

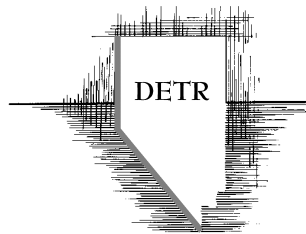
State of Nevada



Department of Employment, Training and Rehabilitation

2004

Biennial Report



DETR is a proud member of the Nevada JobConnect system.

DEPARTMENT OF EMPLOYMENT, TRAINING & REHABILITATION

Birgit K. Baker, Director

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. Encourage and recognize innovative solutions for improving customer service throughout the department.
4. Eliminate duplication of services and effort among divisions and partner agencies to develop an accessible, flexible, cost-efficient and responsive government.
5. Maintain lean but appropriate staffing levels and provide DETR employees with a good working environment.
6. Provide easy access to DETR services via the Internet and other technology wherever possible.
7. Provide students with mechanisms to receive guidance and services in order to promote transition from school-to-work and post-secondary education.
8. Provide convenient, accessible and equitable services and opportunities to all customers.
9. Construct office buildings that are high performing, energy efficient and sustainable facilities.
10. Encourage development of programs that support employment and training opportunities for youth and adults in Nevada's justice systems.
11. Support the availability of health insurance for DETR customers with disabilities through employment and innovation.
12. Provide a service system that enables, motivates and rewards self-sufficiency and independence.

ORGANIZATIONAL STRUCTURE:

The department consists of a director's office and centralized administrative services that support four divisions: Employment Security, Rehabilitation, Information Development and Processing, and the Nevada Equal Rights Commission.

The department is designated by the Governor as the lead state agency responsible for the administration of the Workforce Investment Act (WIA) in Nevada, including serving as staff to the Governor's Workforce Investment Board, which oversees the state's workforce investment system known as Nevada JobConnect.

STATUTORY AUTHORITY:	NRS 232.900
NUMBER OF EMPLOYEES:	841.5 Permanent & 30 Intermittent FTE/2004
TELEPHONE:	(775) 684-3911 CC (702) 486-7923 LV
WEB SITE ADDRESS:	www.nvdetr.org

DEPARTMENT KEY GOALS/ACCOMPLISHMENTS:

GOAL:

Maximize DETR's resources to support and encourage economic development.

ACCOMPLISHMENT:

Entered into ten national business partnerships with the U.S. Department of Labor and various large corporations that linked national multi-state businesses such as The Home Depot, Toys R US, Citigroup, Hospital Corporation of America, Manpower, Express Personnel Services, Jiffy Lube, Diamond Triumph Auto Glass, Rainbow Apparel and Swift Transportation with Nevada's workforce investment system, Nevada JobConnect, during the biennium.

GOAL:

Encourage and recognize innovative solutions for improving customer service throughout the department.

ACCOMPLISHMENTS:

- Established three "workforce excellence" teams within DETR to address the topics of leadership, customer service, and strategic planning.
- Received the 2003 Governor's award for customer service excellence. This award recognizes Nevada organizations that have demonstrated continuous improvement and high standards for customer service.
- Received two Nevada Governor's Trail Blazer awards for the department's "Workforce Excellence" initiatives in 2002 and 2003. These awards, given by the Nevada Quality Alliance on behalf of the Governor's Award for Performance Excellence (APEX) program, recognize organizations that have demonstrated, through their commitment and implementation of performance excellence principles, significant progress in building sound processes and achieving notable results.

GOAL:

Provide easy access to DETR services via the Internet and other technology wherever possible.

ACCOMPLISHMENT:

Improved and promoted the Nevada JobConnect website located at www.nevadajobconnect.com, which provides easy access for businesses and job seekers to obtain essential services and labor market information online. Monthly website hits increased from 216,000 in July 2002 to over one million in June 2004.

GOAL:

Provide students with mechanisms to receive guidance and services in order to promote transition from school to work and post-secondary education. One of the department's many objectives in support of this goal is to assist the children of DETR employees to obtain post-secondary educational opportunities.

