

Community College Workforce Development Programs

CSN

Report to Board of Regents

Workforce, Research and Economic Development Committee

March 2012



Prepared by College of Southern Nevada


The mission of the College of Southern Nevada (CSN) is to create opportunities and change lives through access to quality teaching, services, and experiences that enrich our diverse community. One of the vision statements of CSN is to provide a highly educated, civically engaged, and skilled workforce. Four of the goals for CSN, per the strategic plan, are focused on this vision of providing a skilled workforce:

- Collaborate with local entities to ensure credit and non-credit programs are innovative and responsive to the changing needs of local business and industry;
- Expand partnerships with local business and industry;
- Increase community representation on advisory committees;
- Collaborate effectively with local entities to improve partnerships with local business and industry.

Within the administrative structure of CSN, these goals are achieved through the Division of Workforce and Economic Development, Division of Apprenticeship Studies, Ralph and Betty Engelstad School of Health Sciences, School of Advanced and Applied Technologies, and the School of Business, Hospitality and Public Services. These administrative units provide a wide variety of services to enable CSN to meet the local workforce demands and needs:

- Industry competency training (non-credit) leading to national certification testing, and certificates of completion is open for all Southern Nevada workforce, including displaced and incumbent workers
- Credit courses leading to certificates of achievement, associate or baccalaureate degrees
- Foundational skill development in English as a Second Language, GED attainment, Skill Gap Remediation
- Operation of the largest ESL/GED program in Nevada

CSN is currently working with the statewide “Dream It! Do It!” campaign to encourage manufacturing careers. Pivotal to the effort is the workforce skills assessment, WorkKeys®, created by ACT. CSN has incorporated in to its industry competency training classes:

 WorkKeys® assessments are offered to students and employees to gauge skill levels in reading for information, applied math, and locating information. National Career Readiness Certificates are incorporated in workforce programs in development. Online remediation is available with KeyTrain which offers modules to target gaps, focus learning and increase speed of mastery.

- **EMSI** use of economic data; past, current and forecasted to analyze programs needed to support local industries and to design programs for students with skills that employers demand.

This economic modeling system allows CSN to look at industry occupations forecasted by state, county, and zip code level and to compare to national trends. A resume builder, job search and education information component is accessible to students at the CSN Career Coach site that provides wage trends and current and forecasted job openings. <http://sites/csn/edu/workforce/careercoach.asp>



- OSHA Training Institute Education Center, federally authorized Region 9 Center, provides OSHA training for all industries as well as customized safety training.

As a result of AB 449, Economic Development Bill, the Brookings institution recently published “An Economic Development Agenda for Nevada”. This report offered a summary of recommended industries and target opportunities for Nevada. The remainder of this report from CSN will highlight programs and services that can assist the State of Nevada in providing an educated workforce in the recommended industries of tourism, gaming, and entertainment; health and medical services; business IT Ecosystems; clean energy; mining, materials, and manufacturing; logistics and operations; and aerospace and defense.

Health and Medical Services

To serve the healthcare and medical workforce of Southern Nevada, CSN has been building a comprehensive approach utilizing the Ralph and Betty Engelstad School of Health Sciences and the Division of Workforce & Economic Development. Through degree programs, non-credit skills certifications and national exam preparations CSN offers education tied directly to the following Southern Nevada jobs:

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| Cardiorespiratory Therapy Technician | Contact Lens Technician |
| Dental Assistant | Dental Hygienist |
| Diagnostic Medical Sonographer | Emergency Medical Technician |
| Health Information Technician | Medical Coder |
| Medical Laboratory Assistant | Medical Laboratory Technician |
| Medical Laboratory Scientist | Medical Office Assistant |
| Mental Health Technician | Nursing Assistant |
| Occupational Therapy Assistant | Ophthalmic Dispensing Technician |
| Paramedic | Pharmacy Technician |
| Phlebotomist | Physical Therapist Assistant |
| Practical Nurse | Radiation Therapy Assistant |
| Registered Nurse | Surgical Technician |
| Veterinary Technician | Dialysis Technician |
| Health Unit Coordinator | |

Much of the Southern Nevada healthcare community returns to CSN to receive continuing education and certifications through CSN American Heart Association Authorized Training Center (CPR/PALS/First Aid for healthcare workers and community).



Two recent grants demonstrate the ongoing efforts of CSN to create meaningful programs to support the healthcare industry as well as offer steps in a healthcare career pathway:

CSN is recipient of federal funding to deliver an online curriculum in electronic health records to prepare a workforce for physician offices throughout Nevada. The curriculum is non-credit and will convert to credit when the grant expires.

