



Nebraska Workforce Development Board
Meeting Minutes
September 13, 2019
Administrative Services Building
Development Center, Lower Level
1526 K Street, Lincoln, Nebraska 68508

Agenda item 1. Call to Order

Chair Mark Moravec called to order the meeting of the Nebraska Workforce Development Board (the Board) on September 13, 2019 at approximately 9a at the Administrative Services Building, located at 1526 K Street, Lincoln, Nebraska. Prior to taking up the business of the Board, Chair Moravec introduced a newly appointed Member of the Board, Troy Brooks, Vice President and General Manager of Nucor Steel Nebraska. Chair Moravec also Mary Anne Bradfield, Deputy Commissioner for Reemployment with the Nebraska Department of Labor. Mary Anne has oversight of NDOL's Office of Employment and Training and will assume oversight of NDOL's Unemployment Insurance Division in the near future.

Agenda item 2. Roll Call

Lindsey Sullivan called the roll and determined that a quorum was established.

Members in attendance

- | | |
|--------------------------|-----------------------|
| 1. Senator Joni Albrecht | 11. James Hanson, Jr. |
| 2. Greg Adams | 12. Susan Martin |
| 3. Kyle Arganbright | 13. Mark Moravec |
| 4. Phil Bakken | 14. Kyle J. Nixon |
| 5. Troy Brooks | 15. Don Nordell |
| 6. Brian Deakin | 16. Terri Ridder |
| 7. Gary D. Dixon, Jr. | 17. Bradley Schroeder |
| 8. Jason Feldhaus | 18. Jennifer Sedlacek |
| 9. Lindy Foley | 19. Becky Stitt |
| 10. Michael Geary | 20. Lisa Wilson |

Members absent

- | | |
|---------------------------|-------------------|
| 1. Governor Pete Ricketts | 5. Allan Hale |
| 2. John Albin | 6. Dannette Smith |
| 3. Elizabeth Babcock | 7. Carol Swigart |
| 4. Matthew Blomstedt | 8. Paul Turman |

Nebraska Department of Labor (NDOL) Board support staff in attendance

- | | |
|---|--|
| 1. Mary Anne Bradfield, Deputy
Commissioner for Reemployment | 5. Deb Andersen, WIOA Policy
Coordinator, Office of Employment &
Training |
| 2. Katie Thurber, General Counsel | 6. Dawn Carrillo, WIOA Program Analyst,
Office of Employment & Training |
| 3. Erin Cooper, Workforce Services
Administrator, Office of Employment &
Training | 7. Wendy Sieler, WIOA Program Specialist,
Office of Employment & Training |
| 4. Brian Potters, Workforce Services
Administrator, Office of Employment &
Training | 8. Lindsey Sullivan, Administrative Assistant
II, Office of Employment & Training |

Agenda item 3. Notice of Publication

Lindsey Sullivan announced that the Notice of Public Meeting was duly published, in accordance with the Nebraska Open Meetings Act, in the Beatrice Daily Sun, Grand Island Independent, Lincoln Journal Star, North Platte Telegraph, Omaha World Herald, and Scottsbluff Star-Herald and on the State of Nebraska Public Meeting Calendar.

Agenda item 4. Approval of Minutes

Chair Moravec called the Board's attention to the draft minutes from the last meeting of this Board held on June 7, 2019, which were included the Board Members' meeting packets as Handout 1. The minutes were also emailed to Members of the Board on August 28, 2019. Chair Moravec asked if the Members had additions or corrections to the minutes. One correction was requested. On page 1 under Agenda item 2. Roll Call, Gary Dixon's last name was misspelled. It should have been spelled D-I-X-O-N. The minutes will be corrected.

Chair Moravec opened the floor for public comment on the draft minutes. No public comments were made. James Hanson, Jr. motioned to approve the minutes of the June 7, 2019 meeting of the Board, as corrected, and Brian Deakin seconded the motion. Members of the Board in attendance voted on the motion by voice vote. The vote carried unanimously.

Chair Moravec reminded the Board that agendas, minutes, and packets provided during meetings of the Board are available on Board's webpage, which is accessible at <https://dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/NWDB>.

Agenda item 5. Old business

a. WIOA Update

Chair Moravec introduced Brian Potters, who provided the Board with the Workforce Innovation and Opportunity Act (WIOA) update. Brian discussed the outcomes of two recent Federal reviews of the State, the Greater Nebraska Workforce Development Area, and the Greater Omaha Workforce Development Area. Copies of the State's responses to the Federal review reports were provided to the Board as Handouts 2 and 3. Brian also updated the Board on State and local area performance reports for Program Year 2018. The Board was provided with a draft of the performance information (Handout 4) that will be submitted by NDOL to the US Department of Labor by October 1, 2019.

Agenda item 6. New business

a. Bylaws – Proposed Amendment

Chair Moravec directed the Board's attention to a draft of the bylaws showing the proposed changes, which was provided as Handout 5. The draft was also provided to the Members of the Board by email on August 28, 2019. Section 6.2 of the current bylaws of the Board requires that the Members of the Board be provided with written notice of proposed changes to the bylaws at least 10 days in advance of the meeting at which the proposed changes are to be acted upon by the Board. The email sent on August 28, 2019 served as the required written notice.

Chair Moravec asked Deb Andersen to provide the Members of the Board with an explanation of the proposed changes to the bylaws. The proposed change to Section 2.4 was made to identify the Director of Adult Education the individual representing the Adult Education and Family Literacy Act program authorized under Title II of WIOA, in response to a concern raised during a Federal review of Nebraska's Title II program by the US Department of Education. The proposed changes to Section 5.3(a) were made to ensure that the Board's Executive Committee structure aligns with the membership requirements for the full Board, with a majority representing business and at least 20 percent representing workforce. Related changes to Sections 5.9, 5.10., and 5.11 were proposed. The proposed changes to Section 8.1 are required when amending the bylaws.

Chair Moravec opened the floor to the Members of the Board for discussion on the proposed changes. No comments were made by Members of the Board. Chair Moravec opened the floor for public comment on the proposed changes. No public comments were made. Michael Geary motioned to approve the proposed changes to the bylaws. Becky Stitt seconded the motion. Members of the Board in attendance voted by roll-call vote on the motion, which carried unanimously.

b. Subcommittee appointments

Chair Moravec addressed the next order of business, recent Board member and non-Board member appointments to subcommittees of the Board, which were made on September 10, 2019. The Board was provided with Handout 6, the letters of appointment, which include subcommittee membership rosters. In addition to the appointments, the letters also addressed updates that were needed to the subcommittee membership rosters following retirements and job changes by subcommittee members.

Chair Moravec advised the Board of a suggestion that had been made relating to subcommittee meetings. During the March meeting of this Board, the Board discussed holding meetings of all subcommittees immediately following each quarterly meeting of this Board, unless otherwise announced. The suggestion was that scheduling of subcommittee meetings be left up to the chairs of the subcommittees, instead of having standing quarterly meetings immediately following each meeting of this Board. This would allow the chairs of the subcommittees to accommodate the availability of subcommittee members for meetings, which would likely improve member attendance. This would also allow the chairs to schedule meetings based on the responsibilities of their subcommittees and related timelines. Chair Moravec asked for discussion on the suggestion. Members of the Board had no comment on the matter.

Chair Moravec indicated that chairs of subcommittees were free to schedule meetings of their respective subcommittees on an as-needed basis as permitted pursuant to Section 5.6 of the Board's bylaws.

Chair Moravec advised the Board that requests had been made for the provision of clear guidance regarding the roles and responsibilities of the Board's subcommittees. Chair Moravec asked for discussion on this matter. Michael Geary, chair of the Strategy and Innovation Subcommittee, and Terri Ridder, chair of the Evaluation and Review Subcommittee agreed that clarification on the roles and responsibilities of subcommittees would be appreciated. Phil Bakken commented that it would be helpful to include specific detail regarding the roles and responsibilities of all subcommittees in the Nebraska Workforce Development Board Membership Manual.¹

Chair Moravec indicated that before the next meeting of the Board, he and Vice Chair Bradley Schroeder will meet with the chairs, vice chairs, and subcommittee leads to discuss subcommittee roles and responsibilities. Chair Moravec also indicated that the Membership Manual would be revised to include clear guidance regarding the roles and responsibilities of the Board's subcommittees.

c. Subcommittee Reports

The next order of new business was subcommittee reports.

Subcommittee chair Terri Ridder provided the report for the Evaluation and Review Subcommittee.

