensive employment services, training, and other services to assist an individual to obtain a job paying at least \$20.00 per hour or puts them on a pathway to a position paying at least that wage.
- **Trade Adjustment Act (TAA):** Designated Workforce Service Representative staff in the EmployNV Career Hubs assist with the federal TAA program participants by providing TAA training and employment services to individuals who have become displaced due to foreign competition.
- **Rapid Response Services:** Designated Account Managers in the EmployNV Business Hubs provide workforce services through the federal Rapid Response program to individuals who are dislocated or pending dislocation by quickly coordinating business-focused services and providing immediate assistance to businesses and their affected workers with flexible strategies designed to respond to layoffs and plant closures.
- **Reentry Program:** Nevada has two (2) full-time staff charged with providing reentry services: one (1) in Washoe County and one (1) in Clark County. Both provide employment and training services to the reentry population and collaborating with corrections, parole and probation and other reentry service organizations. Working closely with the EmployNV Business Hub staff, the Reentry staff provide job development and advocacy services to justice involved individuals for reentry into employment. In PY 2023, Hope for Prisoners 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.
- **Reemployment Services and Eligibility Assessment (RESEA):** RESEA provides targeted services to UI claimants who are most likely to exhaust their benefits, helping them find new employment opportunities. It aims to facilitate reemployment for Unemployment Insurance (UI) claimants and enhance program integrity by preventing improper benefit payments.

In addition to the above-referenced services, all EmployNV Career Hubs are certified affiliate sites and have the presence of WIOA Title I services either in person or virtually.



## USDOL-ETA Waivers

Nevada currently has in effect three (3) USDOL-ETA Waivers:

1. Waiver of 20 CFR 681.550 to allow WIOA individuals training accounts (ITA) for in-school youth (ISY). This waiver is approved through June 30, 2025. This waiver allows the State to waive the requirement limiting ITAs to only out of school youth (OSY), ages 16-24; the State may use individualized training accounts (ITAs) for ISY ages 18-21.
  - This waiver has been an excellent opportunity to promote apprenticeship programs to youth. It also assists ISY in rural workforce areas overcome the unique employment and economic challenges facing rural areas of Nevada. Utilization of the ISY ITA waiver was 21 or 5.4% of ISY. Approximately 29.2% of participants identified as African American/Black; Asian; or more than one (1) race with 54.2% identifying as Hispanic or Latino. Twenty-five percent (25%) chose not to answer when asked about race. The largest barrier identified was BSD at 45.6%.
2. Waiver of WIOA Section 134(c)(3)(H)(i) and 20 CFR 680.720(b) to increase on-the-job training (OJT) employer reimbursement up to 90 percent for businesses with 50 or fewer employees. This waiver is approved through June 30, 2026, for WIOA Title I Adult, Dislocated Worker and Youth formula funds. The waiver permits the State and its local workforce areas to increase the reimbursement rate for OJT contracts up to 75%. The State may also reimburse up to 90% for OJT for businesses with 50 or fewer employees.
  - This waiver has given Nevada a greater opportunity to utilize and operate OJTs throughout the state. Utilization of the 90% OJT waiver was 115 or 58.7% with over 81% completing an OJT successfully. The participants who benefited from the OJTs had an average wage of \$17.85 per hour as compared to a wage of \$19.48 for all OJT participants. Approximately 53% of the participants served identify as African American/Black; American Indian; Asian; Hawaiian/Other Pacific Islander; or more than one (1) race with 34% identifying as Hispanic or Latino. The participants had the following barriers: 3.5% re-entry; 1.8% veteran; and 23.7% persons with a disability.
3. Waiver associated with the requirement at WIOA Section 129(a)(4)(A) and 20 CFR 681.410 to allow State and local areas to expend 75% of Governor's Reserve youth funds and local youth formula funds on Out-of-School Youth (OSY). The waiver is approved through PY25, which includes the entire period for which the state is authorized to spend PY25 funding.
  - Utilization of the ISY waiver in Nevada has allowed ISY enrollments to grow to 24.5% of total enrollments. ISY represented 27.6% of active youth participants. Approximately 55% of the participants served identify as African American/Black; American Indian; Asian; Hawaiian/Other Pacific Islander; or more than one (1) race with 46.9% identifying as Hispanic or Latino. The participants had the following barriers: 8.3% re-entry; 50.5% Basic Skills Deficient (BSD); and 45.1% persons with a disability. High School diploma rates for ISY were 40.7% compared to OSY drop-out recovery diploma rates of 17.3%. Also entered employment was 78% for ISY as compared to 71.6% for OSY drop-out recovery.