ACCOMPLISHMENT:

The DETR family scholarship was created in 1997 to encourage and financially assist the sons and daughters of department employees in attaining a higher education at an accredited college, university, community college or technical school in order to enhance their future employment opportunities. The DETR family scholarship fund was originated through and continues to be funded by employee donations. Since 1997, 21 scholarships of \$500 each have been awarded.

Employment Security Division
Cynthia A. Jones, Administrator

PURPOSE:

The mission of the Employment Security Division (ESD) is 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.

STATUTORY AUTHORITY:	NRS 612	
NUMBER OF EMPLOYEES:	446.5 Permanent & 30 Intermittent FTE/2004	
TELEPHONE:	(775) 684-3909 CC	(702) 486-6632 LV
WEB SITE ADDRESS:	www.nvdetr.org	

AGENCY KEY GOALS/ACCOMPLISHMENTS:

GOAL:

Maintain adequate Unemployment Insurance (UI) Trust Fund levels while ensuring the lowest possible tax rates.

ACCOMPLISHMENT:

Nevada's UI Trust Fund remained solvent in 2002 and 2003 and reserves were sufficient to prevent the imposition of a tax increase on Nevada employers during the biennium.

GOAL:

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

ACCOMPLISHMENT:

ESD partnered with Nevada's two local workforce investment boards to expand the Nevada JobConnect system from two comprehensive offices established in Reno and Las Vegas in July 2000, to five full service one-stop employment and training centers in 2004. These centers are located in Reno, Sparks, Las Vegas, North Las Vegas, and Henderson. The division also manages five affiliate JobConnect offices in Carson City, Elko, Ely, Fallon, and Winnemucca.

GOAL:

Maximize customer services, utilizing technology, to satisfy customer needs.

ACCOMPLISHMENTS:

- Implemented Phase II of an Internet application for filing unemployment claims, making address changes and obtaining claim specific information online. This application provides a viable alternative to telephone claim filing. In 2003 and 2004, approximately 14% of UI claimants filed their initial and additional claims utilizing this system, which is available 7 days a week 24 hours a day with no wait times.
- Implemented the first phase of the Contributions Automated Reporting System, which offers expanded filing options to employers reporting via magnetic media by streamlining the reporting process and reducing the number of manual procedures associated with paper processing. Currently, more than 11,000 employers, or approximately 23% of the active UI employer base, are using this new reporting system.
- Developed and implemented an interface by which ESD transmits employer information to the Nevada Department of Taxation for the purpose of implementing and administering the Modified Business Tax created by the 2003 Legislature.

GOAL:

Provide workforce services in conjunction with economic development at the state and local level.

ACCOMPLISHMENT:

Implemented the “Job Quest” program in southern Nevada in March 2004, which marketed Nevada JobConnect employer services to local businesses to address their specific workforce development needs. In 2004, the program produced 697 new job orders from 424 employers that resulted in 1,379 additional job openings.

ADDITIONAL KEY LONG-TERM OBJECTIVE:

Develop processes that encourage workforce investment partners in the Nevada JobConnect system to utilize America’s One-Stop Operating System (AOSOS) for tracking services provided to Nevada workers. This will allow the data collected in AOSOS to be more consistent and comprehensive for monitoring and reporting of workforce investment activities provided by the Nevada JobConnect system.

SIGNIFICANT LEGISLATION OR EXECUTIVE ACTION AFFECTING THE AGENCY:

Senate Bill 423 passed by the 2003 Legislature was requested by the Employment Security Division to improve Nevada’s unemployment insurance program, and offer training funds to Nevada employers to upgrade the skills of their workforce.

The bill resulted in various changes to Chapter 612 of the Nevada Revised Statutes that address electronic methods of unemployment claim filing and employer notification, enhance the division’s ability to collect fraudulent benefit overpayments (as recommended by the Legislative Auditor in 2001), and expand the utilization of the Career Enhancement Program (CEP) for training of incumbent workers. As a result, funds paid by employers for short-term skills training of unemployed Nevadans may also be used for training of incumbent workers.

Senate Bill 8 approved during the 20th Special Session of the Nevada Legislature created the Modified Business Tax based on gross wages paid by employers as reported to the Employment Security Division on the Employer’s Quarterly Contribution and Wage Reports. The measure authorizes ESD to share wage information with the Department of Taxation, which is responsible for the administration of the new tax.

