



*State of Nevada*

**Department of Employment,  
Training and Rehabilitation**

*2002*

**Biennial Report  
to the  
Governor**



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## DEPARTMENT OF EMPLOYMENT, TRAINING & REHABILITATION

Myla C. Florence, Director

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### ***PURPOSE:***

The mission of the Department of Employment, Training and Rehabilitation (DETR) is to connect Nevada's businesses with a qualified workforce and ensure equal employment opportunities.

### ***DEPARTMENT GOALS:***

1. Maintain a tax structure within DETR that is equitable, stable, and provides prudent and efficient management of employer-paid funds;
2. Maximize DETR's resources to support and encourage economic development;
3. Develop an ongoing eight-year revenue and spending plan, and establish and implement zero-based budgeting;
4. Encourage and recognize innovative solutions for improving customer service throughout the Department;
5. Eliminate unnecessary duplication of effort and services within DETR divisions and other DETR-supported programs;
6. Provide good working conditions and continually evaluate staffing ratios relative to productivity;
7. Provide easy access to DETR services via Internet and other technology wherever possible;
8. Provide students with mechanisms to receive guidance and services in order to promote transition from school-to-work and/or post-secondary education;
9. Provide convenient, accessible and equitable services and opportunities to all customers;
10. Encourage development of programs that support employment opportunities for youth and adults involved in Nevada's justice systems;
11. Support the availability of health insurance for DETR customers with disabilities through employment and innovation; and
12. Provide a service system that enables, motivates and rewards self-sufficiency and independence.

### ***ORGANIZATIONAL STRUCTURE:***

In addition to the Director's Office and Administrative Services, the Department consists of four divisions: Employment Security, Equal Rights, Rehabilitation and Information Development and Processing.

#### ***Director's Office***

<b>STATUTORY AUTHORITY:</b>	NRS 232
<b>NUMBER OF EMPLOYEES:</b>	54.5 FTE/2002
<b>TELEPHONE:</b>	775.684.3911
<b>WEB SITE ADDRESS:</b>	<a href="http://www.nvdetr.org">www.nvdetr.org</a>

**PURPOSE:**

*The Director's Office* provides leadership and direction in planning, implementing, coordinating and evaluating the various services and activities of the Department in order to meet state and federal program goals, and develop a world class workforce system for the citizens of Nevada. (7 FTE)

**DETR Administrative Services:**

*Human Resources* provides training, recruitment and referral services, and processes personnel actions for approximately 875 employees. (11 FTE)

*Financial Management* processes more than 130,000 financial transactions annually and performs the needed monitoring and supervision to insure compliance with state and federal fiscal requirements. (25.5 FTE)

*Office Services* provides procurement, maintenance and administrative support to the 27 facilities of the Department and processes contracts and leases associated with the properties in an efficient and timely manner. (8 FTE)

*Public Information* performs functions necessary to promote the Department and keeps the public informed about activities and services. (1 FTE)

*Internal Audit* monitors and provides recommendations for corrective action, when needed, for all grants and financial agreements involving the Department and reviews internal controls for the Department. (2 FTE)

**KEY OBJECTIVES/ACCOMPLISHMENTS:**

During the 2000-2001 biennium, the Director's Office focused on the following areas to further the Department's goals:

- Partnerships for service integration;
- Technology improvements for staff efficiency and customer service; and
- Staff development and customer satisfaction.

**OBJECTIVE:**

Strengthen partnerships with economic development entities to provide incentives for economic development.

**ACCOMPLISHMENT:**

We continue to work closely with the Nevada Commission on Economic Development to provide business services to existing, expanding and new Nevada businesses.

**OBJECTIVES:**

- ◆ Provide more responsive and efficient services through the use of technology; and,
- ◆ Increase DETR services and resources that can be accessed by Internet, telephone and accessible locations.

**ACCOMPLISHMENTS:**

- ◆ Recognizing the diverse customer base that we serve, we have expanded our ability to provide information and services in many varied formats and special accessible mediums including resource room modifications that enable access to our services for the disabled.
- ◆ Improved technology and applications have resulted in Department services being accessed by the Internet and touch-tone telephone. Technology has also enabled more customers to access services during expanded business hours.
- ◆ Businesses can utilize an electronic funds transfer system to pay their Nevada unemployment insurance taxes and file quarterly reports. Initial unemployment claims are taken via the telephone, and the Internet may be used to query for benefit status and to reopen an existing claim and make informational changes online.
- ◆ Our web site [www.nvdetr.org](http://www.nvdetr.org) provides labor market information, job announcements, division services, as well as a wealth of other “user friendly” information. Some of the information is accessible in Spanish. The DETR Web site is one of the most highly visited sites in Nevada state government.
- ◆ In an effort to be more accessible, we have relocated our services closer to our customers. When possible we have engaged in “partnership” location sharing. We are active partners in Nevada’s workforce investment system, Nevada JobConnect, and Department offices throughout the state have been designated Nevada JobConnect affiliate sites. An aggressive marketing campaign was launched in 2002 to promote Nevada JobConnect to businesses and job seekers.