## Incumbent Worker

DETR is partnering with Nevadaworks and Workforce Connections to provide training in high-demand occupations with the Incumbent Worker Training (IWT) Grant. Training in high-demand occupations includes but is not limited to the following: Information Technology, Logistics, Manufacturing, and Healthcare. The IWT is designed to improve the skills of employees and the competitiveness of a business by offering support with costs associated to upskill the business' workforce with the support from the LWDBs. The training has allowed businesses to avert layoffs, promote effective employees, provide wage increases and title changes.

In PY23, there have been 200 companies successfully enrolled with a total of 460 incumbent workers for a variety of training that supports the grant outline for the industries outlined. The IWT program continues to receive interest from local businesses in Reno, Las Vegas and the surrounding rural communities including Fallon and Fernley.

**Employer Success Story:** *“The Incumbent Worker training has allowed Carson Medical Group to expand the skill set of our front office and administrative staff at every level. With this program we have implemented training in both soft and technical skills that allow our staff to better serve our customers. Exposing the office staff the opportunity for leadership training has allowed us to increase wages and identify new opportunities to promote incumbent workers to leadership positions. Even if staff is not at a place to move to a leadership position, each trainee has received an hourly wage increase. This grant allows us to train higher number of staff simultaneously to decrease the gap between training opportunities. We will continue to work with Nevadaworks to ensure Carson Medical Group staff is well trained and confident in their place here, knowing we are investing int their future.” - Carson Medical Group*

## Career Enhancement Program

The Nevada Career Enhancement Program (CEP) is a state-funded initiative, supported by employer taxes as mandated by law, that provides training and re-employment opportunities for job seekers. This program aims to equip individuals with the job skills needed in today's market. It is a key service offered by EmployNV Career Hub offices, delivering unique support to both businesses and job seekers that may not be available through other federal programs. CEP focuses on helping unemployed individuals return to the workforce through short-term vocational training and by removing financial barriers that could prevent them from accepting job offers. The program covers employment-related expenses that job seekers often face when offered a position, such as health cards, gaming cards, background checks, security clearances, alcohol awareness classes and certifications, work clothing, safety shoes, and essential tools. These seemingly minor costs can pose significant obstacles for individuals experiencing financial hardship due to unemployment.

## Rapid Response Activities and Layoff Aversion

Rapid Response services are coordinated through DETR's WISS office. The Rapid Response team provides services to workers, businesses, and communities facing layoffs and closures. Notification of possible layoffs or business closures are received through direct contact from impacted businesses, workers, media announcements, and a notification from the Worker Adjustment and Notifications Act (WARN). In PY23 Nevada served 135 companies and 13,708 total individuals affected by layoffs and closures. Some of the larger dislocation events were:

- Desert Springs Hospital DBA Desert Springs Medical Group closure, 970 affected workers
- Keolis Transit America closure, 708 affected workers
- Tropicana Las Vegas, Inc. layoff, 744 affected workers
- Tesla layoff, 693 affected workers
- The Mirage Casino-Hotel LLC closure, 3,350 affected workers

The Rapid Response team consists of representatives from the LWDBs, their program service providers, representatives from Nevada's UI program, Nevada's Health Insurance Exchange, and other community partner resources. The team makes every effort to conduct immediate assessments with employers, employee representatives and affected workers to evaluate the specific needs, in person or virtually, to provide intervention services that include layoff aversion activities when possible. Once all information is received, the Rapid Response Coordinator contacts the Rapid Response team to coordinate an event providing an opportunity to share information regarding services, referral opportunities, and immediate answers to questions about services, resources, and benefits to those affected by the business layoff/closure. As part of the Rapid Response process there are informational handouts from all our providers in a packet available [online](#). Each Rapid Response event is reviewed for co-enrollment with Trade Adjustment Assistance and/or WIOA Title I Displaced Worker, when applicable.