Through the recent receipt of a Department of Labor Community College Consortium Training Grant, CSN will also develop curriculum to prepare a workforce for home health aides/ personal care attendants.

Business and Industry Partners

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| University Medical Center | St. Rose Dominican Hospitals | Nevada Mental Health Services |
| Southern Nevada Medical Industry Coalition | Sunrise Hospital and Medical Center | Valley Health System |
| Nevada Cancer Institute | North Vista Hospital | Southern Hills Hospital |
| Steinberg Diagnostic Imaging | iFocus Vision Center | HealthSouth Corporation |
| Desert View Regional Medical Center | Silver Ridge Healthcare Center | |

- Participation on Department of Employment, Training, and Rehabilitation (DETR) Healthcare Workforce Council

Tourism, Gaming, and Entertainment

CSN long provided support to the Hospitality industry in Southern Nevada through its Culinary and Pastry Arts; Music Business and Technology; Commercial Photography and Videography; Mechanical Theatre Technology; Casino, Food and Beverage and Concierge Management.

Students who complete programs in this sector are prepared to enter employment as gaming dealers, restaurant chefs, food service managers, food preparation workers, theatre technicians, photographers, videographers, commercial music production or management.

The hospitality industry has also been supported through customized training programs (non-credit) such as a facility maintenance technician program and delivery of English as a Second Language and GED classes.

Business and Industry Partners

Cirque de Soleil Resident Show Division	Cosmopolitan	MGM Resorts International
M Resort	SouthPoint Hotel and Casino	Wertz Beverage
Wynn Resorts.		

- Participation on Department of Employment, Training, and Rehabilitation (DETR) Hospitality Workforce Sector Council

Business IT Ecosystems

CSN is a participant with the University of Massachusetts in a National Science Foundation Grant entitled *Broadening Advanced Technological Education Connections* (BATEC). The goal of this grant is to develop the IT professional for the 21st century workplace. Programs in computer/internet/digital forensics, electronic engineering technology, IT hardware, IT management, telecommunications, wireless communications, networking, and software development will be enhanced through the efforts of BATEC in curriculum and professional development, outreach and advancement and research and dissemination.

Business and Industry Partners

CenturyLink	Cisco	Cox Communications	FBI
Federal Aviation Administration	Intellichoice Energy	Greenspun Media Group	Zappos
Switch Communications	Sierra Health Services	JT3	Nevada Solar One
NV Energy	Southwest Gas	XO Communications	

Clean Energy

CSN Division of Apprenticeship Studies recently received a \$400,000 State Energy Sector Partnership grant allocation from DETR to infuse clean energy techniques into selected apprenticeship programs. Furthermore, the heating, ventilation and air conditioning program developed curriculum for the training of technicians to service gas heat pumps through collaboration with Southwest Gas and Intellichoice Energy. Other programs, i.e. automotive and diesel technology have integrated alternative fuels throughout their curriculum; construction management has integrated a sustainable emphasis throughout their curriculum; and programming in facility maintenance with a LEED emphasis is in development in the Division of Workforce and Economic Development.

Business and Industry Partners

Joint Apprenticeship Training Council	Findlay Auto Group	Martin-Harris Construction
NV Energy	Sierra Air Conditioning	Southwest Gas
Yes Air Conditioning.		

- Participation on Department of Employment, Education, Training and Rehabilitation (DETR) Green Workforce Sector Council

Three industry sectors identified as potential diversification in Nevada would provide new opportunities to expand or create additional programs to support the developing workforce:

Mining, Materials, and Manufacturing

This sector represents an opportunity for CSN. The Executive Director of the Division of Workforce and Economic Development provides OSHA safety training for this sector and participates in the Dream It, Do It initiative for manufacturing in Nevada.

- Participation on DETR Manufacturing Workforce Sector Council – nomination representation submitted to DETR.

Logistics and Operations

Existing programs most closely aligned with this sector could be Diesel Heavy Equipment and Collision Repair. CSN supports the initiative for the Inland Port Project.

Business and Industry Partners

Cashman Equipment Trucks West of Nevada W. W. Williams Republic Services.

Aerospace and Defense

Existing programs most closely aligned with this sector are Aviation Technology, Electronic Engineering Technology, and Emergency Management. CSN operates an academic site on Nellis Air Force Base. CSN is currently under contract to the Transportation Security Administration (TSA) to offer coursework in Homeland Security to TSA employees at McCarran International Airport.

