



Date: October 2020

To: Governor's Workforce Development Board

From: John H. Thurman, CEO, Nevadaworks

Subject: Quarterly Report

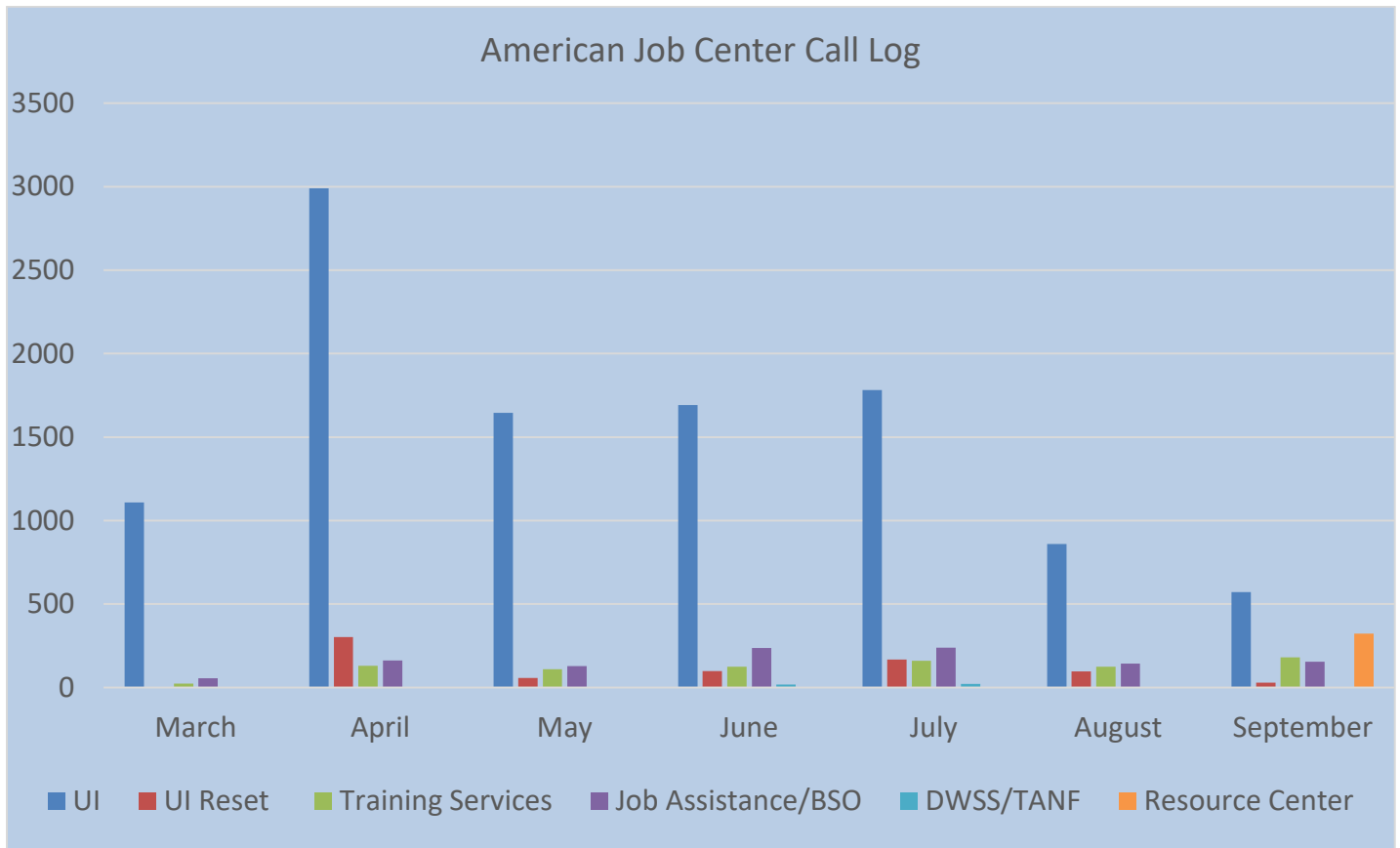
Nevadaworks' funded service providers began providing services for the current program year July 1, 2020. While COVID-19 has impacted everyone both positively and negatively, it is clear workforce development will not be the same as it was prior to March 19, 2020. Some unemployed are making the decision to not return to work. Nevadaworks repeatedly hears that employers are not getting applications for open positions. Generally, during a period of high unemployment, enrollments at local community colleges increase, but during the current crisis, enrollment at community colleges is less than the previous year.

