

Steve Sisolak
Governor



Richard Whitley
Director

State of Nevada Department of Health and Human Services

Division of Welfare and Supportive Services
Overcoming Barriers to Technology
Supporting Clients in a Virtual Environment



3/4/2021

Helping people. It's who we are and what we do.



Workforce Development Unit NEON (New Employees of Nevada)

- State-wide Coverage - WDU
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Virtual Learning Path

- Distance Learning Programs
 - In-demand Occupations
 - Employer Relations – schools
 - Employer Relations – system-wide workforce partners
 - Proof of Concept
 - Employer relations transparency
 - Job attainment rate
 - Average starting wage
 - Upward mobility
- \$7,500 Tuition + Supportive Services/Equipment



Technological Support

- DWSS Computer/Laptop Vendor
 - \$450 Dell or Lenovo laptops refurbished
 - MS Office (Word, Excel, Power Point)
 - Windows 10
 - 2.0 GHz Intel or AMD Dual Core Processor
 - 4GB – 8GB of RAM
 - Camera, Speakers, Microphone
 - Remote access support
- Internet Service
 - Reimbursement up to \$100
 - AT&T \$10/month; Comcast \$9.95/month; Cox \$9.95/month
 - Hot spot rental from school





Distance Learning Collaborations

- CSN (College of Southern Nevada), Title 1 Partner, Workforce Connections, DWSS
 - Dialysis Tech and Community Health Worker
 - Title 1 partner vetting
 - ACES (Adult Career and Education Services)
 - Job Prep – resumé writing; interview skills; soft skills
 - Aptitude assessment and prep
 - Job placement
 - Job retention
 - HVAC – 11 students, March 2021
- Web Developer – Virtual Listening Sessions
- IT Works – entry-level IT careers – Virtual Listening Sessions





Virtual Program Support

- Phone picture verifications
- Electronic signatures
- SARA
- Two-Generation Approach
 - Early Childhood Education Software
 - Use of laptop for school projects/activities





Questions?



Contact Information

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