- Terri indicated that the Subcommittee met on September 12 and 13 to discuss the steps to be taken to begin the evaluation process of the Program Year 2018 performance report for WIOA Title I programs, which will be submitted to the US Department of Labor on or before October 1, 2019. Terri indicated that the Subcommittee plans to meet following submission of the report to discuss possible recommendations to the full Board regarding areas requiring improvement and areas of success.
- Terri advised the Board that the draft performance reports for Program Year 2018 revealed that Nebraska continues to struggle regarding the credential-attainment performance indicator, as mentioned by Brian Potters during his WIOA update. Terri indicated that Brian would provide Subcommittee members with national-level data where Nebraska stands in the ranking of states for this performance indicator. This data assist the Subcommittee in making recommendations for needed improvements.
- Terri also advised the Board that the Subcommittee plans to meet prior to each quarterly meeting of the Board to conduct review of quarterly program performance data and identify other workforce-system matters requiring evaluation and review.

Subcommittee chair James Hanson, Jr. provided the report for the Policy and Oversight Subcommittee.

- James advised the Board that the Subcommittee met with the Combined State Plan partners on July 16 and August 14 to discuss:
 - o roles and responsibilities of the Subcommittee and plan partners in the development of the state plan;
 - o the upcoming state plan strategy workshop;
 - o content required in the state plan; and
 - o state plan timelines.

¹ The Membership Manual is accessible at <https://dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/NWDB>.

- James also advised the Board that Phil Bakken had assisted the subcommittee with identification of two individuals who will be facilitating the strategy workshop:
 - o Nancy Myers, Organization Development Consultant; and
 - o Marjorie Kostelnik, Professor and former Senior Associate to the President of the University of Nebraska.
- James further advised the Board that Phil arranged for funding of Nancy and Marjorie's services to the Board and the plan partners. James indicated that the Subcommittee and plan partners also met on September 9 with Nancy Myers to discuss the format and focus of the workshop. Additional meetings will be held with Nancy and Marjorie as needed to finalize the agenda for the workshop and roles and responsibilities of the Subcommittee members and plans partners during the workshop. The Subcommittee and plan partners are in the process of selecting a date for the workshop, which will likely be held mid to late October. Once the date is selected, an invitation will be sent out to the members of this Board, as well as members of the local workforce development boards and their administrative entity staff members and a venue for the workshop will be selected.

Subcommittee chair Michael Geary provided the report for the Strategy and Innovation Subcommittee. Michael advised the Board that the Subcommittee had not met since its March meeting due to schedule constraints but indicated that the Subcommittee will be convened in the near future to discuss action items relating to the roles and responsibilities of the Subcommittee.

d. Nebraska's Homeless Continua of Care

Chair Moravec introduced Jason Feldhaus, who addressed the Board regarding Nebraska's Homeless Continua of Care. Jason explained the role of Nebraska's Homeless Continua of Care, including the geographic boundaries of each Continuum. Jason advised the Board that the Continua is funded by the US Department of Housing and Urban Development and indicated that the Continua is working to establish partnerships with Nebraska's three local workforce development boards, which will be defined under a memorandum of understanding with each local board. Jason also advised the Board that the Continua wishes to establish a memorandum of understanding with the Board, under which the Board's support of the purposes and activities of the Continua would be defined. Jason indicated that the establishment of the memoranda of understanding with the Board and the local boards would demonstrate the Continua's collaborative approach to delivery of employment and training services for Nebraska's homeless population and would strengthen the Continua's funding applications and improve its delivery of services for homeless individuals. Jason stated that, as a member of the Strategy and Innovation Subcommittee, he would coordinate with Subcommittee chair Michael Geary and have a representative from each Continuum attend a meeting of the Subcommittee in order to identify potential provisions for the memorandum of understanding with the Board. The Subcommittee would then make a recommendation on the memorandum of understanding to the Board at its next meeting.

e. 2019-2020 Meeting Calendar

Chair Moravec addressed the Board regarding the 2019 – 2020 meeting calendar and meeting locations. The Board was provided with a list of suggested meeting dates, times, and locations (Handout 7). Discussion was heard on the proposed meeting dates, times, and location. Chair Moravec indicated that alternative location had been identified, Bennett Martin Public Library located in downtown Lincoln. Chair Moravec stated that the Library's meeting space was available at no cost and that parking near the Library is more plentiful than around the Administrative Service Building. Members of the Board voiced appreciation for the location.

Following discussion, Senator Albright motioned to approve the proposed meeting dates, times, and the Bennett Martin Library location, in lieu of the Administrative Services Building location. James Hanson, Jr. seconded the motion. Members of the Board in attendance voted on the motion by voice vote. The vote carried unanimously. Chair Moravec indicated that calendar invitations would be sent to the Members of the Board.

Agenda item 7. Member Updates

Chair Moravec asked Members of the Board for updates on their respective industries or organizations and local workforce development area activities for the Members who also serve on local workforce development boards. Members of the Board provided updates as requested.

Agenda item 8. Public Comment

Chair Moravec opened the floor for public comment. No public comments were made.

Agenda item 9. Next Meeting – Date and Time

Chair Moravec reminded the Members of the Board that the next meeting of the Board is scheduled for December 6 from 9a to 12p and will be held at the Bennett Martin Public Library located in Lincoln, Nebraska. If the date or time of the meeting changes, members of the Board will be notified by email.

Members of the public may confirm the dates, times, and locations of the meetings of the Board by checking the Upcoming Meeting section of the Board's webpage. The Board's webpage is accessible at <https://dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/NWDB>.

Agenda item 10. Adjournment

Chair Moravec asked for a motion to adjourn the meeting. Phil Bakken motioned that the meeting be adjourned, and Don Nordell seconded the motion. Members of the Board in attendance voted by voice vote on the motion, which carried unanimously. The meeting adjourned at approximately 11:30a.

Meeting calendar and locations

Proposed meeting dates and locations for 2019 – 2020 are:

- December 6, 2019, 9a – 12p, Nebraska Educational Telecommunications (NET) (AKA Terry M. Carpenter Telecommunications Center), 1800 North 33rd Street, Lincoln, NE 68503
- March 6, 2020, 9a – 12p, Nebraska Educational Telecommunications (NET) (AKA Terry M. Carpenter Telecommunications Center), 1800 North 33rd Street, Lincoln, NE 68503
- June 5, 2020, 9a – 12p, Administrative Services Building, Development Center, Lower Level, 1526 K Street, Lincoln, Nebraska 68508
- September 11, 2020, 9a – 12p, Nebraska Educational Telecommunications (NET) (AKA Terry M. Carpenter Telecommunications Center), 1800 North 33rd Street, Lincoln, NE 68503

State of Nebraska Workforce Innovation and Opportunity Act (WIOA) Annual Statewide Performance Report Narrative, Program Year 2018 (July 1, 2018 – June 30, 2019)

Published: November 2019

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Mark Moravec

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Nebraska Workforce
Development Board

Deb Andersen

Editor

Dawn Carrillo

Editor

Brian Potters

Performance Data

Nebraska Department of Labor –

Office of Finance

Expenditure Reports

Nebraska Department of Labor –

Public Information Office

Cover Design

Nebraska Department of Labor

550 South 16th Street

Lincoln, NE 68508

Telephone 402.471.9000

dol.nebraska.gov

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I. Introduction

This WIOA¹ annual statewide performance report narrative provides the information requested under Training and Employment Guidance Letter (TEGL) 5-18, including Nebraska's progress towards meeting its strategic vision and goals for Nebraska's workforce system as they relate to Nebraska's WIOA Title I youth, adult, and dislocated worker programs and Title III Wagner-Peyser Employment Service.

II. Federally-required Information

(a) Waivers

(1) Planning Regions

During Program Year 2018 (July 1, 2018 – June 30, 2019), Nebraska had one waiver in place for the full Program Year. On June 29, 2018, the State's² request to waive the requirements of WIOA Sec. 106(a)(2) and 20 CFR § 679.210 was approved by the US Department of Labor's Employment and Training Administration (ETA).³ This waiver allowed Nebraska to assign a local workforce development area (local area) to multiple planning regions. The waiver was approved on the condition that the State provide information to ETA regarding how it will minimize the regional and local planning burden to local areas that are assigned to more than one region. Under the authority of the waiver, each of Nebraska's three local areas is assigned to multiple planning regions. To minimize the planning burden, the local workforce development board (local board) for each local area has two roles: lead local board for one planning region and partnering local board for the other planning region(s) to which it is assigned. The lead local board for the planning region is assigned to the planning region by the Governor. The lead local board, in collaboration with its chief elected official (CEO), is responsible for facilitating and conducting regional planning activities for the planning region, along with the partnering local board(s) assigned to the planning region. A partnering local board is a local board having at least one of its local area counties included in a lead local board's planning region, as identified in Table 1.