## WIOA Title I Activities: Adult, Dislocated Worker, and Youth

In compliance with WIOA Title I Sec. 107, there are two (2) LWDBs designated by the Governor serving the state: Nevadaworks serves the 13 northern Nevada counties and Workforce Connections serves the four (4) southern Nevada counties. Both LWDBs continue to expand their activities. Local board activities are described in detail in the report appendices.

### Nevadaworks

The Nevadaworks region covers 70,172 square miles, making it one of the largest single workforce geographic areas in the country. Staffed by nine (9) dedicated individuals and with a budget of approximately eight (8) million dollars, Nevadaworks contracted with seven (7) partner agencies and funded 26 local programs which served 2,800 participants from July 1, 2023, to June 30, 2024 (PY23). The clients served were seen across the WIOA Title I programs (Adult, Dislocated Worker, and Out of

School Youth) and the National Dislocated Worker Grants (Employment Recovery and Disaster Recovery).

As required by WIOA law, board members represent a composite of Northern Nevada’s business and community leaders, providing a direct linkage to employers in the service area. The Chairperson and most of the Board are employed in the business community. Members of the two standing committees of the Nevadaworks Board have been active throughout the year. These committees are the Executive Committee, which provides overall administrative oversight, and the Nevadaworks Youth Council, which provides direction for youth programs in the region. Nevadaworks Board continued to convene Strategic Planning Meetings to discuss the Strategic Plan implementation and plans for becoming a high performing local board.

This report showcases their commitment to empowering individuals—especially dislocated workers, youth, and individuals with barriers to employment—by equipping them with the skills needed to thrive in today’s competitive labor market. It also demonstrates how they continue to align workforce development strategies with the needs of local businesses, ensuring that our region remains economically competitive and responsive to industry demands.

Over the past year, Nevadaworks has navigated unprecedented challenges, including the ongoing impacts and challenges of the COVID-19 pandemic, lack of affordable housing, and low workforce participation in rural areas. Despite these obstacles, they have successfully pivoted to deliver services through virtual platforms, expanded partnerships, and developed innovative solutions to meet both job seeker and employer needs.

This report includes data on program participation, training completions, employment outcomes, and earnings gains, reflecting the success of our efforts. It also highlights key initiatives that prioritize equity, ensuring that all individuals, regardless of background, have access to quality employment opportunities and career pathways.

Looking toward the future, Nevadaworks remains committed to strengthening the local workforce, fostering inclusive economic growth, and continuing to provide high-quality, demand-driven services under the WIOA framework.

The Comprehensive One-Stop Center for Northern Nevada, American Job Center of Nevada (AJCN) at the Reno Town Mall, continued to assist both job seekers and employers alike during the 2023 program year. Nevadaworks continued to work with the required and optional partners in the Reno AJCN. WIOA Title, I mandated partners, and all required services were available at the Reno AJCN as the Reno AJCN incorporated a campus approach with other partners located on the same property. The EmployNV Career Hub began hosting workshops focusing on the various needs of job seekers. These workshops include resume writing, interview skills, financial education, and soft skills instruction. These workshops were open to everyone and are a perfect opportunity to expand our reach to provide services to job seekers within our region that have been historically underserved. Nevadaworks, the EmployNV

Business & Career Hub, and KRA staff worked together to provide services to the public and community-based organizations in a more coordinated manner. The EmployNV Business & Career Hubs work in conjunction with one another during job fairs hosted by the Business Hub. These job fair events now include a table representing the Career Hub to provide information about employment services available to job seekers regardless of if the job seeker obtains a job offer at the event. This comprehensive approach enhances the range and quality of workforce development services provided to those in need of assistance. Program services are offered through a collaboration of partners responsible for the delivery, integration, and coordination of workforce development services.