**OBJECTIVE:**

Assist children of DETR employees to obtain post-secondary educational opportunities.

**ACCOMPLISHMENT:**

In 1997, the Department of Employment, Training and Rehabilitation’s Family Scholarship was created to encourage and financially assist the sons and daughters of department employees to attain a higher education at an accredited college, university, or technical school to enhance their future employment opportunities. The DETR Family Scholarship fund was originated through and continues to be funded by employee donations. Since 1997, thirteen scholarships have been awarded.

**OBJECTIVE:**

Increase DETR employment outreach activity to diverse groups.

**ACCOMPLISHMENT:**

We strive to recruit and hire multi-lingual staff. Nearly 7% of the Department’s workforce have multi-lingual skills.

**OBJECTIVES:**

- ◆ Expand and increase the relevance of current departmental recognition programs;
- ◆ Strengthen internal communications; and, Create a Director's "challenge to change award."

**ACCOMPLISHMENTS:**

- ◆ The Department embarked on a continuous improvement journey seeking initiatives that improved services for both external and internal customers.
- ◆ In August 2001, we began our continuous improvement journey with a two-day Department leadership meeting based on the popular best selling book "FISH"! From this idea, improving customer service throughout the state was generated and put into practice. An interactive "FISH" Intranet site was created to share best practices. In December 2001, we began our workforce excellence journey by assessing the Department using the Baldrige National Quality program criteria. The Baldrige criterion provides system perspectives for managing to achieve performance excellence. The core values and concepts provide assessment structures for evaluating leadership, strategic planning, customer and market focus, information and analysis, human resources, process management and business results. Continuous improvement has become an accepted practice valued by our employees.
- ◆ The Department also values the importance of employee training, and during 2001 provided an average of 55 hours of training to each employee.

**SIGNIFICANT LEGISLATION OR EXECUTIVE ACTION AFFECTING THE AGENCY:**

The Ticket to Work and Work Incentives Improvement Act was signed into law in 1999, and is considered by the U.S. Department of Labor (DOL) to be an opportunity to create model workforce services for people with disabilities through the One-Stop Career Center system. DOL envisions the One-Stop system as a primary Employment Network provider available to eligible clients as a central point of comprehensive services. The Department's employment and training programs are key partners in Nevada's One-Stop system, Nevada JobConnect. DETR's vocational rehabilitation program is automatically eligible to be designated as an Employment Network.

Senate Bill 174, approved by the 2001 Nevada Legislature created within DETR an Advisory Committee on Personal Assistance for Persons with Severe Functional Disabilities. The Committee is responsible for helping the Directors of the Departments of Employment, Training and Rehabilitation and Human Resources establish program requirements and determine appropriate state funding levels for personal assistance programs.

Assembly Bill 513 (2001 Session) appropriated \$800,000 to the Department of Human Resources for the development of four long-term plans concerning the health care needs of Nevadans. The Office of Community Based Services within DETR is an active participant in the development of the plan that ensures the availability of services to persons with disabilities.

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**Employment Security Division**  
Birgit K. Baker, Administrator

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**PURPOSE:**

To provide a statewide labor exchange, conduct programs that promptly pay unemployment benefits, improve the employment stability of those collecting unemployment insurance and administer an effective unemployment tax system.

**ORGANIZATIONAL STRUCTURE:**

A nine-member Employment Security Council appointed by the Governor to represent Nevada employers, employees and the general public guides the Division's programs. Council members advise the Administrator on Division policies, programs and the maintenance of a fiscally sound unemployment compensation system. Three members of the council are designated to serve as the Board of Review, which acts as an impartial tribunal on appeals of unemployment compensation decisions. The Division is organized into two major functions: the Employment Service; and the Unemployment Compensation (Insurance) Service. A balance sheet of the Nevada Unemployment Insurance Trust Fund is included at the end of this section pursuant to the Division's specific biennial reporting requirements contained in NRS 612.235.