Table 1. Planning Regions, Lead and Partnering Local Boards

Planning region	Lead local board	Partnering local board
Metro Region ⁴	Greater Omaha Workforce Development Board	Greater Nebraska Workforce Development Board
Southeast Region ⁵	Greater Lincoln Workforce Development Board	Greater Nebraska Workforce Development Board
Greater Nebraska Region ⁶	Greater Nebraska Workforce Development Board	Not applicable

Having one local board serve as lead for a planning region lessens the burden of regional planning for the partnering local board(s) and allows the partnering local board to fulfill its assigned role as lead local board for its planning region. To minimize the planning burden to local areas under this structural arrangement, the State implemented changes through policy to the technical requirements for regional and local plans. When regional and local plans were first developed in Program Year 2017, the State required local boards to use a lengthy complex template. To simplify the regional planning process, the State eliminated the requirement that local boards use the template for their Program Year 2019 plan modifications. Instead, the State provided in policy a list of the content required for modifications, giving local boards flexibility to develop modifications without the constraints of the original template.

In addition to changes to technical requirements, the State implemented changes through policy to the review and approval processes for regional and local plans and modifications of those plans. The review process for Program

¹ WIOA refers to the Workforce Innovation and Opportunity Act of 2014

² Throughout this report, *State* refers to the Nebraska Department of Labor, Nebraska's designated State Workforce Agency pursuant to Executive Order No. 15-03 issued by Governor Pete Ricketts.

³ ETA's formal approval of this waiver request is accessible at https://www.doleta.gov/wioa/waivers/docs/Signed_Nebraska_Waiver_Letter.pdf

⁴ The Metro Region includes Dodge, Douglas, Cass, Sarpy, and Washington Counties.

⁵ The Southeast Region includes Fillmore, Gage, Jefferson, Johnson, Lancaster, Nemaha, Otoe, Pawnee, Richardson, Saline, Saunders, Seward, Thayer, and York Counties.

⁶ The Greater Nebraska Region covers the remaining 74 counties in Nebraska.

Year 2017 regional and local plans included three review cycles. After the each of the first and second cycles, local boards were required to make revisions based on feedback from the State. Following the third review cycle, plans were then reviewed by the state workforce development board (state board), a step not required under law or regulation, following which the state board voted, during a regularly scheduled of the state board, on its recommendation to the Governor regarding approval. For the Program Year 2019 modifications, the review and approval processes were streamlined to provide for only one review cycle, with recommendation on approval being issued by the State to the Governor. Eliminating the state board's role in the approval process provided the local boards with a lengthened planning period and shortened the review and approval timeline. Further, the State provided the local areas with monthly technical assistance during the development phases of the Program Year 2019 modifications to ensure the submission of generally compliant modifications, eliminating the need for multiple review cycles.

(2) Recently Approved

In March of 2019, the State submitted six additional waiver requests, two of which were approved on June 21, 2019.⁷ The State received a waiver of the requirements established under WIOA Sec. 129(a)(4)(A) and 20 CFR § 681.410 that it expend 75 percent of Governor's reserve and local area formula youth funds on out-of-school youth (OSY). The State was also given authority under the waiver to calculate the OSY expenditure rate at the state level rather than the local-area level. The State is monitoring the impact of this waiver in relation the projected programmatic outcomes for the waiver:

- 10 in-school youth (ISY) participating in youth Registered Apprenticeship programs⁸ statewide;
- 10 ISY participating statewide in pre-apprenticeship programs approved under Nebraska's *Pre-apprenticeship Program 2019*;⁹
- 10 percent statewide increase in second quarter and fourth quarter retention rates (after program exit) for Title I youth participating in Registered Apprenticeship programs compared to Title I youth not participating in such programs;
- participation in JAG Nebraska¹⁰ by 10 ISY; and
- high school graduation, participation in postsecondary education, or employment by at least 75 percent of ISY participating in JAG Nebraska.

Progress on this waiver to date:

- One ISY is participating in a youth Registered Apprenticeship program.
- Enrollment of ISY in JAG Nebraska in the York, Nebraska area is planned.
- Roll out of the Pre-apprenticeship Program 2019 is pending finalization of processes for building new pre-apprenticeship programs.
- Second quarter and fourth quarter retention rates for Title I youth participating in Registered Apprenticeship programs compared to Title I youth not participating in such programs will be determined after the applicable cohorts of Title I youth program participants exit local area youth programs.
- Rates of high school graduation, participation in postsecondary education, or employment for ISY participating in JAG Nebraska will be determined after Title I youth program participants are enrolled in a JAG Nebraska program.

The State also received a waiver of the requirement that eligible training providers (ETPs) collect and report program performance data for all students participating in an ETP program, as required under WIOA Secs. 116(d)(4)(A)-(B) and 122(d)(2)(A) and 20 CFR §§ 677.230(a)(4)-(5) and 680.430(b)(5). The State is monitoring the impact of this waiver in relation the projected programmatic outcomes for the waiver:

- 50 percent increase in the total number of ETPs participating in Nebraska's ETPL;
- participation in the ETPL by:
 - o Chadron State College, Peru State College, and Wayne State College (Nebraska State College System colleges), operating in rural areas of the Greater Nebraska Workforce Development Area;
 - o Concordia University, Hastings College, and Midland University, operating outside of the Omaha, Lincoln, and Grand Island metropolitan areas;

⁷ ETA's formal approval of these waiver requests is accessible at https://www.doleta.gov/wioa/waivers/docs/Signed_NE_Governor_Letter_and_Incoming.pdf

⁸ Refer to [Section II\(e\)\(1\)\(C\)](#) for information on youth Registered Apprenticeship programs in Nebraska.

⁹ Refer to [Section II\(e\)\(1\)\(C\)](#) for information on the *Pre-apprenticeship Program 2019*.

¹⁰ Refer to [Section II\(e\)\(1\)\(C\)](#) for information on JAG Nebraska.

- o Creighton University, Nebraska Methodist College, and University of Nebraska – Omaha, operating in the Omaha metropolitan area;
- o Nebraska Wesleyan University, Union College, and University of Nebraska – Lincoln, operating in the Lincoln metropolitan area;
- o University of Nebraska – Kearney, operating near the Grand Island metropolitan area; and
- o Nebraska College of Technical Agriculture in Curtis (part of the University of Nebraska System), operating near North Platte;
- improved consumer choice based on the addition of 100 or more approved programs to the ETPL; and
- elimination of the burden placed upon ETPs regarding the resources required to meet performance reporting requirements established under WIOA, allowing them to focus more time and resources on producing successful outcomes for Title I youth, adult, and dislocated worker program participants, as well as non-WIOA-funded students.

Progress on this waiver to date:

- Nebraska Methodist College applied and received eligibility for five in-demand healthcare occupations.
- Colleges in the Nebraska State College System (Chadron State, Peru State, and Wayne State Colleges) will be applying to become ETPs during Program Year 2019, according to the Chancellor of the System.
- The Nebraska Business Development Center at the University of Nebraska – Omaha is considering applying to become an ETP and applying for eligibility for its professional credential and certificate programs.
- Nebraska Wesleyan University is considering applying to become an ETP.
- Outreach to the remaining training providers mentioned above is planned.
- Measurement of the rate of ETP participation and number of approved ETPL programs will occur after the end of Program Year 2019.
- The State is collaborating with its Office of Labor Market Information and Nebraska's ETPs to determine the best method for taking into account the outcomes of all students for the purposes of determining continued eligibility, as required under WIOA Sec. 122 and 20 CFR § 680.460(f)(1)(iii).

(b) Effectiveness in Serving Employers

For the *Effectiveness in Serving Employers* performance-indicator pilot, Nebraska's core partners¹¹ chose Approach 1 (retention with the same employer) and Approach 2 (repeat business customers). Nebraska is not piloting state-established measures of effectiveness in serving employers and has not established any other metrics to assess employer engagement.

(c) Evaluation and Research

The State is working toward meeting the evaluation requirements of WIOA Sec. 116(e) and 20 CFR § 682.200(d). The State has identified at least one methodology that could be used to conduct evaluations of activities under Title I youth, adult, and dislocated worker programs (using Governor's reserve funds) in order to promote continuous improvement, research and test innovative services and strategies, and achieve high levels of performance and outcomes. Nebraska's core partners are meeting on December 11, 2019 to learn about and discuss this methodology with a subject matter expert from the University of Nebraska (UNL).