The following balance sheet of the Nevada Unemployment Insurance Trust Fund is provided to meet the division's specific biennial reporting requirements contained in NRS 612.235.

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

SOLVENCY REQUIREMENT	ACTUAL 2002	ACTUAL 2003	ACTUAL 2004
Covered Employment	906,984	914,765	950,079
Highest Risk Ratio	11.86%	11.03%	11.03%
Highest Weeks Duration	14.84	15.76	15.76
Average Weekly Payment	\$231.83	\$235.52	\$243.11
Requirement (M\$)	\$370.1	\$374.5	\$401.5

TRUST FUND BALANCE	ACTUAL 2002	ACTUAL 2003	ACTUAL 2004
Beginning Fund Balance (M\$)	\$520.0	\$476.3	\$434.4
Intake to Fund:	318.4	263.5	284.2
Taxes	219.6	236.0	260.0
Interest	30.7	27.5	24.2
Reed Act Distribution	68.1	0	0
Payouts from Fund:	362.1	305.4	265.1
Regular Benefits	362.1	305.4	265.1
Extended Benefits	0	0	0
Ending Fund Balance (M\$)	\$476.3	\$434.4	\$453.5

	ACTUAL 2002	ACTUAL 2003	ACTUAL 2004
SOLVENCY LEVEL (M\$)	\$106.2	\$59.9	\$52.0
Multiple	1.29	1.16	1.13
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 through the Nevada JobConnect system.

ORGANIZATIONAL STRUCTURE:

Federally funded Employment Service programs operated by the Employment Security Division through the Nevada JobConnect system include ES/Public Labor Exchange, Veterans Employment and Training Service, Rapid Response, Foreign Labor Certification, Migrant Seasonal Farm Worker, Reemployment Services Program, Work Opportunity and Welfare to Work Tax Credits, Trade Adjustment Act, North American Free Trade Agreement, and the Workforce Investment Act.

The division also administers the Career Enhancement Program (CEP) funded by Nevada employers to provide short-term training to meet the ongoing demand of the state's businesses for a skilled and productive workforce. The program serves as an important intervention tool by offering skill enhancement training and reemployment services to unemployed individuals to facilitate a quick return to work and increase in their earnings potential.

Services for employers include employment screening, assessment, recruitment assistance, labor market information, foreign labor certification, tax credit certification, subsidized on-the-job training programs, and rapid response, as well as job fairs to expand employer recruitment efforts.

Available services for job seekers include job referral, career guidance, occupational skills training, and access to Nevada JobConnect resource centers statewide.

AGENCY ACCOMPLISHMENTS:

- ESD's Employment Service (ES) facilitated Nevada's participation in the U.S. Department of Labor's National Business Partnership initiative that links multi-state employers with the public workforce investment system in each state. ES staff in the Nevada JobConnect offices provided recruiting and training services that assisted ten national corporations in finding and retaining a qualified workforce in the state during the biennium.
- For the fiscal year ending June 30, 2004, 3,821 Unemployment Insurance (UI) claimants were enrolled in the Reemployment Services Program (RSP) administered by the Employment Service. The program is designed to reconnect claimants with employment and training services through the Nevada JobConnect system to assist them in a speedy return to gainful employment. Results demonstrated that RSP related activities reduced the duration of UI benefits for this population by 1.6 weeks when compared to a similar claimant population. This reduction in duration of benefits resulted in savings of more than \$1.4 million to Nevada's UI Trust Fund in FY 2004.

ADDITIONAL KEY LONG-TERM OBJECTIVES:

1. Strengthen linkages with the Nevada Department of Corrections and community-based programs to provide pre and post-release services that address the employment and training needs of inmates returning to Nevada's communities.

2. Implement common performance measures across eight adult and five youth programs to provide consistency across programs funded through the U.S. Department of Labor's Employment and Training Administration (ETA) ensuring services are evaluated using the same criteria throughout the nation.
3. Make additional enhancements to the Reemployment Services Program's automated system that will allow Nevada JobConnect staff to assist special UI claimant groups, such as Veterans and individuals affected by mass layoffs and business closures, with Rapid Response services.

