



GOVERNOR'S WORKFORCE INVESTMENT BOARD

500 E. Third Street, Room 200

Carson City, Nevada 89713

Telephone (775) 684-3911 * Fax (775) 684-3908

MEETING MINUTES

**Governor's Workforce Investment Board (GWIB)
Tourism, Gaming and Entertainment Sector Council
Thursday, September 12, 2013
10:00 a.m.**

This meeting was conducted in person, via videoconference and by telephone conference call. Members of the public were invited to observe this meeting and provide comment at the physical addresses or by calling the number and access code listed below. Some members of this Council may have attended the meeting in person, via videoconference or by telephone conference call.

Place of Meeting: **Department of Employment, Training & Rehabilitation**
2800 East St. Louis Avenue, Conference Rooms A, B & C
Las Vegas, NV

Nevada Job Connect
Reno Town Mall
4001 South Virginia Street
Reno, NV

Department of Employment, Training & Rehabilitation
500 East Third Street, 1st Floor Auditorium
Carson City, NV

Nevada Job Connect
1500 Avenue F, Suite 1
Ely, NV

1-877-810-9415
Access Code 7521358#

Council Members Present: Bobbie Barnes, Jill Bell, Jennifer Cunningham, Dr. Jean Hertzman, Katherine Jacobi, Joe Murphy, Gary Perea, David Philippi, Henry Terry, Lonnie Wright

Council Members Absent: Maricela Aguilar-Ochoa (excused), Aubrey Branch (excused), Colleen Henry, Larry Friedman, David Philippi, Shaundell Newsome, Councilman Steve Ross, Joan Rutledge, Carol Smith, Commissioner Bonnie Weber

Ex-officio Members Present: Melinda Lyons, Marianne Segurson, Ricardo Villalobos

Ex-officio Members Absent: None

DETR WSU Staff Present: Earl McDowell, Odalys Carmona, Ansara Martino, Derita Hopkins, Tatjana Vukovic, De Salazar, Doug Van Aman

Others Present: Krista Marshall (Nevada JobConnect), Ellen Russell (Nevada JobConnect)

**Please note that all attendees may not be listed above.*

I. Welcome, Introductions and New Members..... Katherine Jacobi, Chair
GWIB Tourism, Gaming and Entertainment Sector Council

The Chair of this Council, Katherine Jacobi, called the meeting to order at 10:05 a.m., welcomed everyone and thanked them for attending this meeting. New members to this Council were welcomed by the Chair and introduced to the Council: Jennifer Cunningham and Lonnie Wright. She then asked Derita Hopkins, Administrative Assistant for DETR’s Workforce Solutions Unit, to call roll.

II. Roll call and Establishment of a Quorum Derita Hopkins, Administrative Assistant
Workforce Solutions Unit, Department of Employment, Training and Rehabilitation (DETR)

Derita Hopkins called roll and informed the Chair that a quorum was present.

III. Verification of Posting.....Derita Hopkins

Katherine Jacobi asked for Derita Hopkins to verify that the agenda for this meeting was posted according to Nevada statute. Ms. Hopkins verified that the agenda was posted according to NRS 241.020.

IV. **First Public Comment Session** Katherine Jacobi
Members of the public will be invited to speak before; however, no action may be taken on a matter during public comment until the matter itself has been included on an agenda as an item for possible action. Public comment may be limited to three minutes per person at the discretion of the chairperson.

Katherine Jacobi announced the First Public Comment Session and invited members of the public to speak. Hearing no comment, she then turned to Agenda Item V.

V. **For Possible Action** – Approval of the August 7, 2013 Minutes Katherine Jacobi

Katherine Jacobi asked for approval of the August 7, 2013 Meeting Minutes. The motion was made by Joe Murphy and seconded by Lonnie Wright. The motion carried unanimously.