Business and Industry Partners

Allegiant Airlines Century Link Federal Aviation Administration TSA

GBC

Great Basin College

Summary of Workforce Development Programs (March 1-2, 2012)

GBC offers programs to address a wide variety of workforce needs ranging from short-term technical skills training to baccalaureate professional degrees. These programs are gauged for the needs of rural Nevada and include some programs that are unique to Nevada.

Technical Programs

GBC offers technical programs in 12 fields that lead to Associate of Applied Science degrees (AAS degrees, with several options or emphases), Certificates of Achievement (programs of more than 30 credits), and Recognitions of Achievement (programs of less than 30 credits). These are in the fields of Agriculture, Early Childhood Education, Business, Computing Technology, Criminal Justice, Diesel Technology, Electrical Systems Technology, Instrumentation, Human Services, Industrial Millwright Technology, Nursing, Radiology Technology, and Welding Technology. Overall job placement rates are in the range of 70-80%, and in the electrical/mechanical areas are over 90%.

Bachelor's Degree Programs

GBC was the first college in Nevada to extend the technical focus of AAS degrees into the Bachelor's degree with the Bachelor of Applied Science (BAS) degree. The Management in Technology emphasis of this degree provides broad management skills for people with any technical background to advance to technical supervisory positions. Three emphases – Digital Information Technology, Instrumentation, and Land Surveying/Geomatics – provide greater depth within technical fields while providing a strong base of general education and management skills for the field.

Bachelor's degrees for Elementary Education, Secondary Education, Nursing, Social Work (3+1 with UNR) and Integrative Studies (Natural Resources and Social Science emphases) have been developed to provide knowledge and skills for professional jobs. These programs are developed for the needs of rural Nevada, "growing our own" to fulfill local professional needs while creating the professional competencies needed to work anywhere.

Partnerships

Successful Associate's and Bachelor's degree programs require partnering with potential employers. All GBC programs have advisory boards or program committees that include representatives of potential employers within the respective fields. The participants are important both in program design and maintenance of currency, and in the hiring of graduates. Health sciences, human services, and early childhood programs require significant partnering with service providers for practical clinical settings. The Computing, Business, and Criminal Justice programs work closely with their respective employers. The Agriculture program works closely with its rural constituency and GBC has developed many partnerships with the mining industry over the years, some described below. Land Surveying/Geomatics serves as a state-wide partnership for land surveyors with a high utilization of distance education.

Accelerated Programs

Great Basin College has offered accelerated AAS degrees since 1998 and accelerated one-year Certificates of Achievement since 1994. These are in four technical programs: Diesel Technology, Welding Technology, Industrial Millwright Technology, and Electrical Systems Technology. An Instrumentation program based on an electrical program prerequisite was added later. Local mining companies asked for technical programs to train skilled employees in an accelerated format and to recruit heavily from the local communities. GBC responded to both requests. Companies previously were hiring people from across the US, but this imported workforce was not stable and many of these employees worked only a short time before returning to their home towns.

Students attending the accelerated programs start in the middle of August and complete their program by the second week in June. Technical courses within these programs are provided in block schedules. A typical block schedule has students attending one technical class for four weeks, five hours per day, four days per week. This schedule allows students to concentrate on one technical subject at a time, and helps them cope with the accelerated schedule. The accelerated programs have been very successful and have allowed many students to realize their career goals, achieving high paying jobs in a very short time period.

MTC Scholarships

To help recruit students into the accelerated programs, the Maintenance Training Cooperative (MTC) Scholarship was created. Students apply for the scholarship by April 1, every year, and applicants know their scholarship status by the end of May. This provides an opportunity for participation in summer remediation bridge programs. Currently, the MTC scholarships are \$5,000 and most come with a part-time internship job, where recipients can earn as much as \$15 per hour. For the current year, 62 of these scholarships were awarded.

Contract training

GBC has provided contract training for specific work skills for many years using existing technical faculty. Training has been in the areas of business, computing, technical writing, electrical/mechanical fields, and others. These have been for credit-bearing and for non-credit self-supporting continuing education, depending on the needs of employers and their employees.

Beginning in 2006, faculty members were hired specifically to dedicate their time to the contracted training needs of the local mining industry. The specific areas being served are in mobile maintenance (diesel, hydraulics, etc.) and process control (industrial millwright skills). In the last year 112 training classes were held for 827 individuals, all paid for by mining companies. These classes provide for an increase in the overall skill level of the workforce and for employee job promotions.