<b>STATUTORY AUTHORITY:</b>	NRS 612
<b>NUMBER OF EMPLOYEES:</b>	450 Permanent & 40 Intermittent FTE/2002
<b>TELEPHONE:</b>	775.684.3909
<b>WEB SITE ADDRESS:</b>	<a href="http://www.nvdetr.org">www.nvdetr.org</a>

**AGENCY KEY OBJECTIVES/ACCOMPLISHMENTS:**

**OBJECTIVE:**

Ensure that Nevada annually satisfies the Unemployment Insurance (UI) trust fund solvency requirement set forth in NRS 612.550 while providing for the lowest possible unemployment tax rate during economic downturns.

**ACCOMPLISHMENT:**

Despite a 90% increase in benefit payments attributable to the national recession that began in March 2001, and was exacerbated by the tragedy of September 11, 2001, Nevada's UI Trust Fund remained solvent in 2002. In addition, trust fund reserves were sufficient to prevent the imposition of a UI tax increase on Nevada employers for calendar year 2002, to allow for economic recovery.

**OBJECTIVE:**

Ensure collaboration with key partners in Nevada's workforce investment system to eliminate duplication of effort and services among programs.

***ACCOMPLISHMENT:***

On July 1, 2001, the division facilitated the implementation of America's One-Stop Operating System (OSOS) in Nevada. The system is a comprehensive, web based system designed to assist states and workforce investment boards and their contractors, effectively and efficiently meet the challenges of the Workforce Investment Act. OSOS is comprised of both self-service and staff-assisted modes of operation, and includes planning and tracking capabilities based on the needs of the job-seeking customer. System functionality includes: universal registration; partner referral management; service delivery tracking; and, individual participant accounts.

***OBJECTIVES:***

- ◆ Improve customer services through utilization of technology to address increases in workload within limited resources; and,
- ◆ Provide more convenient, accessible and equitable services to business and job seeking customers.

***ACCOMPLISHMENTS:***

- ◆ In April 2001, the division implemented the statewide "virtual" telephone initial (unemployment) claims system, which automated the claims taking function for the entire State. The system connected the call center established in Las Vegas in 1999 with a second center in Carson City. Because the claimant is routed to the next available agent no matter where the call originated, the system has a convenient virtual effect. The statewide system was essential in responding to the over 100 percent increase in unemployment workload arising from the tragic events of September 11, 2001.
- ◆ The division also implemented Phase I of an Internet application for filing unemployment claims and obtaining claim specific information online. This first phase was completed in May 2002, and allows claimants to reopen an existing claim, file an additional claim, and make address and other personal information changes. Phase II of the project which includes filing of initial unemployment claims via the Internet will be completed by the end of 2002.

***ADDITIONAL KEY LONG-TERM OBJECTIVES:***

1. Meet or exceed employer satisfaction measures established for the Workforce Investment System by December 2003;
2. Expand eligibility criteria for participation in the Career Enhancement Program (CEP) by incumbent workers to leverage funds that will attract or expand business opportunities in Nevada by July 2003; and
3. Annually provide CEP funds to support training that leads Nevada's youth to explore career opportunities and assists inmates to prepare for employment after release.

***SIGNIFICANT LEGISLATION OR EXECUTIVE ACTION AFFECTING THE AGENCY:***

The 2001 Nevada Legislature passed Assembly Bill 607 which included an increase in the compensation for the nine members of the employment security council and board of review from \$60 per day to \$80 per day, and changed the definition of employers to include Indian Tribes as required by federal law.

State of Nevada  
Employment Security Division  
**UNEMPLOYMENT INSURANCE TRUST FUND**  
**Balance Sheet**

<b>SOLVENCY REQUIREMENT</b>	<b>ACTUAL 2000</b>	<b>ACTUAL 2001</b>	<b>ESTIMATED 2002</b>
Covered Employment	865,041	902,073	906,984
Highest Risk Ratio	0.122	0.122	0.119
Highest Weeks Duration	14.84	14.84	14.84
Average Weekly Payment	\$221.54	\$225.65	\$231.89
<b>Requirement (M\$)</b>	<b>\$346.40</b>	<b>\$367.90</b>	<b>\$370.20</b>

<b>TRUST FUND BALANCE</b>	<b>ACTUAL 2000</b>	<b>ACTUAL 2001</b>	<b>ESTIMATED 2002</b>
<b>Beginning Fund Balance (M\$)</b>	<b>\$465.1</b>	<b>\$505.1</b>	<b>\$520.1</b>
Intake to Fund:	244.3	256.1	319.1
Taxes	212.7	222.9	219.0
Interest	31.6	33.2	32.0
Reed Act Distribution	0.0	0.0	68.1
Payouts from Fund:	204.3	241.1	360.0
Regular Benefits	204.3	241.1	360.0
Extended Benefits	0.0	0.0	0.0
<b>Ending Fund Balance (M\$)</b>	<b>\$505.1</b>	<b>\$520.1</b>	<b>\$479.2</b>