VI. **For Possible Action** – Development of the 2013 GWIB Tourism, Gaming and Entertainment Sector Council Strategic Plan.....Earl McDowell, Deputy Administrator
Workforce Solutions Unit, DETR and
Katherine Jacobi

Katherine Jacobi asked that Council member Dr. Jean Hertzman provide a brief overview of this Council’s proposed 2013-2014 Layered Strategic Plan. Dr. Hertzman informed everyone that both Council members Katherine Jacobi and Bobbie Barnes assisted her with the completion of the working draft of the Strategic Plan presented at today’s meeting. She then explained that the purpose of the strategic plan is to focus on workforce development and training opportunities within the Tourism, Gaming and Entertainment industry sector. Dr. Hertzman then reviewed this Council’s mission and duties as outlined in the Strategic Plan, as well as its layout and design. She then opened the floor for Council member discussions and/or questions on Objectives 1 through 4 of the Plan, which are as follows:

- Objective 1 – Maintain communication with the Governor’s Office of Economic Development to determine the workforce training needs of existing and prospective Tourism, Gaming and Entertainment industry companies in the State.
- Objective 2 – Identify the critical jobs, skills and competencies needed by the workforce for the Tourism, Gaming and Entertainment industry sector.
- Objective 3 – Map the talent pipeline for the sector identify where the talent needs will come from now, in the near-term and the future.
- Objective 4 – Analyze and apply workforce intelligence to recommend sector –wide strategies to improve the talent pipeline.

Earl McDowell, Deputy Administrator for the Workforce Solutions Unit, commended everyone on their outstanding job in completing a draft of this Council’s 2013-2014 Layered Strategic Plan.

Council member David Philippi commented that the request for funding as listed in the Strategic Plan to hire an analytical company to perform the data collection needed for the above objectives should not be necessary. Mr. Philippi suggested for the funds to be allocated to other training initiatives and suggested fellow Council members consider redirecting the request of those funds towards a customer service related training program. Mr. Philippi suggested that the data collection instead be completed by William Anderson, Chief Economist for DETR’s Bureau of Research and Analysis, and his staff. Earl McDowell recommended this Council also work with Marianne Segurson, the assigned economist from Mr. Anderson’s office to this Council, so she can assist them with the industry survey data collection and training needs.

Council member Lonnie Wright asked for this Council to invite Directors of Human Resources within the Tourism, Gaming and Entertainment industry sector so they can help identify the training needs for this Council and provide some guidance for suggested training programs.

A copy of the 2013-2014 GWIB Tourism, Gaming and Entertainment Sector Council Strategic Plan and a copy of the Nevada Department of Education’s CTE Hospitality and Tourism Education Skill Standards will be forwarded to Council members for their review. Council member Joe Murphy requested that everyone also review the “Objectives for the Tourism, Gaming and Entertainment Sector Council” document that was completed by Henry Terry. The purpose of the document is to assist with identifying the required skill sets needed for occupations in the hospitality industry.

The Chair of this Council, Katherine Jacobi, then asked for a motion to adopt the draft of the 2013-2014 Strategic Plan as reviewed in today’s meeting. A recommendation was made to replace the wording on page 3, last paragraph “...\$500,000 to hire an analytics...” to state “...funds to hire an analytics...” A motion to approve the Plan with the requested revision was made by Henry Terry and seconded by Lonnie Wright. None were opposed, all were in favor and the motion carried unanimously.

To view a copy of the proposed 2013-2014 GWIB Tourism, Gaming and Entertainment Sector Council Layered Strategic Plan, click on the following link: S:\detradmin\workforcesolutionsunit\Sector Councils\Tourism Gaming & Entertainment\2013 – 2014 T,G,&E Strategic Plan v2_9-2013.docx

To view a copy of the Hospitality and Tourism Education Skill Standards, click on the following link: <S:\detradmin\workforcesolutionsunit\Sector Councils\Tourism Gaming & Entertainment\2013 Tourism, Gaming and Entertainment Meetings\Tourism, Gaming & Entertainment Meeting 09-12-13\Hospitality and Tourism Standards 8 13 101 handout from David Philippi.pdf>

VII. For Possible Action – New Business and Future Agenda Items Katherine Jacobi

Katherine Jacobi invited the Council to talk about any new business relative to the Tourism, Gaming and Entertainment industry and make suggestions for future agenda items to be discussed at the next

scheduled meeting. Listed below are the suggestions, recommendations, requests and comments made for the future meeting agenda:

- 2013-2014 GWIB Tourism, Gaming and Entertainment Layered Strategic Plan Update.
- Discussion about the upcoming 2013 Human Resources Summit.
- It was recommended this Council visit Valley High School Academy to show what training is available for the hospitality industry sector.
- Earl McDowell recommended that Marianne Segurson, Economist in DETR’s Bureau of Research and Analysis, provide this Council with industry sector reports.
- Katherine Jacobi asked for this Council to consider whether to create a Subcommittee and/or working group to focus on the downtown Las Vegas area.
- Earl McDowell recommended Dr. Michael Spangler, Dean of the School of Advanced and Applied Technology with Community College of Southern Nevada (CSN), provide a brief overview of CSN’s hospitality and related industry training programs.