Nevadaworks staff continue to actively cooperate with the DETR/WISS to assist in the formulation of policies and procedures for WIOA. Nevadaworks staff collaborated with DETR to identify best practices and to help resolve issues within the EmployNV system. They provided EmployNV training and technical assistance to its contracted Service Providers on an ongoing basis to ensure accurate and timely data entry. Nevadaworks staff also managed the Eligible Training Provider List (ETPL) through the EmployNV system. The total number of ETPL Training Programs during PY23 was 651, with 45 Training Providers represented.



**Good Jobs Northern Nevada (GJNN):**

Nevadaworks was the recipient of a \$14.8M Good Jobs Challenge grant through the US Department of Commerce Economic Development Administration. Nevadaworks is proud to be one (1) of the 32 Good Jobs Challenge grant recipients selected from 509 applications submitted from across the country. The Good Job Northern Nevada grant focuses on providing training and jobs for 650 people with a focus on underserved and underrepresented populations in healthcare, information technology, manufacturing, and logistics sectors; these four (4) sectors have been the fastest growing in our region and Nevadaworks is working to build partnerships within these sectors to help provide a skilled workforce talent pipeline. Nevadaworks believes that a strong workforce is the key to a diverse and strong economy and is excited to continue to work with workforce partners and businesses to ensure prosperity for northern Nevada citizens and businesses.

All four (4) Backbone Organizations have hired or assigned staff and have begun outreach and will use GJNN grant funding to support these positions. We continue to conduct quarterly partnership meetings with various employers participating. Backbone Agency training is continuously being conducted.

- ✓ Nevadaworks has hired all four (4) Regional Career Navigators along with a Tribal Career Navigator.

- ✓ Nevadaworks held a Workforce Development Community input planning session with 56 organizations attending.
- ✓ Tribal partnerships continue to grow as we work with various agencies across our service area such as TERO to identify partnership opportunities.
- ✓ Individualized outreach to 832 potential participants.

Career Navigators continue to meet with area Community Based Organizations to co-enroll with their clientele. Career Navigators are working with the Backbone agencies to get training in each sector in relation to what career pathways we will be training in.

Nevadaworks has provided WIOA Title I funding through contracts with eight (8) organizations (service providers) during PY23. The Adult and Dislocated Worker funding streams were combined with four (4) contractors awarded to manage those programs, while the number of Out-of-School Youth contracts was five (5). The contractors ranged from non-profit organizations to a labor apprenticeship program. One funded agency provided services in seven (7) locations throughout the Northern Nevada region, including some of the most rural counties. Program diversity and achievement is evident in the annual program summaries in the appendices.

## Workforce Connections

PY23 was 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 National Association of Workforce Development Professionals (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 WIOA. Through its collaboration with NAWB and the USCM Workforce Development Council, WC engaged Senate and Congressional leaders, offering valuable feedback on two (2) major reauthorization proposals.

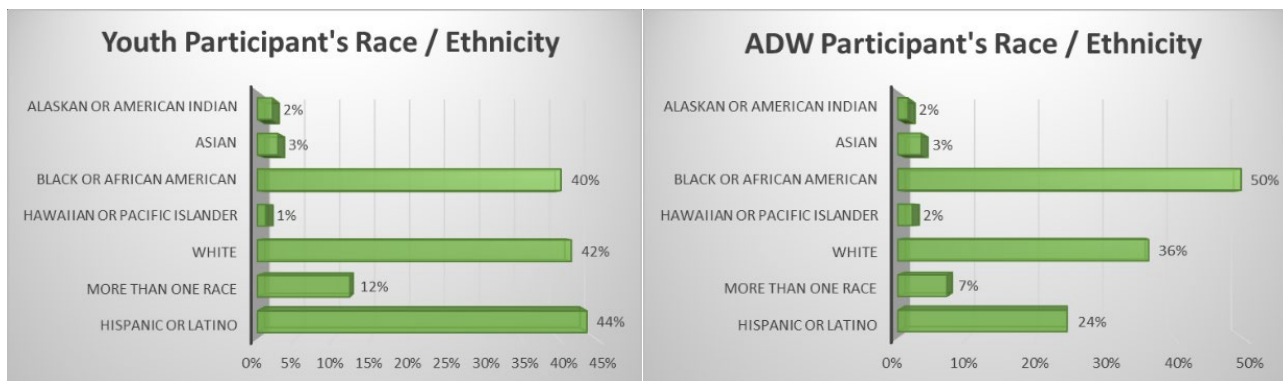
As part of its advocacy, WC introduced the Community Investment Impact Dashboard, an innovative tool that integrates WIOA Title I service data with financial records to highlight the real-world impacts of workforce development investments. This dashboard enables advanced analytics and customized insights, 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.