	<b>ACTUAL 2000</b>	<b>ACTUAL 2001</b>	<b>ESTIMATED 2002</b>
<b>SOLVENCY LEVEL (M\$)</b>	<b>\$158.7</b>	<b>\$152.0</b>	<b>\$109.0</b>
Multiple	1.46	1.41	1.29
Average Tax Rate	1.29%	1.29%	1.29%

## ***Employment Service***

### ***PURPOSE:***

To provide job placement services and labor market information to Nevada businesses and job seekers.

### ***ORGANIZATIONAL STRUCTURE:***

Federally funded Employment Service (ES) programs operated by the division include ES/Public Labor Exchange, Veterans Employment and Training Service, Rapid Response, Alien/Foreign Labor Certification, Work Opportunity and Welfare to Work Tax Credits, Trade Adjustment Act, and North American Free Trade Agreement.

The Employment Service provides job placement and training opportunities that assist business in meeting their employment needs and job seekers in returning to work. The Division also administers the Career Enhancement Program funded by Nevada employers to provide short-term skill training upgrades to assist unemployed Nevadans.

Available services for businesses include employment screening, assessment, recruitment assistance, labor market information, foreign labor certification, tax credit certification, subsidized on the job training programs, as well as job fairs that help expand employer recruitment efforts.

Job seeker services include job referral, career guidance and skill enhancement training. The Rapid Response program offers timely customized services to both employers and their employees when workforce downsizing or plant closures occur.

The Workforce Investment Act (WIA) was passed in 1998 to consolidate and improve coordination of employment and training, literacy and vocational rehabilitation programs throughout the nation. The goal of WIA is to integrate public employment programs into a one-stop service delivery system intended to realign and maximize resources for improved services to both business and job seekers. To implement and support WIA in Nevada, the Workforce Investment Support Services unit was created within the Employment Security Division in October 2000. This unit is responsible for the development and oversight of statewide employment service and WIA program policies and procedures.

### ***AGENCY KEY OBJECTIVES/ACCOMPLISHMENTS:***

- ◆ The Employment Service met two of the four objectives outlined in the 2001 biennial report. In January 2001, the program implemented America's One Stop Operating System (AOSOS) in the Job Link offices throughout the state. In July 2001, this system was made available to Workforce Investment Act partners including Nevada's two local workforce investment boards.
- ◆ The Governor's Workforce Investment Board created the Nevada JobConnect system to provide comprehensive workforce development services for Nevada employers and job seekers through the One-Stop concept. In February 2002, the Division's Job Link offices were designated as affiliate sites of Nevada JobConnect.

- ◆ In concert with a national Department of Labor initiative, the Employment Service along with other WIA agencies is providing specialized recruitment services to select employers. The program has continued to develop alliances with business to serve as their primary source for workers.
- ◆ In response to the national commitment to improve services for homeless veterans, the Division's Casual Labor office in southern Nevada developed a partnership with The Key Foundation. The Foundation is a private non-profit organization dedicated to assisting homeless veterans to achieve self-sufficiency and becoming active participants in the workforce. The Key Foundation provides both employment assistance and transitional housing for veterans utilizing the Division's facility in Las Vegas.

***ADDITIONAL KEY LONG-TERM OBJECTIVES:***

1. Continue to work within the framework of the Nevada JobConnect system to expand our affiliate sites to becoming comprehensive full-service One-Stop Centers wherever it is feasible to do so;
2. Restore the connectivity between unemployment insurance claimants and the delivery of reemployment services. This initiative will allow ES staff to concentrate their service delivery toward assisting unemployment insurance claimants return to work; and
3. Implement the Federal Labor Exchange Performance Measurement System, which will assist the Division in assessing the value of labor exchange services for our customers.

## ***Unemployment Compensation (Insurance) Service***

***PURPOSE:***

To provide temporary partial wage replacement to protect workers against the hardships of unemployment and maintain a solvent unemployment trust fund.