(1) Other Evaluation and Research

During Program Year 2018, the Nebraska Departments of Economic Development and Labor (the Departments) collaborated with the UNL Bureau of Sociological Research (BOSR) and the Bureau of Business Research at UNL (BBR) on statewide research projects, in addition to projects in two areas of the state. The Departments worked with BOSR and BBR on the development of the projects, including conduct of the studies, evaluation of resulting data, and publication of the results. Funding of the projects was provided through Nebraska's Sector Partnership Program Act (Neb. Rev. Stat. §§ 48-3401 – 48-3407), which provides for development of a replicable framework for aligning employment programs, resources, and planning efforts regionally around industry sectors that drive regional employment and connect services and training directly to jobs. The purpose of the projects funded under the Sector Partnership Program Act is to identify work-based training opportunities to ensure that Nebraska's workforce and economic development activities align with the needs of employers. Nebraska's local boards utilize

¹¹ *Core partners* refers to Nebraska's Title I youth, adult, and dislocated worker program partners; Title II Adult Education partner, Title III Wagner-Peyer Employment Service partner, and Title IV vocational rehabilitation program partners.

the resulting reports to support regional planning activities. The reports are also utilized by employers involved in Nebraska's industry sector partnerships.

The reports resulting from the research projects described in this section, as well as previous research projects, are publicly available in the *Publications* section of the *Office of Labor Market Information* page on NEworks.¹² Direct links to the study reports are provided in Table 2.

Table 2. Program Year 2018 Hiring and Training Needs, Labor Availability, and Skills Gap Reports

Study area	Report title	Report link
Statewide	Nebraska Statewide Hiring and Training Needs Report, June 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/NebraskaHiringTraining2019.pdf
Statewide	Nebraska Statewide Labor Availability Report, June 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/NebraskaLaborAvail2019.pdf
Statewide	Nebraska Statewide Highlights, June 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/NebraskaFactSheet2019.pdf
O'Neill	O'Neill Area Skills Gap Report, May 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/ONEillSkillsGap2019.pdf
O'Neill	O'Neill Area Hiring and Training Needs Report, June 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/ONEillHiringTraining2019.pdf
O'Neill	O'Neill Area Labor Availability Report, June 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/ONEillLaborAvail2019.pdf
O'Neill	O'Neill Area Highlights, June 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/ONEillFactSheet2019.pdf
Valentine	Valentine Area Skills Gap Report, May 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/ValentineSkillsGap2019.pdf
Valentine	Valentine Area Hiring and Training Needs Report, June 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/ValentineHiringTraining2019.pdf
Valentine	Valentine Area Labor Availability Report, June 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/ValentineLaborAvail2019.pdf
Valentine	Valentine Area Highlights, June 2019	https://neworks.nebraska.gov/admin/gsipub/htmlarea/uploads/ValentineFactSheet2019.pdf

(d) Customer Satisfaction

(1) State Level

The State's approach to customer satisfaction with regard to one-stop certification requires that each local board's assessment of the effectiveness of its local one-stop delivery system and one-stop centers include how well the system and centers:

- integrate available services for job seekers and employers;
- meet the workforce development needs of job seekers and employment needs of local employers;
- operate in a cost-efficient manner;
- coordinate services among the one-stop partner programs; and
- provide access to one-stop partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need identified by the local board.

In addition, the local board's assessment of the effectiveness of the its one-stop delivery system and one-stop centers must take into account feedback from one-stop customers. The State has delegated to local boards responsibility for development and utilization of tools for measuring local area customer satisfaction, as the characteristics and demographics of each local workforce development area vary and each local board is best positioned to develop and implement the appropriate tool for its local area.

¹² NEworks is Nebraska's management information system of record, which is accessible at <https://neworks.nebraska.gov/vosnet/Default.aspx>.

(2) Local Level

Summary information for each local area's reported customer satisfaction outreach is provided in this section in the form of responses to a form provided by the State. Each local area was asked to report on its Program Year 2018 customer satisfaction outreach to:

- Title I youth, adult, and dislocated worker program participants;
- employers;
- other one-stop center/delivery system customers; and
- one-stop center partners.

The State is planning to provide technical assistance to local areas on customer satisfaction outreach regarding (a) development of customer satisfaction outreach tools, (b) the generalizability and representativeness of outreach results to an entire customer population, and (c) the significance of random sampling in relation to the generalizability and representativeness of outreach results.

(A) Greater Lincoln Workforce Development Area

Details regarding Greater Lincoln's customer satisfaction outreach are provided in [Appendix I](#), including:

- numbers of individuals and employers provided with outreach;
- descriptions of outreach efforts; and
- descriptions of continuous improvement processes for incorporating customer satisfaction feedback.

Results of Greater Lincoln's outreach to Title I youth, adult, and dislocated worker program participants are not generalizable to or representative of the entire Greater Lincoln Title I participant population of 78 individuals who exited Greater Lincoln's Title I programs during the cohort period of April 1, 2018 – March 31, 2019¹³ (the cohort period for reporting on Greater Lincoln participants exiting Title I programs during Program Year 2018). The determination that the results are not generalizable to or representative of the entirety of Greater Lincoln's reported selected participant-customer population is based on the sampling methodology described in [Section II\(g\)\(5\)\(A\)](#).

Regarding the generalizability and representativeness of the results of Greater Lincoln's outreach to other one-stop center/delivery system customers, the description provided in Appendix I does not provide sufficient information to make a determination.

Customer satisfaction outreach to employers and one-stop partners was not performed in the Greater Lincoln area during Program Year 2018, based on the information provided in Appendix I.

(B) Greater Nebraska Workforce Development Area

Details regarding Greater Nebraska's customer satisfaction outreach are provided in [Appendix II](#), including:

- numbers of individuals and employers provided with outreach;
- descriptions of outreach efforts; and
- descriptions of continuous improvement processes for incorporating customer satisfaction feedback.

Regarding the generalizability to or representativeness of the results of Greater Nebraska's customer satisfaction outreach to Title I youth, adult, and dislocated worker program participants and other one-stop center/delivery system customers, the information in Appendix II does not provide sufficient information to make a determination.

Results of Greater Nebraska's outreach to employers are generalizable to the entire population of 31,137 employer establishments in the Greater Nebraska Workforce Development Area,¹⁴ based on the reported sample size of 54 (6 percent of 908 surveys distributed). The determination that the results are generalizable is based on the sampling methodology described in [Section II\(g\)\(5\)\(A\)](#).

¹³ ETA-9169 Statewide Performance Report - Local Area Report; Certified in WIPS: 9/21/2019

¹⁴ Nebraska Department of Labor, NEworks, Labor Market Data, Data Download Center, "Quarterly Census of Employment and Wages (QCEW) for Total, All Industries in Greater Nebraska Workforce Investment Area in the first quarter of 2019," [accessed November 21, 2019]

Customer satisfaction outreach to one-stop partners was not performed during Program Year 2018, based on the information provided in Appendix II.

(C) Greater Omaha Workforce Development Area

Details regarding Greater Omaha's customer satisfaction outreach are provided [Appendix III](#), including:

- numbers of individuals and employers provided with outreach;
- descriptions of outreach efforts; and
- descriptions of continuous improvement processes for incorporating customer satisfaction feedback.

Customer satisfaction outreach to Greater Omaha Title I youth, adult, and dislocated worker program participants was not performed during Program Year 2018, based on the information provided in Appendix III.

Results of Greater Omaha's outreach to employers are not generalizable to or representative of the entire population of 23,767 employer establishments in the Greater Omaha Workforce Development Area,¹⁵ based on the reported sample size of 19. The determination that the results are not generalizable or representative is based on the sampling methodology described in [Section II\(g\)\(5\)\(A\)](#).

Results of Greater Omaha's outreach to other one-stop center/delivery system customers are generalizable, based on the reported sample size of 334 in contrast to the total reported number of 23,199 other one-stop center/delivery system customers. The determination that the results are generalizable and representative is based on the sampling methodology described in Section II(g)(5)(A).

Customer satisfaction outreach to Greater Omaha's one-stop partners was not performed during Program Year 2018, based on the information provided in Appendix III.

(e) Progress on the Combined State Plan Strategic Vision and Goals

In Nebraska's Combined State Plan, the plan partners identified four goals for preparing an educated and skilled workforce that meets the needs of employers.

Goal 1. Enhance coordination between plan partners and other key workforce system stakeholders to:

- ensure jobseekers and employers are provided coordinated and seamless services;
- reduce duplication of effort; and
- maximize the resources among the state's workforce system partners.

Goal 2. Increase workforce participation by:

- expanding access to assessment, education, training, and employment services and other workforce development activities; and
- preparing jobseekers, including individuals in Nebraska who are experiencing barriers to employment and other populations, for occupations that provide family-sustaining wages.

Goal 3. Enhance employer engagement through industry sector partnership initiatives, guided by workforce and industry data to support identification of:

- future industry needs;
- opportunities for collaboration among industry sector employers; and
- potential workforce disruptions.