TMCC

TMCC Workforce Development & Continuing Education

TMCC's Workforce Development and Continuing Education Division offers northern Nevadans a large selection of non-credit professional success courses, along with customized training to help businesses grow.

NON-CREDIT PROFESSIONAL SUCCESS COURSES

Some of our popular workforce development programs include:

Pharmacy Technician EKG Technician Medical Billing and Coding Physical Therapy Technician Clinical Medical Assistant Administrative Medical Assistant Home Healthcare Aide	Computer Certifications Grant Writing Court & Medical Interpreting Florist Training Translation Certification Herbal Studies Property Management Entrepreneurial Workshops
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TMCC's Workforce Development and Continuing Education Division (WDCE) has been northern Nevada's largest provider of personal enrichment and professional development courses for many years. In 2011 we were asked to change our focus from personal enrichment programming and expand our professional and workforce programming.

As we recognized that many of our students saw the personal interest courses as an important part of our community service, we created a strategic alliance with Washoe County School District (WCSD) to continuing offering these personal enrichment programs. WCSD began offering all joint personal interest courses January 1, 2012. WDCE provides back office support of these programs.

On the professional development efforts WDCE continues to offer and expand programs in computers, grant writing, health careers, florist training, property management, translation and interpreting, and many professional skills workshops. We have also created a strategic alliance with University of Nevada Extended Studies and Job Opportunities in Nevada (JOIN) to offer a grant program in Fundamental Business Skills.

WDCE works with local businesses and business people to ensure that the workshops we create and offer to the community are relevant and necessary to our workforce in northern Nevada. Most of our instructors are local business people employed in the field they are teaching which ensures the students are given "real world" knowledge in the subjects they are learning. We are often contacted by local businesses when they are hiring in areas they know we are training students in so that we can inform our students about the job opportunities which is a win/win situation for all involved.

WDCE CONTRACT TRAINING – 7/11- 1/12

FACILITATED WORKSHOPS

Responding to requests from area businesses and agencies, the director of contract training coordinates resources to clarify the need and define the scope of service to meet the desired outcome. For the period July 2011 to January 2012, forty-six customized training projects, with a total count of 728 participants, were facilitated. Workshops included: Project Management, Technical Writing, 5-Step Troubleshooting, Business Grammar, Excel, Access, PowerPoint, Outlook, HTML/XHTML, Dreamweaver, Photoshop Elements, PHP, JavaScript, WordPress, C++, C#, Programmable Logic Controllers, Electric Motors, and Self-Defense. Training was delivered at TMCC Meadowood Center and at the business/agency sites.

ASSESSMENT SERVICES

Through the Contract Training area of TMCC's Workforce Development and Continuing Education Division two licensed assessments are provided to area business customers, agencies and individuals. The WorkKeys® assessments are required for the National Career Readiness Certificate, recognized as a stackable credential by several industry sectors. For the period July 1, 2011 to January 10, 2012 a total of 220 WorkKeys® assessments have been completed. The other licensed, Kenexa ProveIT!® provides a full range of quality assessments. For the period July 1, 2011 to January 10, 2012 in the areas of clerical and software, 225 assessments were completed.

The ACT high-stakes testing center is also under the direction of the contract training. During the period July 1, 2011 to January 10, 2012 the following certification exams were proctored: Foreign Service Officer Test – 17, Professional Golf Management Program – 12, National Inspection Testing Certification – 26, Commission on Dietetic Registration (ADA) – 6, and COMPASS – 9,

ECONOMIC DEVELOPMENT SUPPORT

In support of EDAWN's recruitment and retention effort, the director of contract training has met with five visiting companies during the period July 2011 to January 2012. These meetings are to provide prospective companies an opportunity to talk with a TMCC representative to gain knowledge of the college's programs and resources.

In an effort to provide the best resources to area employers, TMCC's Contract Training Department has strengthened collaboration with Western Nevada College. One specific need is to provide a joint resource to businesses located on or near the Tahoe Regional Industrial Center. A preliminary meeting was held on November 29, 2011 in Virginia City with Storey County officials followed with a co-presentation to a group of TRIC employers on January 11, 2012. A co-branded, one-page handout was created for distribution to current and new businesses working with Storey County officials. Another example of collaboration is sharing of subject matter experts to meet a specific request.

WNC

WESTERN NEVADA COLLEGE

Workforce Development January 2012

The Workforce Development efforts of the Continuing Education and Economic Development Department at Western Nevada College can be categorized as both tactical and strategic.