VIII. Next scheduled meeting will be held on Thursday, October 17, 2013 at 11:00 a.m. Katherine Jacobi

The Chair announced that the next GWIB Tourism, Gaming and Entertainment Sector Council meeting will be held on Thursday, October 17, 2013 at 10:00 a.m. A meeting invitation will be sent to Council members and the public will be notified through the posting of the meeting agenda according to Nevada Statute.

IX. **Second Public Comment Session** Katherine Jacobi
Members of the public may now comment on any matter or topic, which is relevant to or within the authority or jurisdiction of the Board. You may comment now even if you commented earlier; however, please do not simply repeat the same comment you previously made. Please clearly state and spell your name. Public comment may be limited to three minutes per person at the discretion of the chairperson.

Katherine Jacobi announced the Second Public Comment Session and invited members of the public to speak. Hearing no comment, she then turned to Agenda Item X.

X. Adjournment Katherine Jacobi

After the Chair closed the Second Public Comment Session, the meeting was adjourned at 11:05 a.m.

Agenda items may be taken out of order, combined for consideration by the public body, and/or pulled or removed from the agenda at any time. The Chair may continue this meeting from day-to-day. Pursuant to NRS 241.020, no action may be taken upon a matter raised during a period devoted to comments by the general public until the matter itself has been specifically included on an agenda as an item upon which action may be taken.

GOVERNOR’S WORKFORCE INVESTMENT BOARD
TOURISM, GAMING AND ENTERTAINMENT SECTOR COUNCIL

Maricela Aguilar-Ochoa, Bobbie Barnes, Jill Bell, Aubrey Branch, Jennifer Cunningham, Larry Friedman, Colleen Henry, Dr. Jean Hertzman, Katherine Jacobi, Joe Murphy, Shaundell Newsome, Gary Perea, David Philippi, Councilman Steve Ross, Joan Rutledge, Carole Smith, Henry Terry, Commissioner Bonnie Weber and Lonnie Wright.

Notice: *Persons with disabilities who require special accommodations or assistance at the meeting should notify Derita Hopkins, DETR, Workforce Solutions Unit, between the hours of 8:00 a.m. through 5:00 p.m., in writing at 2800 E. St. Louis., Las Vegas, Nevada 89104; or call (702) 486-0523; or fax (702) 486-6426 on or before the close of business Wednesday, September 11, 2013.*

Notice of this meeting was posted at the following locations on or before 9:00 a.m. on the third working day before the meeting: DETR, 2800 E. St. Louis, Las Vegas, NV; DETR, 500 East Third St., Carson City, NV; DETR, 1325 Corporate Blvd., Reno NV; NEVADA JOBCONNECT, 3405 S. Maryland Parkway, Las Vegas, NV; NEVADA JOBCONNECT, 119 Water St., Henderson, NV; NEVADA JOBCONNECT, 2827 N. Las Vegas Blvd., North Las Vegas, NV; NEVADA JOBCONNECT, 1929 N. Carson St., Carson City, NV; NEVADA JOBCONNECT, 172 Sixth St., Elko, NV; NEVADA JOBCONNECT, 480 Campton St., Ely, NV; NEVADA JOBCONNECT, 121 Industrial Way, Fallon, NV; NEVADA JOBCONNECT, 475 W. Haskell, #1, Winnemucca, NV; NEVADA JOBCONNECT, 4001 S. Virginia St., Suite G, Reno, NV; NEVADA JOBCONNECT, 1675 E. Prater Way, Suite 103, Sparks, NV; GRANT SAWYER OFFICE BUILDING, 555 E. Washington Ave., Las Vegas, NV; LEGISLATIVE BUILDING, 401 S. Carson St., Carson City, NV; NEVADAWORKS 6490 S. McCarran

Bld., Building A, Unit 1., Reno, NV; WORKFORCE CONNECTIONS, 7251 W. Lake Mead Blvd., Las Vegas, NV. This agenda was also posted on DETR's Web site at www.nvdetr.org. In addition, the agenda was mailed or e-mailed to groups and individuals as requested.