***ORGANIZATIONAL STRUCTURE:***

The Unemployment Insurance (UI) program is a joint state/federal insurance program. Nevada's UI program is organized into two sections. The Benefits Section ensures timely and proper payment of benefits to unemployed workers. The Contributions Section is responsible for maintaining the unemployment tax system. The New Hire Reporting Unit, which operates within the Contributions Section, collects and enters information provided by employers on newly hired employees into a database for transmission to the Nevada State Welfare Division to locate parents who are not paying child support.

The Career Enhancement Program works directly with unemployment insurance claimants in jeopardy of exhausting their benefits to provide reemployment assistance mandated by the Federal Worker Profiling and Reemployment Services Program.

***AGENCY KEY OBJECTIVES/ACCOMPLISHMENTS:***

- ◆ Nevada's UI program achieved both of the key objectives outlined in the 2001 biennial report. On April 30, 2001, the Benefits Section implemented a statewide "virtual" call center for processing of initial unemployment claims, which allows Nevadans to file for

unemployment benefits from the comfort and convenience of their homes. Between April 30, 2001 and March 15, 2002, over 75,000 initial claims were taken through the center. Call center employees also responded to over 500,000 inquiries about UI benefits during the same period. The statewide system played a critical role in the agency's ability to successfully address the demand for services in the months following the tragic events of September 11, 2001.

- ◆ In January 2001, the Contributions Section expanded their services to include electronic funds transfer capabilities that allow employers to file quarterly UI tax reports and make payments electronically. At the same time, the Section implemented a document imaging system that provides for immediate access to employer reports replacing the cumbersome and inefficient microfilm process. The first year of production yielded over 572,000 images for instant retrieval by employer account representatives and auditors.

***ADDITIONAL KEY LONG-TERM OBJECTIVES:***

1. Expand automated processes for utilization by employers and claimants to provide faster and more convenient services for our customers;
2. Expand the UI tax system to allow for additional electronic filing options of tax information to include reporting of wage records; and
3. Implement Phase II of the Internet initial unemployment claim filing system.

***PUBLICATIONS:***

Nevada Unemployment Insurance Facts for Claimants; Nevada Unemployment Compensation Program Employer Handbook

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**State Job Training Office**  
Abolished July 1, 2001

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***ORGANIZATIONAL STRUCTURE:***

The State Job Training Office (SJTO) was the oversight agency responsible for the programmatic and fiscal integrity of employment and training programs under the federal Job Training Partnership Act (JTPA) and state-funded Displaced Homemaker Program. The office was also designated in Nevada's Welfare-to-Work State Plan as the program compliance entity with statewide monitoring and technical assistance responsibilities for the initiative.

The Workforce Investment Act of 1998 (WIA) replaced the JTPA effective July 1, 2000. WIA was passed by the 105<sup>th</sup> Congress to consolidate and improve coordination of employment and training, literacy and vocational rehabilitation programs throughout the United States. The goal of WIA is to integrate public employment programs into a One-Stop service delivery system intended to realign and maximize resources for improved services to both business and job seekers. To implement the Act, the seven existing positions of the SJTO were incorporated into a newly created Workforce Investment Support Services unit within the Employment Security Division in October 2000. This consolidation of programs was completed during the 2001 Legislative Session through the approval of enhancement decision unit E-250 on page DETR 28 of the Governor's budget for the 2001-2003 biennium and the passage of Senate Bill 502.

***SIGNIFICANT LEGISLATION OR EXECUTIVE ACTION AFFECTING THE AGENCY:***

Senate Bill 502 approved by the 2001 Legislature eliminated references to the State Job Training Office, which was incorporated into the Employment Security Division in October 2000. The bill transferred the statutory duties of the office to the Department of Employment, Training and Rehabilitation. Effective July 1, 2001, the Department assumed responsibility for oversight of the displaced homemaker program and representation on the state council on libraries and literacy and the board of education and counseling of displaced homemakers.

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**Rehabilitation Division**  
Maynard Yasmer, Administrator

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**PURPOSE:** The Rehabilitation Division provides options and choices for individuals with disabilities to work and live independently. The Division administers a service delivery system that promotes consumer choice and assures quality services which include: evaluation; counseling and guidance; training; physical and mental treatment services; and, employment and independent living services.

**ORGANIZATIONAL STRUCTURE:** The Division is comprised of three bureaus and three programs:

Bureau of Vocational Rehabilitation	Client Assistance Program
Bureau of Disability Adjudication	Office of Community Based Services
Bureau of Services to the Blind and Visually Impaired	Vocational Assessment Centers (CY2000 only)

Activities of the service bureaus and operational units are directed and supported by Division administration.