Strategically, the college is seen by our community as a key component of workforce development efforts. Through Continuing Education and Economic Development, WNC has become involved in a number of regional economic initiatives with direct bearing on development of the area's workforce:

- Northern Nevada Development Authority's Workforce and Education and Agriculture Committees. Additionally, the department and WNC's Information and Marketing Department are active in planning the upcoming NNDA Return on Information Conference that will target industrial employers.
- The **Nevada Employer Help** initiative led by NevadaWorks.
- The **ReCharge Nevada Coalition** led by the Cities of Sparks and Reno, Washoe County, and EDAWN.
- The upcoming Stronger Economies Together initiative led by USDA, the Governor's Office of Economic Development and UNR Cooperative Extension. This initiative will focus on a rural Nevada region that closely matches WNC's service area.
- The **Carson Manufacturers Forum** and the **Manufacturing Collaborative**. The Forum is an association of Carson City, Lyon County, Storey County and Douglas County manufacturers with close connections to WNC. The Manufacturing Collaborative is an ongoing workforce training initiative jointly administered by the college and the Manufacturers Forum.
- The **Douglas Economic Vitality Committee**.
- The **Carson City Schools' K-12 Redesign Initiative** with emphasis on the Community Partnerships portion of the initiative.
- The department represents the school at local job fairs, recently participating in events organized by Carson City and Douglas County.

Agriculture is a major industry across a significant portion of the college's service area. An interesting and somewhat unique aspect of WNC's Economic and Workforce Development effort is the Specialty Crop Institute, based at the Fallon Campus. The Institute is an innovative education program for current and future small-scale farmers as well as students and professionals. The Institute utilizes experienced farmers and industry experts to educate Nevada agriculture in alternative farming methods. These methods diversify farms from low-value crops to high-value, direct-marketed specialty crops, increase per acre return and manage water efficiently. Specialty Crop Institute workshops combine classroom and on-farm learning experiences to expand and foster the success of Nevada's small farms. Additionally, the Institute presents the very successful Small Farm Conference annually at the Fallon Campus and the Fallon Convention Center. In 2012, this multi-day event will be held March 8 – 10. Sustainable

and profitable agricultural operations provide a steady employment base. The Specialty Crop Institute is supporting and enhancing those operations.

WNC is also active in supporting the **Dream It Do It** program. A tangible outcome of this is the upcoming Right Skills Now training and certification program for entry-level CNC machinists. **NevadaWorks** and **DETR** have identified CNC machining as a skill in critically short supply in northern Nevada and have identified WNC as a qualified training provider. The department, the Technology Division, and the WNC Administration have collaborated to make the necessary resources available to the **Right Skills Now** program. Future programs of this type are envisioned.

Tactical efforts include traditional contract training presented to meet the needs of a specific employer. WNC has recently presented programs for manufacturers in Douglas and Storey Counties, a Carson City automotive business, and a Churchill County casino.

Strategically, expansion of this aspect of the department is a priority. The department and the Workforce Development Department at TMCC have agreed to collaborate with the intent of providing enhanced service to the employers in the region in which the two schools can both project resources, primarily the I-80 corridor east. Recently, WNC and TMCC made a joint presentation to Storey County government officials and a subsequent presentation to the employers at Tahoe-Reno Industrial Center. Additional presentations of this type are planned. The schools have agreed to share their pools of training resources to enhance the range of available expertise across the region. The message to employers is that a call to either school is a call to both. WNC and TMCC will collaborate to provide the most effective response to employers' needs. Of course, WNC will continue to provide service to employers in the balance of the service area. Outreach is enhanced through the regional initiatives mentioned above and the department is expanding its network of connections to regional employers through participation in events or meetings sponsored by NNDA, the Carson City Chamber, EDawn, NCET, the Northern Nevada HR Association and others. Direct outreach to employers is also conducted. The department will be conducting a joint effort with Nevada Industry Excellence.

The department also intends to expand the scope of its workforce development efforts by presenting skill-specific training open to the public. WNC is currently in discussion with the City of Fernley regarding presentation of computer application workshops at Fernley City Hall. The city government has been very supportive of this. Other topics are likely to follow. Additionally, in collaboration with WNC's Technology Division, the department plans to offer welding workshops in Fallon and Yerington. In development for the Carson City Campus: A machine tool skills enhancement course for experienced machinists. A discussion with the Mineral County Economic Development Authority identified basic employability skills as a need in that area. Pending funding, the department is planning to present, in Hawthorne, the very successful Workforce Academy program originally developed at the Fallon Campus for Churchill County. For public workforce development, the range potential of offerings is broad and the demand exists. Volume will be limited only by administrative capacity.