Nevadaworks partnered with Workforce Connections and the State on a National Dislocated Worker Grant from the Department of Labor (DOL), and the final approval of these disaster grant applications has just been received. The first of these will provide temporary employment for up to 12 months for individuals performing disaster recovery activities related to COVID-19. The second will provide new career training to individuals who lost jobs as the result of COVID-19.

In order to adhere to social distancing practices, Nevadaworks' service providers have been assisting clients virtually via phone, email, text, Facebook, FaceTime, Skype, Zoom, etc. Procedures were implemented to allow for new client enrollments without the need for previously required face-to-face meetings to gather signatures and required documentation. With the less restrictive guidelines recently implemented, service providers now have options when performing client intake.

The American Job Center of Nevada has remained open since COVID-19 disrupted all our lives. The American Job Center is now able to meet with the public face-to-face, and the resource center is open to walk in clients. Since the beginning of the pandemic, anyone requesting services provided at the center has been assisted in the ways mentioned above, and that practice continues for anyone not comfortable with going to the center. The One-Stop System partners continue meeting to discuss how to better serve clients, both individuals and businesses. Lists of federal, state, and local services for individuals impacted by the COVID-19 virus have been developed and are continually updated.

Since the onset of COVID-19, the American Job Center has been tracking the number of calls received via the main phone number. The results are listed in the chart below.



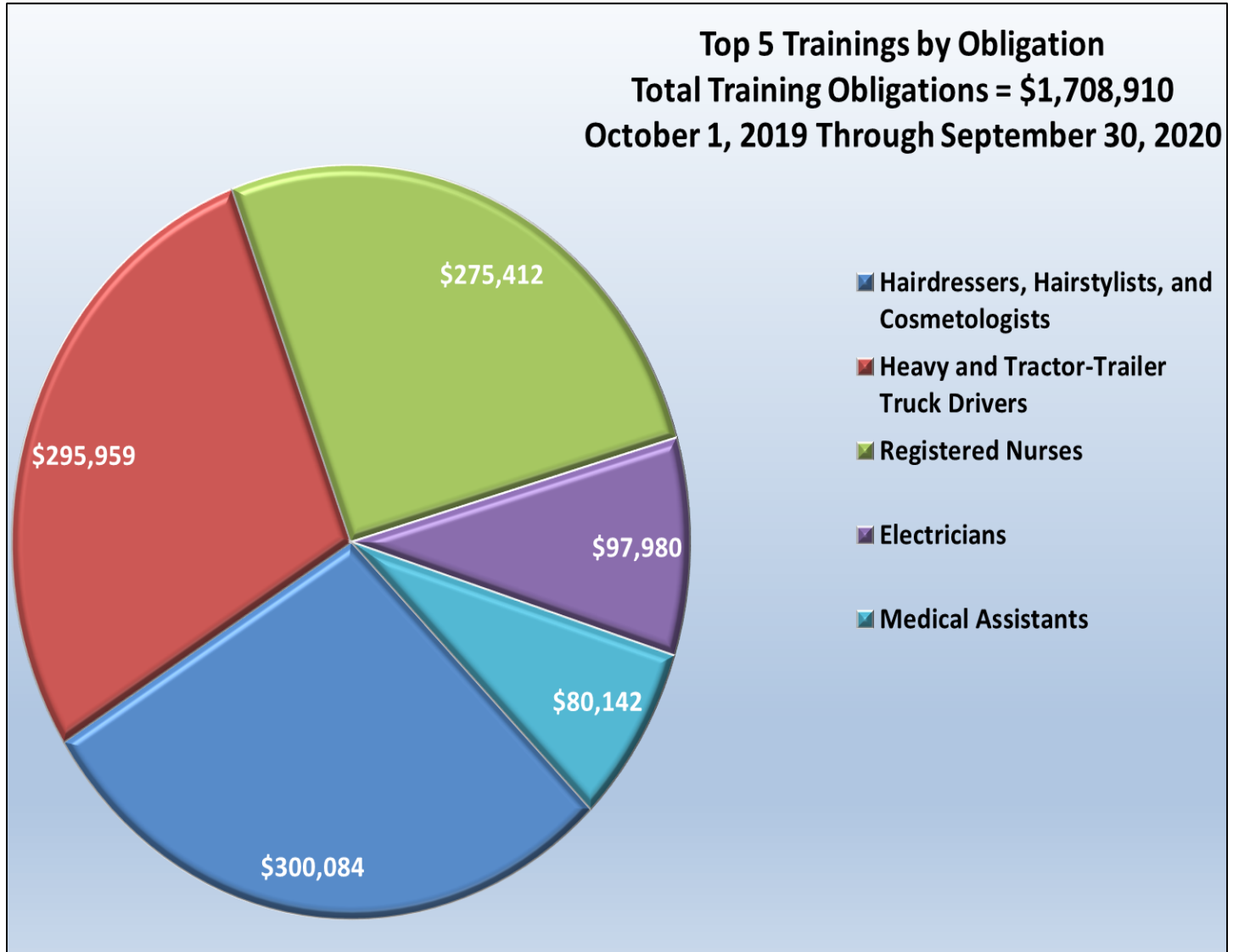
While the number of calls for unemployment benefits assistance has decreased from a high in April, the number of callers seeking employment and/or training assistance has only slightly increased. The most frequent question has been, and continues to be, about unemployment benefits. With the resource center open to walk in clients, the expectation is there will be an increase in the other services provided by the American Job Center soon.