<b>STATUTORY AUTHORITY:</b>	NRS 232.390, NRS 426.555, NRS 426A, NRS 615, NRS 707
<b>NUMBER OF EMPLOYEES:</b>	230 FTE/2002
<b>TELEPHONE:</b>	775.684.4040
<b>WEB SITE ADDRESS:</b>	<a href="http://www.nvdetr.org">www.nvdetr.org</a>

**AGENCY KEY OBJECTIVES/ACCOMPLISHMENTS:**

**OBJECTIVE:**

Develop and review quarterly, program-specific “zero based” planning and funding strategies to identify:

- ◆ Consumer population issues
- ◆ Diversity issues
- ◆ Caseload capacity issues
- ◆ Cost benefits of streamlined innovative service techniques
- ◆ Existing resource management weakness
- ◆ Recruitment issues
- ◆ Methods to achieve outcomes that maximize the ability of individuals with disabilities to live and function independently

**ACCOMPLISHMENTS:**

- ◆ Monthly review of case management reports are done to identify cases served, caseload size, employment placements as well as state and federal performance goal progress.
- ◆ Monthly reviews and analyses are also completed on case expenditures and sub-grant management, effectiveness and progress on deliverables.

- ◆ The Division has established a quality assurance and budgeting unit, and a program services unit for all vocational rehabilitation funded programs.
- ◆ The Division has expanded its recruitment strategies to include funding of paid internships for students, particularly for those students from minority backgrounds and students with disabilities. The Division regularly contacts all CORE-accredited programs. Another strategy utilized is the inclusion of rehabilitation professional recruitment announcements on the Division's web site and utilization of the Internet-based Rehabilitation Recruitment Center. We have been successful in our recruitment efforts utilizing these resources.

**OBJECTIVE:**

Enhance positive client service outcomes by maximization of available resources.

**ACCOMPLISHMENTS:**

- ◆ The Vocational Assessment Centers were closed and evaluation service units created in the vocational rehabilitation program to reduce administrative burden and provide clients with additional internal and community services. The Division has increased the use of community rehabilitation programs and employers for vocational assessments in integrated settings with more occupational experiences.
- ◆ The district and statewide case review process was reinstated to ensure quality services to clients and adherence to internal controls.
- ◆ Vocational Rehabilitation (VR) program staff supervisory duties were realigned to the Rehabilitation Coordinator III level, strengthening internal controls and increasing support to the remaining subordinate staff levels.
- ◆ All program and operating manuals have been revised, strengthened and improved, with staff training following.
- ◆ The Division's Bureau of Disability Adjudication is participating in a pilot of the single decision maker phase of the full process model of adjudication, has modified all its work performance standards with staff input and has otherwise raised its performance bar. As a result, processing time for claimants for Social Security Disability Insurance and for Supplemental Security Income has been significantly reduced.
- ◆ The Office of Community Based Services has been successful in leveraging federal, state and private funds for programs it administers.

**OBJECTIVE:**

Improve usage of Internet capability by consumers for completion of applications statewide as measured quarterly by the number of hits on the application web site.

**ACCOMPLISHMENT:**

Individuals seeking vocational rehabilitation services can now utilize the Internet to access information and to print out an application for services that can be completed and presented to the local office.

**OBJECTIVE:**

Maintain or expand our partnering opportunities to bring services to convenient and accessible locations in the community as monitored and evaluated annually.

***ACCOMPLISHMENTS:***

The Division participated in the establishment of the two comprehensive One-Stop centers in Reno and Las Vegas by locating a vocational rehabilitation services unit at each Nevada JobConnect location to provide intensive core services needed by workforce applicants with disabilities.

The Division also expanded co-locations with DETR partners at the Reno/Corporate, Maryland Parkway and North Las Vegas offices.

***OBJECTIVE:***

Maintain or increase annually, accessible Division services and resources that can be accessed by Internet, telephone and accessible self service locations as monitored and evaluated annually.

***ACCOMPLISHMENTS:***

- The Division has established Internet web pages for the Division's programs to provide public information access to Division staff.
- Client use of the new resource centers has increased through accessibility technologies and modified workstations.
- Vocational Rehabilitation staff have been trained on the resources available in the resource centers of value to clients, increasing the numbers utilizing the centers.

***OBJECTIVE:***

At the community level, increase outreach activity to diverse groups.

***ACCOMPLISHMENTS:***

- The Division established a formal relationship with the Moapa Band of Paiutes for coordination of federal and state vocational rehabilitation services to mutual clients.
- The Division continues to provide brochures and applications in Spanish.