¹⁵ Nebraska Department of Labor, NEworks, Labor Market Data, Data Download Center, "Quarterly Census of Employment and Wages (QCEW) for Total, All Industries in Omaha Workforce Investment Area in the first quarter of 2019," [accessed November 21, 2019]

Goal 4. Promote economic self-sufficiency among Nebraska's jobseekers and reduce public-assistance dependency by increasing postsecondary credential attainment, employment, retention, and earnings to:

- meet the skill requirements of employers; and
- enhance productivity and competitiveness of Nebraska.

Progress toward meeting the plan partners' goals, as they relate to Title I youth, adult, and dislocate worker programs and the Title III Wagner-Peyser Employer Service, is described throughout this report.

(1) Sector Strategies and Career Pathways

(A) Public Sector Strategies

The Nebraska Partner Council (the Council) was established in 2013 as a public sector partnership for the purpose of convening and strengthening cross-agency partnerships that focus on workforce solutions to ensure (a) job seekers and workers are being afforded quality work opportunities and (b) employers have a diverse and ready workforce. In 2016, the Council refined its purpose to align with the key purposes of WIOA, focusing on:

- increasing access to the employment, education, training, and support services available through the Council's member agencies and programs;
- enhancing Nebraska's workforce system by increasing flexibility to tailor services to meet employer and jobseeker needs;
- supporting the alignment of workforce, education, and economic development systems to further a comprehensive, accessible, and high-quality workforce system at state, regional, and local levels; and
- improving the quality and labor-market relevance of workforce investment, education, and economic development efforts by promoting use of industry sector partnerships, career pathways, and regional service delivery strategies to provide Nebraska's:
 - o jobseekers and workers with skills and credentials that will enable them to secure and advance in employment providing family-sustaining wages; and
 - o employers with the skilled workers they need to succeed in a global economy.

The Nebraska Workforce Development Board (the Board) took action during Program Year 2018 and appointed Council members to serve on subcommittees of the Board to:

- strengthen the Board's relationship and involvement with and knowledge of member agencies and programs represented by Council members; and
- create direct access for the Board to information on the workforce-development activities, plans, and goals of those member agencies and programs.

During Program Year 2018, the Council continued to support the Board in its implementation of Nebraska's Combined State Plan by:

- serving as a recommending body, through participation in the Board's subcommittees, regarding the vision, goals, and strategies defined in Nebraska's Combined State Plan and workforce development initiatives; and
- providing state-level leadership regarding:
 - o coordination of programs and activities available through one-stop center partners, focusing on efficiency of service delivery and elimination of duplicated services across partner programs; and
 - o technical assistance and cross training for state, regional, and local level administrative staff and one-stop center partner programs regarding policies, workforce system initiatives, technology, program performance, best practices, and other key workforce development activities.

(B) Industry Sector Strategies¹⁶

Updates on Nebraska's sector partnership activities are excerpted from March 2018 and October 2019 Nebraska Next Generation Industry Partnerships newsletters, with the exception of updates on the Greater Omaha Health Care Industry Partnership and Southeast Nebraska Healthcare Partnership.

Central Nebraska Manufacturing Partnership

October 2018

by Susan Nickerson, One-stop Coordinator, Nebraska Department of Economic Development

The Central Nebraska Manufacturing Partnership (CNMP) has seen a number of accomplishments on three initiatives through monthly committee work and planning efforts by the business champions.

The partnership's *Transportation Committee* has been working with Central Nebraska Regional Airport (CNRA) to secure flights to eastern destinations, preferably Chicago. Eighteen support letters from partnership member manufacturers were sent to CNRA, impressing both American Airlines and United Airlines. With positive utilization and projection numbers, a flight to the east seems likely, although the timing is delayed due to the internal logistics considerations of the airlines. Public partners serving on this committee also produced a ground transportation matrix for planning logistics of customers and guests to manufacturing companies in the Tri-cities Area.¹⁷

The partnership's second committee is the *Partnering with Schools Committee*, which recently received reports from six schools in central Nebraska. The reports included examples of successful ongoing activities between community schools and businesses, which will aid the committee in identifying best practices and determining gaps for future projects. This committee is also researching tour engagement for student audiences.

The partnership's *Training Committee* is focused on improving training opportunities for partnership companies and will be led by training coordinators from each manufacturing facility involved with the partnership. The committee's activities are currently in the planning stage, and future best-practices facility tours are being discussed.

March 2019

by Mark Kjar, CNMP Business Champion & General Manager, Chief Fabrication Division

The Central Nebraska Manufacturing Partnership continues to gain traction, discovering and evaluating industry needs in central Nebraska. For the past 12 months, the partnership has focused on three primary areas, utilizing subcommittees to dig deeper.

1. *Increased Manufacturing Training Opportunities.* Business partners' training strengths and weaknesses were evaluated with "best practice" tours at partner businesses. Additionally, training coordinators from industry continue to work on this initiative, and plan to create a training action plan for partnership members.
2. *Building Partnerships with Schools.* This committee is focused on increasing awareness of manufacturing occupations within area schools and informing students that manufacturing truly presents endless opportunities. One of the best ways to showcase this is by providing tours of local manufacturers to highlight such opportunities. Emphasis is placed on students, their parents, and educators in order to show what manufacturing is really all about. This group is currently working on a directory that lists all of the ways manufacturers in the partnership are able to partner with schools (mentorships, internships, scholarships, tours, etc.) and plans to present at administrator and counselor meetings at regional ESUs.¹⁸
3. *Air and Ground Transit.* A strong desire has been voiced for a flight from central Nebraska to Chicago. Two letter writing campaigns were launched for use by regional airports to attract airlines; 46 letters were sent, wrapping up the committee's work.

¹⁶ The October 2018 and March 2019 Nebraska Next Generation Industry Partnerships Newsletters are accessible at <https://static1.squarespace.com/static/57ebae4d5016e1191947196b/t/5c4a0c417ba7fc521015143e/1548356674812/NE+Next+Gen+newsletter.pdf> and <https://www.nebraskamanufacturing.com/wp-content/uploads/2019/03/March-2019.pdf>, respectively.

¹⁷ *Tri-cities Area* refers to the geographical area that includes Grand Island, Kearney, and Hastings.

¹⁸ *ESU* refers to Education Service Unit. Educational Service Units are political subdivisions that serve as intermediate level education service agencies for member school districts. Educational Service Units were created by the Nebraska Legislature in 1965 as cooperative programs to make services more cost effective for school districts.

NOTE. According to the Nebraska Department of Economic Development, CNMP was successful in its efforts to secure direct flights from Grand Island to Chicago, with American Airlines providing daily flights six days a week.

Greater Omaha Health Care Industry Partnership (GOHIP)

by Keith Station, Director of Business Relations, Heartland Workforce Solutions, Inc.

What is GOHIP?

In 2018, a diverse group of CEOs and executives from healthcare and medical organizations in the Greater Omaha area convened to define shared priorities and an action agenda as part of the launch of a new partnership. The gathering was championed by four local area healthcare executives: Cliff Robertson, CEO – CHI Health; Dan DeBehnke, (former) CEO – Nebraska Medicine; Kenny McMorris, CEO – Charles Drew Health Centers; Andrea Skolkin, CEO – OneWorld Community Health Centers.

What are the priorities?

Three priority areas have emerged:

- Task Team #1: Defining and Creating the Future Skilled Workforce
- Task Team #2: Behavioral Health Integration Coalition
- Task Team #3: Consumer Engagement

Who is it for?

Healthcare industry leaders and professionals interested in developing collaborative solutions for advancing the healthcare industry in and around the Greater Omaha area.

Who is in charge?

The partnership was developed by and for the healthcare industry. While several local healthcare leaders have stepped up to champion the initiative, the objectives, and subsequent action steps are led by individuals within each of the Task Teams for each of the respective topics.

The partnership is also supported by conveners and public-partner stakeholder agencies: Greater Omaha Chamber, Heartland Workforce Solutions, Metropolitan Community College, Nebraska Department of Economic Development, Nebraska Department of Education, Nebraska Department of Labor, Douglas County Board of Commissioners, and Omaha Public Schools. New participants are welcome to attend this meeting. Please invite your colleagues and industry associates who can speak to, and work to advance, the priorities listed above.

What is next?

The next in-person meeting took place on Thursday, September 26, 2019 at 2:30pm – 4:00pm. Our partners at CHI Health were kind enough to serve as the host location for this meeting at the CHI McAuley Foglestrom Center (12809 W. Dodge Rd. Omaha, Nebraska 68154) in the “Right Track” Room.

UPDATE: GOHIP convened during September 2019 for its only in-person meeting of the year. The purpose was to continue the discussion, hear from healthcare leaders about what issues/opportunities are affecting your industry, and prioritize industry-led collective strategies and solutions to address those concerns.