In April Nevadaworks launched a pilot program with Metrix Learning called “SkillUp Northern Nevada” to provide online educational and training services to all individuals in Northern Nevada. Individuals can complete on-line classes, explore career pathways, and/or prepare for industry-recognized certifications all at no charge. Access to this unprecedented opportunity can be found at: <http://northernnevada.skillupamerica.org/>. At this writing, it is expected the pilot will continue for an additional 12 months or until October 2021.

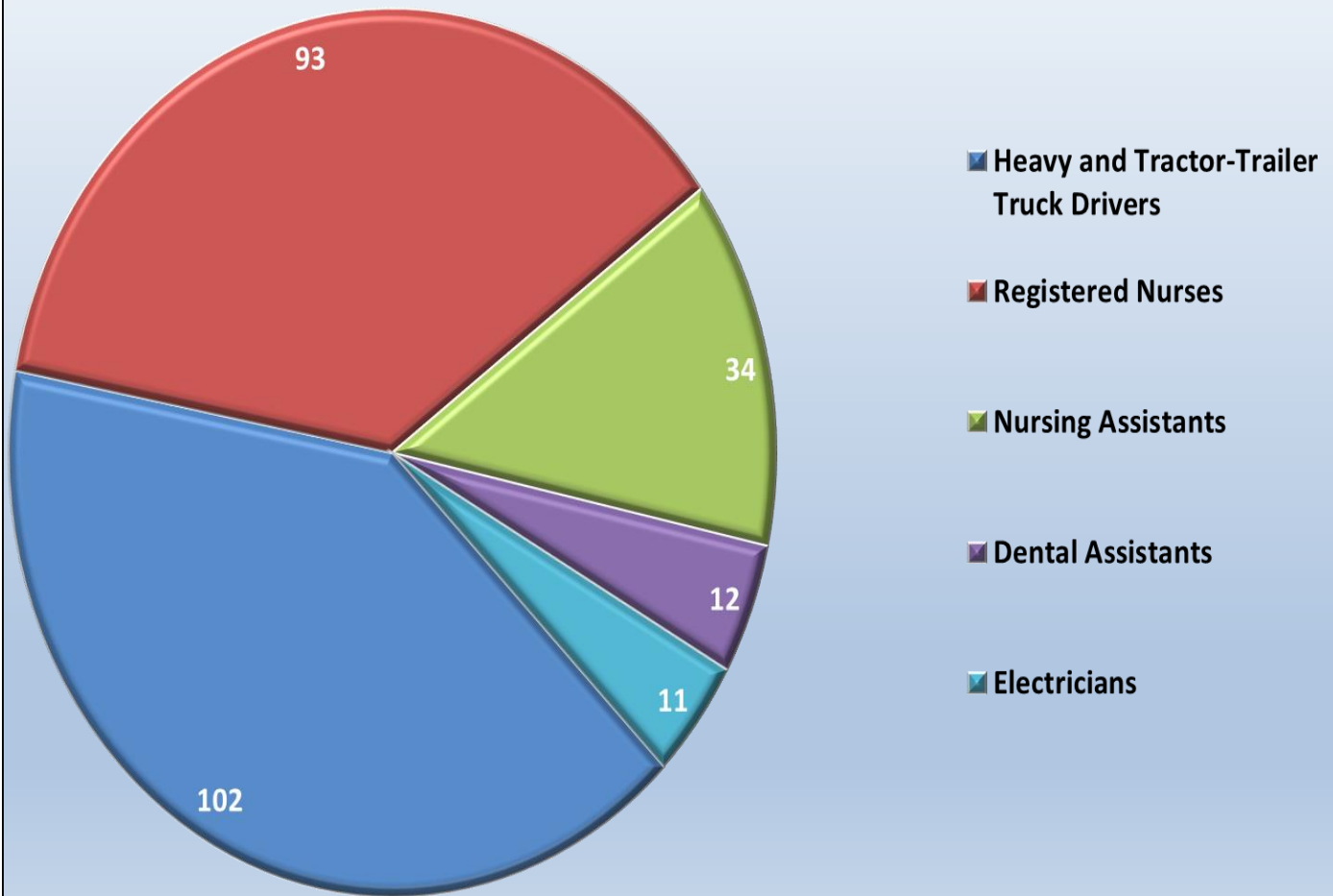
Metrix Learning utilizes a course catalog from Skillsoft, a leader in online training and eLearning. With over 5,500 courses and 24/7 access, individuals with internet capability have unlimited access to a variety of courses that teach both technical and soft skills. Individuals are able to work at their own pace while learning new skills and earn certifications. Topics include business, information technology, manufacturing, customer service, retail, finance, and more. Additionally, the use of Prove It assessments can help job seekers evaluate and document knowledge and skills in these areas and more. If an individual is looking for a first job or a new job, the online system also provides the opportunity to learn about the skills required for in-demand careers and to receive personalized training plans for those careers. Individuals looking to advance in their chosen field will also find courses designed to upgrade their current skills.