***OBJECTIVE:***

Support services that recognize diversity, enable community independence and promote economic self-sufficiency for the individual with a disability.

***ACCOMPLISHMENT:***

The Division participated with the Nevada Department of Transportation in the expansion of accessible rural transportation services between Fallon and Carson City, and between Gardnerville, Carson City and Reno to help clients get to jobs and/or to needed community resources independently.

***ADDITIONAL KEY LONG-TERM OBJECTIVES:***

1. Increase successful closure rates and decrease unsuccessful case closures through increased internal effectiveness and improved collaboration with workforce partners and business;
2. Implement a statewide supported employment model to meet the vocational needs of people with the most significant disabilities;

3. Support the current development and implementation of an electronic case management system that will standardize uniform case management and fiscal practices, provide for strengthened internal controls, and permit ad hoc queries for enhanced program management. This system will fully integrate the vocational rehabilitation programs with the State Integrated Financial System, the reporting requirements of the Workforce Investment Act and the federal Rehabilitation Services Administration;
4. In coordination with the DETR training office, develop in-house computer based and video training programs to enhance the skills of new rehabilitation counselors and rehabilitation technicians and provide continuing education to incumbent staff; and
5. Continue organizational analysis to ensure maximum integration and expansion of services including identification of non-service delivery positions that can be reassigned to direct services.

***SIGNIFICANT LEGISLATION OR EXECUTIVE ACTION AFFECTING THE AGENCY:***

Ticket to Work and Work Incentives Improvement Act of 1999;  
Senate Bill 174 (2001 Nevada Legislature); and  
Assembly Bill 513 (2001 Nevada Legislature).

***PUBLICATIONS:*** None

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## **Information Development and Processing Division**

William H. Vance, Administrator

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### ***PURPOSE:***

The Information Development and Processing Division (IDP) provides quality and timely labor market information, analytical services, and information technology services to the Department and to DETR's external customers to support the programs and services administered by the Department. The Division also oversees Nevada's workforce information systems, which consist of various automated information systems and services for businesses and job seekers.

### ***ORGANIZATIONAL STRUCTURE:***

The Division has two functional areas: Research and Analysis and Information Technology. The Research and Analysis Bureau (R&A) is the official source of employment, occupational, and workforce data in Nevada. The bureau has ongoing contracts with the U.S. Bureau of Labor Services (BLS) to provide monthly employment and workforce data, occupational estimates, and detailed data on employment and payrolls. Within R&A, the management information system unit reviews the solvency of the Unemployment Insurance (UI) Trust Fund and provides numerous reports on UI and workforce development performance. Also included in R&A is the unit responsible for the Nevada Career Information System.

The Division's Information Technology (IT) units are responsible for the following: (1) departmental IT application development; (2) departmental communications; (3) the Department's 850 personal computer/workstation network and related hardware and software; and (4) ongoing operation, scheduling, and processing of DETR's mainframe applications at the Department of Information Technology's computer facility.

<b>STATUTORY AUTHORITY:</b>	NRS 232 Created pursuant to administrative authority in April 1994
<b>NUMBER OF EMPLOYEES:</b>	79 FTE/2002
<b>TELEPHONE:</b>	775.684.3945
<b>WEB SITE ADDRESS:</b>	<a href="http://www.nvdetr.org">www.nvdetr.org</a>

### ***AGENCY KEY OBJECTIVES/ACCOMPLISHMENTS:***

#### ***OBJECTIVES:***

Increase the effectiveness of Nevada's workforce information systems by taking a proactive approach in making labor market information more complete and available to a broad range of users; Increase the effectiveness of labor market information; and, Increase the awareness, effectiveness and usage for those who can benefit from DETR's Career Information System and other DETR Internet career and job information databases.

#### ***ACCOMPLISHMENTS:***

- ◆ Staff continues to improve the DETR Web site to include enhanced functionality, more information, graphical enhancements, and more links to related sites. Research & Analysis continues to improve Internet access to labor market information (LMI) and related data. A

new dynamic Web based LMI system, the Workforce Informer, is planned to be available in Nevada within the next year.

- ◆ Completed the first phase of the Nevada JobConnect Web site located at [www.nevadajobconnect.com](http://www.nevadajobconnect.com).
- ◆ Implemented America's One-Stop Operating System on the DETR Network. The Web based system was developed by the U.S. Department of Labor, Employment and Training Administration for WIA client tracking and is available to the local workforce investment boards and One-Stop partners.

**OBJECTIVES:**

- ◆ Reduce dependency and usage of contract programming services; and,
- ◆ Maintain and support the DETR continuous improvement program by adopting initiatives that ensure that all IDP employees have the knowledge and tools they need to maximize their productivity.