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 (WPRSP).

AGENCY ACCOMPLISHMENTS:

- Implemented a cross-match system between the Nevada Department of Motor Vehicles and ESD in June 2004 to prevent the occurrence of persons using stolen identities from establishing unemployment claims. In the first six months of system deployment the division identified 1,470 situations where identity was in question requiring claimants to provide proof of identity before receiving unemployment benefits.
- Developed two Internet modules that will allow Nevada employers to register with the division's UI Contributions Section, submit wage reports, and make UI tax payments online by July 1, 2005.

ADDITIONAL KEY LONG-TERM OBJECTIVES:

1. Continue to explore partnering with other state agencies to implement the use of a statewide E-payment engine that will provide Nevada businesses with additional payment options.
2. Consolidate UI integrity activities for improved coordination of investigations to prevent and detect fraud, efficiently recover overpayments of monies due to the state, and enhance internal security efforts.

PUBLICATIONS:

Nevada Unemployment Insurance Facts for Claimants and Nevada Unemployment Compensation Program Employer Handbook.

Rehabilitation Division
Michael T. Coleman, Administrator

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 that include: evaluation; counseling and guidance; training; and employment-focused services.

ORGANIZATIONAL STRUCTURE:

The division is comprised of three bureaus and two programs:

- Bureau of Vocational Rehabilitation
- Bureau of Disability Adjudication
- Bureau of Services to the Blind and Visually Impaired
- Client Assistance Program
- Office of Disability Employment Policy

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

STATUTORY AUTHORITY:	NRS 232.900, NRS 426, NRS 615
NUMBER OF EMPLOYEES:	230 FTE/2004
TELEPHONE:	(775) 684-4040 CC (702) 486-5230 LV
WEB SITE ADDRESS:	www.nvdetr.org

AGENCY KEY OBJECTIVES/ACCOMPLISHMENTS:

GOAL:

Enhance the economic benefits to the state and the community through successful long-term competitive employment, increased income, and reduction in the amount of public support needed for individuals with disabilities.

ACCOMPLISHMENT:

Placed 854 clients into competitive employment in FY 2003 and 1,001 additional clients during FY 2004, including 37 who were on long-term Social Security disability programs.

GOAL:

Eliminate duplication of services through collaborative ventures with community partners, state agencies, and local and non-profit organizations to develop systematic approaches for shared information, client services, and applicable resources.

ACCOMPLISHMENTS:

- Improved access to services by establishing teams of counselors in all ten Nevada JobConnect offices throughout the state.
- Utilized outcome based fee-for-service contracts to assist in job placement and retention of clients.

GOAL:

Maintain division staffing levels required to satisfactorily accomplish critical job functions, ensure effectiveness by fostering a good working environment, and fill vacancies promptly with qualified candidates.

ACCOMPLISHMENT:

Collaborated with San Diego State University to provide an accredited educational program for Master's degrees in rehabilitation counseling or related fields. Six of the division's counselors attained their certification standard through this program during the biennium.

GOAL:

Provide faster, more efficient and accessible services through the use of Internet and other technology.

ACCOMPLISHMENT:

Implemented an Internet-based case management system entitled Rehabilitation Automated Information System of Nevada (RAISON) in March 2004, which will significantly reduce paperwork and provide additional internal control mechanisms to protect state and federal funds.

GOAL:

Provide comprehensive rehabilitation services for successful transition from school-to-work and post-secondary education for all students with disabilities.

ACCOMPLISHMENT:

- Developed interlocal agreements between the division and Nevada's 17 school districts on coordination of services and identification of joint roles and responsibilities.
- Increased involvement with parents and school professionals in the development of individual plans of development for students with disabilities through "School to Careers" conferences and the Transition Forum, a broad-based group of service providers including high school counselors, non-profit organizations, and vocational rehabilitation professionals. Beginning in 2004, the division dedicated four full-time Rehabilitation Counselors to exclusively serve this transition population in southern Nevada.

GOAL:

Provide convenient, accessible and equitable services and opportunities to all businesses and job seekers.