Northeast Manufacturing Partnership

October 2018

by Nicole Sedlacek, Economic Development Specialist, Nebraska Public Power District

More than 17 manufacturing leaders from northeast Nebraska came together on October 18, 2018 to identify opportunities and actions for sector growth. Industry leaders were joined by community partners from workforce development, education, and economic development. The group decided on three focus areas: growing an entry-level and skilled-trade talent pipeline, promoting pride in manufacturing careers, and improving infrastructure in the region. The partnership will focus on employability skills while working to increase the number of welders/fabricators, machinists, and maintenance technicians. Plans also include creating a marketing campaign that targets youth, parents, educators, and adults changing careers. The third focus area is improving supplier, building, and surface/air infrastructure. Specifically, the availability of freight carriers and 24/7 repair services, the reduction of red tape for industrial building additions, and supporting efforts to increase four-lane highway access

and air service in the region. Business champions for the partnership are Associated Wholesale Grocers, Blazer Manufacturing, Cardinal Health, Duo-Lift Manufacturing, and Nucor. Conveners for the partnership are the Columbus and Norfolk Chambers of Commerce, and Nebraska Public Power District.

March 2019

by Denise Wilkinson, Past Co-Convener & President of the Norfolk Area Chamber of Commerce

The Northeast Manufacturing Partnership met on January 23, 2019 at Duo-Lift in Columbus. Due to poor weather conditions, some industry leaders were unable to attend; however, those who braved the icy roads made great progress. Nine industry leaders representing Duo-Lift, Northeast Machine & Manufacturing, Prairie Catalytic, Associated Wholesale Grocers, Lindsay Corp, Blazer Manufacturing, and Cardinal Health attended and were joined by 11 public partners.

Action plans were built around increasing talent pipelines and improving the image of manufacturing. The improving-infrastructure priority was tabled due to other local groups leading the charge. The 60-day plan for the talent group is to take an inventory of existing training programs, survey business partners to learn how they have partnered with schools and researching best practices for business-school engagement in states like Colorado.

The *Marketing Committee* plans to identify marketing professionals within its network who can provide pro bono assistance to the partnership, other companies willing to participate in a regional signing day, and current and potential industry marketing presence on social media.

After the meeting, the group participated in a tour of Duo-Lift, which is celebrating its 75th anniversary. The company specializes in fertilizer trailers, farm equipment, and products for the Nebraska Department of Transportation.

Southeast Nebraska Healthcare Partnership

November 2019

by Gary Targoff, Workforce Board Consultant, Lincoln Co-Convener

In April 2018, education, workforce, and economic development partners, along with other community partners from Lincoln and Southeast Nebraska, met to identify the industry sector on which to focus its initial efforts. The partners chose the health care industry as its regional focus based on labor market data about growth potential. During Program Year 2018, as part of its leadership role in creating a regional economic development plan, the Greater Lincoln Workforce Development Board (GLWDB) became a co-convenor of a four-county initiative working with the healthcare industry, forming the Southeast Nebraska Healthcare Partnership.

The Southeast Nebraska Healthcare Partnership follows the Next Generation Industry Partnership model, bringing together healthcare professionals from Gage, Lancaster, Saline, and Seward counties to identify and promote solutions to the industry's most pressing problems. Beginning in August 2018, GLWDB, along with co-conveners representing Southeast Community College and the Lincoln Partnership for Economic Development, have worked with more than 40 industry representatives from both large and small health care organizations.

Meeting quarterly, the partnership has identified two major areas of interest: care coordination and recruitment/talent pipeline. In both instances, teams have been formed to evaluate the problem, identify and promote solutions and/or pilot efforts, and invite public sector partners into the discussion. In the area of care coordination (moving patients from hospitals to acute care), the team has evaluated multiple software platforms that integrate with existing medical records technology and has set up demonstrations at two major healthcare facilities. After surveying its members on their hiring needs, the recruitment/talent pipeline team identified a number of targeted populations for recruitment. Working with the American Job Centers in Lincoln and Beatrice, a specialized recruitment effort is being designed to target special populations, such as older workers, refugees, Veterans, and dislocated workers to provide support, certification training, and/or workplace learning to assist individuals with entering specific career pathways within the healthcare industry.

Moving forward, the partnership's *Care Coordination Team* is awaiting word about continued interest in installing the software and identifying potential funding sources to assist in implementing the project. The partnership's *Recruitment/Talent Pipeline Team* will be bringing industry representatives together to review a proposed program design.

Southeast Nebraska NextGen Manufacturing Partnership ► Regional Advanced Manufacturing Partnership

October 2018

by Jason Esser, CEcD, Omaha Public Power District

The Southeast Nebraska NextGen Manufacturing Partnership comprises manufacturers from 16 counties in Nebraska, Kansas, Iowa, and Missouri. Over the course of two meetings, the industry partners identified workforce as their primary concern. To improve the situation, the image and perception of manufacturing needs to change. To date, a marketing firm has been identified and a proposal for an image campaign for the southeast region of Nebraska is under review. Additionally, two drive-thru career fairs have been held, with 104 employer information packets being distributed. The group also plans to implement “gotcha” cards, a wallet-sized recruitment tool that partnership members can give to potential candidates. The next meeting will be held November 16, 2018 at four Southeast Community College locations, utilizing “life size” video conferencing to reduce drive time so more industry partners can participate.

March 2019

by Jason Esser, CEcD, Co-Convener & BRE Coordinator, Omaha Public Power District

The Southeast Nebraska NextGen Manufacturing Partnership is now the Regional Advanced Manufacturing Partnership (RAMP). The new name is more reflective of the geographical area the group serves, which is Nebraska, Kansas, Missouri, and Iowa. Two primary initiatives for 2019 – 2020 were identified at the January 25, 2019 meeting and working groups are being formed. While associated activities will take place locally or within small regions, RAMP will promote itself and individual member companies across the entire region. The first initiative is career awareness. Facility tours and table booths will be set up at parent/teacher conferences to connect with parents and students. Industry promotion will also be pursued through regional advertising and by curating content for school video boards. The second primary initiative involves educational partnerships and outreach. Focus will be on hosting STEM teacher externships during the summer, utilizing Iowa’s externship program and the Falls City EDGE program¹⁹ as models. RAMP businesses also plan to sponsor students with scholarships choosing to pursue manufacturing careers.

(C) Work-based Training and Career Pathways

Registered Apprenticeship

In 2016, Nebraska received an *ApprenticeshipUSA Accelerator Grant* to support rapid expansion of Registered Apprenticeship programs in Nebraska. Nebraska increased employer participation in Registered Apprenticeship by 31 percent during the grant period (June 2016 – May 2018). Employer participation increased to approximately 40 percent by July 2019. In addition to expanding Registered Apprenticeship in Nebraska, the State, in partnership with the US Department of Labor State Office of Apprenticeship, has developed and continues to develop Registered Apprenticeship programs for youth, ages 16 and older, through collaboration with public and private high schools and employers in Nebraska. The youth Registered Apprenticeship programs allow high school juniors and seniors to simultaneously further their educational attainment and earn wages. This provides participating youth with significant advantages as they embark on their career pathways and they will earn on average of \$300,000 more than non-apprentices will during their careers.²⁰

Prior to November 2017, Nebraska employers were not participating in youth Registered Apprenticeship. As of November 2019, 14 public and private high schools have been approved as Registered Apprenticeship non-sponsoring intermediaries and 21 businesses are participating as sponsors of youth Registered Apprenticeship programs, as shown in Table 3.

Table 3. Nebraska’s Youth Registered Apprenticeship Programs

School – Non-sponsoring Intermediary	Employer – Sponsor	Occupations
Career Pathways Institute - Grand Island Public Schools	Dramco Tool	CNC Operator - Milling and Turning, Industrial Manufacturing Technician
Career Pathways Institute - Grand Island Public Schools	Gary’s Quality Automotive	Automotive Tech

¹⁹ Additional information on the Falls City EDGE program is accessible at <http://www.fallscityedge.com/falls-city-edge>.