**ACCOMPLISHMENT:**

IDP continued its successful effort to significantly increase the continuous training of IT professionals. The effort supports the DETR continuous improvement program by adopting initiatives that ensure all IDP employees have the knowledge tools they need to maximize their productivity.

**OBJECTIVE:**

Use information and technology, including the Internet, to make knowledge about and access to DETR services customer focused.

**ACCOMPLISHMENTS:**

- ◆ Provided programming and communication to implement the virtual statewide Unemployment Insurance Telephone Initial Claims Center in 2001;
- ◆ Implemented Internet access to Unemployment Insurance claims in 2002;
- ◆ Implemented an Employer Contributions Document Imaging Project in 2001.

**ADDITIONAL KEY LONG-TERM OBJECTIVES:**

1. Provide a secure and "fault tolerant" network environment for all DETR services;
2. Continue to improve the quality and completeness of the Nevada workforce information system and solicit and pursue any and all effective opportunities to present, train, and/or provide responses to special requests;
3. Provide Department customers with quality instruction and training in the use and effectiveness of the Career Information System and other DETR-provided informational tools which allow customers to make informed choices among employment opportunities;
4. Continue with improvements to the in-house software development and maintenance process and therefore reduce dependency on outside (contract) systems development resources;
5. Use Information Technology (including the Internet) to make knowledge and access to DETR services customer focused; and
6. Continue to provide IDP Staff with professional training necessary to support all current and future programs and technology.

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***Nevada Equal Rights Commission***  
Lynda Parven, Administrator

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***PURPOSE:***

The purpose of the Nevada Equal Rights Commission (NERC) is to foster the rights of all persons to seek, obtain, and maintain employment and to access services in places of public accommodation without discrimination, distinction, exclusion, or restriction because of race, religion, creed, color, age, sex (gender and/or orientation), disability, national origin, or ancestry.

***ORGANIZATIONAL STRUCTURE:***

The Nevada Equal Rights Commission consists of five members appointed by the Governor. The members of the Commission must be representative of religious, disabled, racial, and ethnic groups of both sexes in the State.

<b>STATUTORY AUTHORITY:</b>	NRS 118, 233, 613 and 651
<b>NUMBER OF EMPLOYEES:</b>	21 FTE/2002
<b>TELEPHONE:</b>	702.486.7161 and 775.688.1288
<b>WEB SITE ADDRESS:</b>	<a href="http://www.nvdetr.org">www.nvdetr.org</a>

***AGENCY KEY OBJECTIVES/ACCOMPLISHMENTS:***

***OBJECTIVE:***

Provide a long term proactive projection of agency spending and detailed analysis of funding sources.

***ACCOMPLISHMENT:***

Reduced unnecessary spending and ensured completion of work sharing agreement with EEOC to maximize funding.

***OBJECTIVE:***

Provide prompt, courteous customer service and reward professionalism and customer service skills.

***ACCOMPLISHMENTS:***

Improved case processing timeliness and efficiency by establishing supervisory case review procedures and standardized policies and procedures statewide to guide investigators in resolving complaints in an efficient and timely manner and by acquiring access to the Equal Employment Opportunity Commission on-line database for determining jurisdiction of employers in Nevada. In addition, FISH committees were formed and an employee award established.

***OBJECTIVE:***

Operate at full staff manning levels sufficient to provide quality, timely, decisive service to the customers, in an increasing population pool.

***ACCOMPLISHMENTS:***

- ◆ Reclassified a supervisory position to an investigator to increase the number of front-line staff. In addition, with the support of the Governor and the Director, achieved full staffing of the Commission for the first time ever.
- ◆ Provided computer training and business writing training to Commission staff to enable them to more efficiently perform their jobs.

***OBJECTIVE:***

Use of the Internet to enable the agency to become more user-friendly.

***ACCOMPLISHMENTS:***

Reduced the general intake and associated forms into one standardized packet and made it available on the Internet. Developed a dedicated e-mail address to address questions and concerns of the public as well as developing informative web pages to educate the public on discrimination issues.

***ADDITIONAL KEY LONG-TERM OBJECTIVES:***

1. Develop a networking plan with other divisions within DETR to utilize their resources;
2. Provide staff with professional training necessary to support current and future programs and technology;
3. Provide faster, more efficient, and accessible services through the use of the Internet and other technology; and
4. Pursue opportunities to present, train, and/or provide outreach to the community regarding NERC services.