ACCOMPLISHMENTS:

- Enhanced Spanish-speaking capabilities in many offices by recruiting for bilingual counselors and providing training in basic Spanish. During the biennium, the division hired one bilingual counselor and 23 division staff completed courses in basic Spanish.
- Established an outreach program with Native American tribal representatives to provide access to vocational rehabilitation services resulting in the enrollment of 140 individuals during the biennium.
- Made printable vocational rehabilitation service applications available on the Internet.

GOAL:

Support current programs and encourage the development of new programs to assist youth and adult offenders with disabilities within Nevada's justice systems to enter the workforce.

ACCOMPLISHMENT:

Developed relationships with the Nevada Justice System to coordinate access to rehabilitation services for youth and adult offenders. As a result, 32 adult offenders received rehabilitation services during the biennium.

GOAL:

Promote the availability of health insurance for division customers with disabilities through employment and innovation.

ACCOMPLISHMENT:

Approximately 1,285 clients served by the division that had entered into competitive employment during the biennium reported they had medical benefits.

GOAL:

Provide quality rehabilitation services for people with disabilities to work and live independently.

ACCOMPLISHMENT:

Initiated “point of service” satisfaction survey and implemented a comprehensive case review process to promote continuous improvement in service delivery. Of those responding to the survey, 72% were more than satisfied with division services, 7% were satisfied, and 19% were less than satisfied.

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. Expand the capabilities of the recently implemented RAISON electronic case management system to include an interface with America’s One-Stop Operating System to enhance services and reduce duplication.
4. Develop in-house computer-based and video training programs to enhance the skills of new rehabilitation counselors and technicians, and provide continuing education for division employees.

SIGNIFICANT LEGISLATION OR EXECUTIVE ACTION AFFECTING THE AGENCY:

Senate Bill 164 passed by the 2003 Legislature created the Office of Disability Services within the Department of Human Resources, eliminating the former Office of Community Based Services within the Department of Employment, Training and Rehabilitation.

In addition, the Office of Disability Employment Policy (formerly the Governor’s Committee on Employment of People with Disabilities within the Department of Business & Industry) was transferred to the Department of Employment, Training and Rehabilitation as the Office of Disability Employment Policy (ODEP) effective July 1, 2003. At the same time, the Governor’s Committee on Employment of People with Disabilities was merged with the Vocational Rehabilitation Council to facilitate the participation of private industry in the development of interagency employment policies for people with disabilities and coordinating the department’s efforts with businesses in Nevada to employ individuals with disabilities.

Information Development and Processing Division

Vacant, Administrator

PURPOSE:

The Information Development and Processing Division (IDP) provides quality and timely labor market information and data processing services to the department and its customers to support the programs administered by the department. The division also oversees Nevada's workforce information systems, which consist of various automated information systems and online services for businesses and job seekers.

ORGANIZATIONAL STRUCTURE:

The division has two functional areas: Research and Analysis (R&A) and Information Technology (IT).

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 (NCIS).

The division's IT unit is 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, processing of DETR's mainframe applications housed at the Department of Information Technology's computer facility.

STATUTORY AUTHORITY:	NRS 232.910 Created pursuant to administrative authority in April 1994.
NUMBER OF EMPLOYEES:	86 FTE/2004
TELEPHONE:	(775) 684-3949
WEB SITE ADDRESS:	www.nvdetr.org

AGENCY KEY GOALS/ACCOMPLISHMENTS:

GOAL:

Use information technology (IT) including the Internet, to improve customer service and to make DETR information more accessible and useful to Nevada businesses and job seekers.

ACCOMPLISHMENTS:

- Joined with other states to design and develop an interactive web application to meet the dynamic needs of Nevada economic development entities, educators, businesses and citizens. The Workforce Informer can be accessed at www.nevadaworkforce.com.
- Implemented enhancements to America's One-Stop Operating System (AOSOS), including improved utilities for management and federal reporting, as well as an interface with wage reporting systems to ensure accuracy of performance outcomes.