²⁰ United States Department of Labor, “Apprenticeship Toolkit, Advancing Apprenticeship as a Workforce Strategy, Frequently Asked Questions,” <https://www.dol.gov/apprenticeship/toolkit/toolkitfaq.htm> [accessed March 4, 2019]

School – Non-sponsoring Intermediary	Employer – Sponsor	Occupations
Career Pathways Institute - Grand Island Public Schools	Anderson Ford	Automotive Tech
Career Pathways Institute - Grand Island Public Schools	Standard Iron	Welder; Industrial Manufacturing Tech
Career Pathways Institute - Grand Island Public Schools	Penrose Machining, Inc.	Industrial Manufacturing Tech
Career Pathways Institute - Grand Island Public Schools	CNH Industrial America	Industrial Manufacturing Tech; Welder
Career Pathways Institute - Grand Island Public Schools	Roe Buick	Automotive Tech
Career Pathways Institute - Grand Island Public Schools	Chief Industries	Welder; Industrial Manufacturing Tech
Career Pathways Institute - Grand Island Public Schools	AGI- MFS	Welder; Industrial Manufacturing Tech, CNC Operator
Boys Town	Nebraska Welding	Welder
Omaha Public Schools - Career Center	H & H Automotive	Automotive Tech Specialist
Omaha Public Schools - Career Center	Tri-V Tool & Manufacturing Company	Industrial Manufacturing Tech
Columbus High School STEM Academy	Behlen Manufacturing	Industrial Manufacturing Tech
Scottsbluff High School	Aulick Industries	Industrial Manufacturing Tech
Scottsbluff High School	21st Century Equipment	Diesel Mechanic
Scottsbluff High School	Floyd's Truck Center	Diesel Mechanic
York High School	Janssen Ford	Automotive Specialist Tech
Norfolk Public Schools Career Academies	Continental	Production Apprentice
David City High School	Timpte	Industrial Manufacturing Technician
Westside High School	Tri-V Tool & Manufacturing Company	Industrial Manufacturing Tech
Gering High School	Floyd's Truck Center	Diesel Tech

Nebraska is also expanding youth Registered Apprenticeship through the *Pathways to STEM Apprenticeship Grant Project*, in partnership with the Nebraska Departments of Economic Development and Education. This project provides for expansion of competency-based computer science occupations in 20 counties in rural northeast Nebraska.

Pre-apprenticeship

In addition to the expansion of Registered Apprenticeship in Nebraska, the State began development of a pre-apprenticeship program during Program Year 2018 that is scheduled for implementation during Program Year 2019. The *Pre-apprenticeship Program 2019* is a framework that incorporates pre-apprenticeship criteria and guidance issued by the US Department of Labor, proven methodologies and practices from the states of Wisconsin and Oregon, and work-based learning practices from and requirements of the Nebraska Department of Education to ensure the integrity, quality, and rigor of the program.

Under the Pre-apprenticeship Program, the State will recognize one pre-apprenticeship model, quality pre-apprenticeship. Pre-apprenticeship programs based on the quality model are those that meet (a) standards and criteria defined by the US Department of Labor in Training and Employment Notice 13-12 and (b) adhere to the State's requirements. Under the Program, characteristics of quality pre-apprenticeship programs vary based upon the program site chosen by the sponsoring employer:

- school-based programs:
 - o located primarily at educational institutions, such as middle schools, high schools, and community colleges;
 - o allow for industry exploration, education, and preparation in a focused, classroom environment and include sponsoring employer site visits or exploratory activities; and
 - o cooperation and collaboration between sponsoring employers and the educational institutions, which promotes program adherence to Nebraska Department of Education regulations;

- work-based programs:
 - o allow sponsoring employers exclusive control regarding the schedule, concepts, skills, and occupations explored; and
 - o while not required, employment is strongly recommended to ensure retention of the pre-apprentices following program completion;
- community-based programs:
 - o provide sponsoring employers with great flexibility in program design and components;
 - o allow for leverage of community resources to create robust programs targeting specific populations or address other needs which can be supported by hosting community organizations; and
 - o are particularly useful if multiple sponsoring employers want to utilize similar educational and training standards.

The State is currently building quality pre-apprenticeship programs in partnership with the Nebraska Department of Correctional Services and Nebraska Department of Health and Human Services.

Jobs for America's Graduates (JAG)

Nebraska's commitment to increasing high-school graduation rates, attainment of postsecondary credentials, and quality employment in in-demand occupations for in-school youth is evident through its implementation of JAG Nebraska. Nebraska began implementation of the JAG model in the fall of 2018. In January 2019, three sites were launched with nearly 75 youth enrolled. JAG Nebraska was established to help high-barrier youth graduate from high school and make successful transitions to postsecondary education or meaningful employment. JAG Nebraska follows JAG national standards, the success of which has been empirically proven over 38 years and continuously updated to meet the evolving needs of today's youth. JAG Nebraska serves high-barrier youth through an in-school for-credit research-backed course including more than 80 competencies that lead to successful outcomes. These competencies focus on building workplace readiness and life skills necessary to graduate high school and obtain employment or transition to another positive post-graduation outcome (military enlistment, college enrollment, etc.). The combination of workplace readiness and life skills training, coupled with intensive supportive services, has proven successful for more than 1.25 million youth in 35 states since 1980.²¹ These high-barrier youth, often labeled "at-risk" and unlikely to complete high school, have beat the odds with the support of JAG programs. The national JAG Class of 2017 had a graduation rate of more than 95 percent.²² In addition to high graduation rates, JAG graduates are 2.3 times more likely to be employed full time compared to the general population of youth ages 18 to 20 years.²³ Further, research conducted by Drexel University on post-high school employment outcomes for JAG graduates shows significant gains in weekly earnings, higher hourly wages, and better non-wage compensation, including health insurance and retirement benefits.²⁴

Worker Training Program

Nebraska's Worker Training Program is a state-funded program designed to support the retraining and upskilling of existing workers, currently employed in or being trained for high quality long-term jobs that enhance business productivity. During Program Year 2018, the program funded 227 grants, in whole or in part, with 68.7 percent of all grant applications being funded. In awarding \$2,478,307 statewide, the program benefited an estimated 584 Nebraska businesses and more than 6,700 Nebraska workers. Matching funds from participating employers exceeded \$6.8 million. The top training activities during Program Year 2018 (ranked by the number of approved requests), include:

- manufacturing/machine operations, 33 grants, 14.5 percent of all grants approved;
- OSHA/safety related topics, 24 grants, 10.5 percent of all approved;
- electrical/programmable logic controls, 22 grants, 9.7 percent of all approved;
- Lean/Kaizen/Six Sigma/ISO-related, 17 grants, 7.4 percent of all approved;
- leadership, 17 grants, 7.4 percent of all approved;
- IT (development/programming/software), 14 grants, 6.1 percent of all approved;
- management/supervision, 12 grants, 5.3 percent of all approved;

²¹Jobs for America's Graduates, "The JAG Advantage, Taking JAG to the Next Level, JAG 2017 – 2018 Annual Report," <http://www.jag.org/annualreport> [accessed February 27, 2019]

²²Ibid.

²³Jobs for America's Graduates, "The JAG Edge: Graduation and Jobs...Second to None! JAG 2016 – 2017 Annual Report," <http://www.jag.org/annualreport> [accessed February 27, 2019]

²⁴ Ibid.

- marketing/sales, 11 grants, 4.8 percent of all approved;
- workforce development, 11 grants, 4.8 percent of all approved; and
- apprenticeships, 10 grants, 4.4 percent of all approved.

With carryover funds from previous quarters, the Worker Training Board was able to provide six-figure support to four grants having continuing statewide impact:

- in partnership with Becton Dickinson (BD), creation and staffing of an injection-molding program at Central Community College;
- in partnership with BD, providing more than 250 BD employees with training in 18 subject areas to assist with BD's statewide expansion;
- in partnership with Westside Community Schools, Metropolitan Community College, and eight area businesses, expansion of the welding, fabrication, and manufacturing facilities at Westside; and
- in partnership with the City of Lexington, Tyson Foods, and Central Community College, creation of an industrial training center for the region's manufacturers.

Career Pathways Advancement Project

Nebraska is increasing workforce participation through the Career Pathways Advancement Project (CPAP).²⁵ CPAP is designed for Nebraska VR (Vocational Rehabilitation) clients to explore and access opportunities to advance in their employment. Through the combination of classroom and on-the-job training, clients earn the recognized postsecondary credentials required for advancement within a specific industry. Employers are provided access to a group of potential employees with the required and relevant skills. This project is funded by a five-year grant awarded to Nebraska VR in 2015. Focused outreach to 2,000 successfully employed Nebraska VR clients from the last four years seeks to upskill/backfill positions within high demand industries of information technology, manufacturing and transportation, and distribution and logistics. CPAP promotes the autonomy, stability, and economic self-sufficiency achieved by assistance to obtain a single, stable, well-paying job with benefits to replace the one (or more) entry-level jobs currently held to make ends meet by the participating clients.