Since the pilot program started, 275 individuals have registered for classes through SkillUp Northern Nevada, 509 classes have been started, 350 classes completed, and nearly 300 training hours have been logged.



The following training information shows the number of dollars spent and number of clients, per sector, for the period July 1, 2019 through June 30, 2020.



**Top 5 Trainings by Participant Count**  
**Total Trainings = 436**  
**October 1, 2019 Through September 30, 2020**



Performance levels for Nevadaworks' Service Providers for the year ending December 31, 2019 are displayed in the chart below. The green highlighted cells show performance attainment exceeded the DOL negotiated levels. It is important to note that currently there is no negotiated level for the "Median Earnings 2<sup>nd</sup> Quarter After Exit" for youth clients.

 nevadaworks Coordinating Workforce Development for Northern Nevada					
Nevadaworks Performance Measures Actual Achievement Rate and Percentage of DOL Negotiated Rate Attained PY2019 Full Year 7/1/2019 Through 6/30/2020					
Adult					
	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measureable Skill Gains
Actual Achievement Rate	84.8%	79.8%	\$8,283.00	82.1%	71.8%
DOL Negotiated Rate	74.0%	61.4%	\$5,100.00	54.0%	No Negotiated Rate
% of Neg. Rate Attained	114.6%	130.0%	162.4%	152.0%	N/A
Dislocated Worker					
	Employed 2nd Quarter After Exit	Employed 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measureable Skill Gains
Actual Achievement Rate	92.0%	87.6%	\$10,796.00	78.8%	63.4%
DOL Negotiated Rate	84.1%	65.3%	\$6,900.00	62.0%	No Negotiated Rate
% of Neg. Rate Attained	109.4%	134.2%	156.5%	127.1%	N/A
Youth					
	Employed/In Training/ In Education 2nd Quarter After Exit	Employed/In Training/ In Education 4th Quarter After Exit	Median Earnings 2nd Quarter After Exit	Credential Rate	Measureable Skill Gains
Actual Achievement Rate	86.8%	79.5%	\$5,772.00	75.2%	49.6%
DOL Negotiated Rate	61.0%	49.0%	No Negotiated Rate	41.0%	No Negotiated Rate
% of Neg. Rate Attained	142.3%	162.2%	N/A	183.4%	N/A
A proud partner of the  American Job Center of Nevada network					

Workforce development in Nevada, as well as all the United States, is heading into uncharted territory because of COVID-19. We will be discussing lessons learned, best practices, and how do we prepare for the next emergency for years to come.

Stay safe and healthy.