- Implemented the Reemployment Service Program automated call system as an integrated component of AOSOS to provide Nevada JobConnect staff with the ability to contact UI claimants for job openings in their respective occupation and industry as soon as job orders are placed.
- Implemented the Rehabilitation Automated Information System of Nevada (RAISON), which is a comprehensive case management system that interfaces with the State Integrated Financial System and produces mandatory federal reports.
- Supported the development and implementation of the Contributions Automated Reporting System for processing magnetic and electronic quarterly reports and wage detail files submitted by Nevada employers.
- Implemented a new Unemployment Insurance Data Validation (UIDV) system and UI data warehouse to meet USDOL requirements

GOAL:

Maintain and support the DETR continuous improvement program by adopting initiatives that ensure all IDP employees have the knowledge and tools they need to maximize their productivity.

ACCOMPLISHMENTS:

- Encouraged and funded training of IT professionals in support of the department’s workforce excellence initiative that ensures all employees have the knowledge and tools they need to maximize their productivity.
- Realigned staff to include quality assurance checkpoints in planning and developing new technology applications and to minimize redundant processes.

GOAL:

Promote the use of the Nevada Career Information System (NCIS) to facilitate career exploration.

ACCOMPLISHMENT:

Increased NCIS partner relationships from 359 to 380, or 6% by promoting use of NCIS in schools, libraries, adult and alternative education programs, Native American institutions, correctional facilities and the Nevada JobConnect offices.

ADDITIONAL KEY LONG-TERM OBJECTIVES:

1. Provide a secure and “fault tolerant” network environment for all DETR services.
2. Provide department customers with quality instruction and training in the use and effectiveness DETR-provided informational tools that allow customers to make informed choices.
3. Provide cost effective communication between all DETR and Nevada JobConnect office locations.
4. Improve IT systems by enhancing procedures related to change control, compliance with standards, project management, resource allocation, project and work request prioritization, enhanced security, and the development of Americans with Disabilities Act (ADA) fully compliant software.

Nevada Equal Rights Commission

Lynda Parven, Administrator

PURPOSE:

The mission 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.

STATUTORY AUTHORITY:	NRS 118, 233, 613, and 651
NUMBER OF EMPLOYEES:	22.5 FTE/2004
TELEPHONE:	(702) 486-7161 LV (775) 688-1288 Reno
WEB SITE ADDRESS:	www.nvdetr.org

AGENCY KEY GOALS/ACCOMPLISHMENTS:

GOAL:

Streamline activities and reduce caseloads to maximize staff effectiveness.

ACCOMPLISHMENT:

Improved case processing timeliness and efficiency by utilizing priority charge handling procedures to more effectively address the growing backlog of cases and to be consistent with the policies of the federal Equal Employment Opportunity Commission (EEOC). Since implementation on October 1, 2003, the case inventory has been reduced by over 50%, and the average case processing time has been reduced by 122 days.

GOAL:

Maintain and support the DETR continuous improvement program by adopting initiatives that ensure all staff have the knowledge and tools they need to maximize their productivity.

ACCOMPLISHMENT:

Provided customer service, case management, mediation, and ethics training to staff to provide prompt, courteous customer service and to enable them to more efficiently perform their jobs.

GOAL:

Provide more responsive and efficient services through the use of technology.

ACCOMPLISHMENTS:

- Received an average of 30% of intake packets via Internet submissions, which resulted in improved case processing times. Currently, 92% of all intakes are processed within 15 working days.

- Dedicated one staff member as web site monitor to ensure accuracy and timeliness of web pages to educate the public on discrimination issues.

ADDITIONAL KEY LONG-TERM OBJECTIVES:

1. Continue to reduce case processing times.
2. Pursue opportunities to present preventative training, and/or provide outreach to the employer/employee community regarding NERC services.
3. Pursue opportunities to acquire a worksharing agreement with the U.S. Department of Housing and Urban Development to investigate complaints of housing discrimination.
4. Pursue opportunities to acquire a second worksharing agreement with EEOC to provide mediations.

SIGNIFICANT LEGISLATION OR EXECUTIVE ACTION AFFECTING THE AGENCY:

Senate Bill 450 approved by the 2003 Nevada Legislature authorized the Nevada Equal Rights Commission to use priority charge handling procedures to more effectively address case processing.