### 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).

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.



### 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.

The workforce development initiatives are driven by their strategic goals. WC aims to deliver efficient, effective, and timely employment and training services throughout the SNWDA. The initiatives support the realization of an integrated one-stop delivery system (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.

**Brightline Project-** Per request of 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.

**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 (8) 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.

**Industry Sector Partnerships 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 fuels 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. 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.

## **Success Stories throughout Nevada**

**Betty Ann:** *Betty Ann was referred to Community Services Agency (CSA) by Medical Skills for Life Institute for support with tuition for a phlebotomy/lab assistant certification. Betty Ann is a single mother and was living with her brother at the time of enrollment. Betty Ann had not been employed since 2019, after leaving the workforce to be a stay-at-home mother, but was ready to re-enter the workforce in a field that would pay a livable wage for her and her daughter. Betty Ann had previously held a phlebotomy license from out of state but needed additional training and to obtain a Nevada license. Community Services Agency (CSA) assisted her with a portion of her training costs and referred her to the EmployNV Career Hub for additional support. Betty Ann received phlebotomy/lab assistant training and was certified. She had a very positive experience at her training externship site, and they created a permanent phlebotomist position for her.*



**John:** John enrolled in the EmployNV Career Hub ADW program and completed training as an electrician. He secured employment through an On-the-Job Training (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.

**Luis:** Luis enrolled in the EmployNV Career Hub Adult/Dislocated Worker program after 24 years of incarceration. He participated in the program and attended various personal development classes. Luis enrolled in the QUEST Dislocated Worker Grant 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.

**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 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. Now earning a livable wage, Roy can support himself and start building a savings account to provide financial security for the future.

**Emerie:** Emerie enrolled in the EmployNV Career Hub Adult/Dislocated Worker 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.

For more information on both LWDBs for the program year, please see **Appendices C and D**.

## **Quality Jobs, Equity, Strategy and Training (QUEST)**

The QUEST Disaster-Recovery National Dislocated Worker Grant (NDWG) provides time-limited funding assistance to aid in the response to a major economic event that causes significant impact on states and local areas that exceed the capacity of existing funds and other resources. The NDWGs are supplemental resources that provide flexibility for response and recovery to unexpected events that cause job loss which exceeds the capacity of the state and local workforce boards.

On September 14, 2023, DOL issued an award for \$5M to serve 533 individuals seeking employment and training in high-demand occupations. This grant has been essential in continuing to provide training for individuals affected by the COVID-19 pandemic. Specifically, the QUEST NDWG aims to serve

those who seek long-term employment in high-demand industries with a particular focus on serving individuals from historically marginalized communities. This three-year grant will allow for long-term partnerships with employers and community partners throughout the state, to the benefit of job seekers who need it the most.

<b>Performance Measures for QUEST NDWG</b>	<b>Planned PY23/FY24</b>	<b>Actual PY23/FY24</b>
Employment Rate (2 <sup>nd</sup> Quarter after exit)	78.5%	<b>76.9%</b>
Employment Rate (4 <sup>th</sup> Quarter after exit)	77.5%	<b>77.1%</b>
Median Earnings (2 <sup>nd</sup> Quarter after exit)	\$8,200	<b>\$10,568</b>
Credential Rate	82.5%	<b>76.2%</b>
Measurable Skills Gain Rate	68.0%	<b>77.0%</b>

# Appendix

<a href="#"><u>Appendix A</u></a>
<a href="#"><u>Appendix B</u></a>
<a href="#"><u>Appendix C</u></a>
<a href="#"><u>Appendix D</u></a>
<a href="#"><u>Appendix E</u></a>