Career Academies

Career academies have been around since 1940 but they are taking on new life in Nebraska. A career academy is a sequence of academic and career technical education (CTE) courses, which reflect a Career Cluster, selected in response to local, regional, or state employment needs and demand for expertise. Ninety-seven percent of Nebraska high schools offer at least one CTE program of study. In addition to high-school based career academies, all of Nebraska's community colleges offer career academy programs. Because of this success, Nebraska's career academies are gaining national recognition. The [Education Career Academy at Millard Public Schools](#) recently earned the *Excellence in Action Award* from Advance CTE, the longest-standing national non-profit that represents state directors and state leaders responsible for secondary, post-secondary, and adult CTE across all 50 states and US territories.

nebraskacareerclusters.com

The Nebraska Departments of Economic Development, Education, and Labor sponsor nebraskacareerclusters.com, a website that offers virtual industry tours. This resource provides a unique opportunity for students, parents, and job seekers to experience Nebraska-based industries without leaving home or the classroom. The videos highlight different businesses and industries in each of the 16 Career Clusters in the Nebraska Career Education model.²⁶ In addition to the tours of business/industry, the videos also contain interviews with employees and managers discussing work requirements, education levels, and salary and job prospects. In addition, the videos provide an accurate picture of today's workplace, breaking down stereotypes and assumptions while emphasizing the knowledge and skills required for success.

²⁵ Additional information on CPAP is accessible at <http://vr.nebraska.gov/pathways/>.

²⁶ Detailed information on the Nebraska Career Education model is accessible at <https://www.education.ne.gov/nce/career-clusters/>.

(2) Occupational licensing reform

Starting in 2016, Governor Ricketts and members of the Nebraska Legislature began work on occupational licensing reform, recognizing the positive effects reforms could have on Nebraska's economy and communities, including the creation of greater upward mobility and new job opportunities for Nebraska families. In March of 2017, the Federal Trade Commission (FTC) sent a letter to each of four Nebraska State Senators regarding several proposed bills before the Nebraska Legislature that would "loosen or eliminate certain occupation licensing requirements."²⁷ In its letters, the FTC stated that the burden of occupational licensing falls hardest on economically disadvantaged citizens; that special interests often use the policies to protect their interests and limit entry to professions; and Nebraska's lawmakers should create a framework for scrutinizing, reducing and, when possible, eliminating the licensing requirements addressed under the proposed bills. Since 2017, at least 45 occupational-licensing reform bills have been introduced before the Nebraska Legislature, 31 of which were signed into law by the end of the 2017 – 2018 Legislative calendar. On April 23, 2018, Governor Ricketts signed Nebraska's Occupational Board Reform Act²⁸ (the Act), a landmark law that will systematically reduce Nebraska's burdensome and arbitrary licenses. Under the Act, a two-step process was established for review of existing regulations. First, "present, significant, and substantiated harms" must exist that justify regulatory intervention. Second, if such harm exists, Nebraska Legislators must consider the least restrictive regulation that imposes the lowest burden and costs, while still protecting consumers from harm. The new review process (implemented during Program Year 2018) requires that Nebraska's Legislative Standing Committees examine 20 percent of Nebraska's occupational regulations each year to identify rules or laws that should be repealed or modified to make them a "least restrictive" regulation. Based on the findings of two Platte Institute reports published in 2017 and 2018,^{29,30} the anticipated overall impact of the Act is job creation, boosting of entrepreneurial opportunities, reduction of prices, and income growth.

(f) Small state minimum allotment exception

Nebraska did not receive a small state minimum allotment exception for Program Year 2018.

(g) Performance accountability system

(1) State-specific Performance Measures

Nebraska did not establish state-specific performance measures or goals for Program Year 2018.

(2) Deficiencies

State- and local-level performance results for Title I youth, adult, and dislocated worker programs and the Title III Wagner-Peyser Employment Service for Program Year 2018 are provided in [Appendix IV](#). Nebraska failed to meet negotiated performance levels for Program Year 2018 on the credential rate indicator for the Title I youth program for the second consecutive Program Year. All three local workforce development areas failed individually to meet performance on the same credential attainment indicator for the Title I youth program for the second consecutive Program Year. In addition, one local area failed to meet performance on one additional indicator for its Title I adult program: employment rate at the fourth quarter after program exit. The same local area also failed to meet performance on two additional performance indicators for its Title I dislocated worker program: employment rate at the second quarter after program exit and employment rate at the fourth quarter after program exit. The State has provided extensive technical assistance to local areas in an effort to resolve Title I program performance deficiencies. Table 4 lists information about technical assistance provided by the State to local areas.

²⁷ The letters are accessible at <https://www.ftc.gov/policy/advocacy/advocacy-filings/2017/03/ftc-staff-comments-nebraska-state-senate-regarding-number>.

²⁸ Also known as Legislative Bill 299; slip law version is accessible at <https://nebraskalegislature.gov/FloorDocs/105/PDF/Slip/LB299.pdf>.

²⁹ Platte Institute, "2017 Occupational Licensing Review, Progress and Barriers to Creating More and Better Jobs, STRONG JOBS NEBRASKA, July 2017, Policy Brief," <https://www.platteinstitute.org/Library/DocLib/2017-Occupational-Licensing-Review.pdf> [accessed November 1, 2019]

³⁰ Platte Institute, "2018 Occupational Licensing Review, June 2018, Policy Brief," <https://www.platteinstitute.org/Library/DocLib/2018-OLR-Review-1.pdf> [accessed November 1, 2019]

Table 4. Technical Assistance provided to Local Areas

Date	Description
September 27, 2017	In-person and virtual training provided to Title I staff and local area administration, with an entire session focused on credential attainment
November 29-30, 2017	In-person training provided to Title I staff and local area administration, with an entire session focused on credential attainment
November 2, 2018	In-person credential attainment technical assistance provided to all three local area administrative entities at the State's monthly local-area technical assistance meeting: ▪ This topic was selected specifically in response to performance data derived from the Program Year 2018 first quarter performance report. The State and local areas mutually agreed that improving credential attainment rates was a high priority.
December 19, 2018	Provided written (email) technical assistance to local area administrative entities that included detailed instructions on and descriptions of how credential-attainment reporting functions in NEworks: ³¹ ▪ The emails included references to the December 2, 2018 in-person credential attainment technical assistance meeting between the State and local areas. ▪ This type of email technical-assistance is sent regularly by the State's performance administrator following quarterly reporting cycles and includes detailed program-participant lists for local areas to review and reconcile with their individual case-management records stored in NEworks.
May 20, 2019	The State's NEworks Program Coordinator hosted a one-hour technical assistance webinar that all local area staff, local area administrative entities, and service providers were asked to attend. ▪ The webinar included discussion of the annual update to the <i>Universal Staff Training and Resource Guide</i> in NEworks, which was subsequently republished on the "Staff Online Resources Page" in NEworks, where it can be accessed at any time by staff users of NEworks. ▪ The guide contains detailed training resources relating to documentation of credential attainment, including step-by-step instructions and screen shots. ▪ Note that this guide has existed in the same location (on the "Staff Online Resources Page" in NEworks), dating back to the inception of the credential attainment performance indicator under WIOA
June 5, 2019	As follow-up to the May 20, 2019 technical assistance, the <i>Universal Staff Training and Resource Guide</i> for NEworks was sent to all stakeholders by email.

In addition to the technical assistance provided during Program Year 2017 and Program Year 2018, the State also provided two comprehensive full-day in-person technical assistance sessions on performance accountability, one session in North Platte on October 9, 2019 and the other in Lincoln on October 15, 2019. The State continues to provide virtual statewide monthly technical assistance on the use of NEworks.

(3) Co-enrollment and common exit

(A) Co-enrollment

Requirement

Under the State's current performance accountability policy, the State requires that co-enrollment of participants occur whenever eligibility permits, co-enrollment benefits the participants, and the participant agrees to co-enrollment.³² Participants have the right to refuse co-enrollment. This co-enrollment requirement applies to:

- local Title I youth, adult, and dislocated worker programs;
- Title III Wagner-Peyser Employment Service;
- Jobs for Veterans State Grant program (JVSG);
- Trade Adjustment Assistance program (TAA); and
- discretionary Dislocated Worker Grant programs (DWG).

³¹ NEworks is the State's management information system of record, which is accessible at <https://neworks.nebraska.gov/vosnet/Default.aspx>.

³² The State will be issuing revised policy guidance during the second quarter of PY 2019 that explicitly states that co-enrollment of TAA participants, excluding RTAA-only participants, in local dislocated worker programs is mandatory.

In addition to the State's co-enrollment requirement, there are Federal co-enrollment requirements for certain programs.

- Local youth programs must co-enroll Title I in-school youth (ISY) in a Title I adult or dislocated worker program in order for ISY to use an Individual Training Account for occupational skills training provided by an ETP.³³
- Individuals participating in Nebraska's RESEA program (NEres) must be co-enrolled in Wagner-Peyser.³⁴
- Homeless Veterans Reintegration Programs (HVRP) must co-enroll all HVRP participants in Wagner-Peyser, JVSG, or local Title I youth, adult, or dislocated worker programs.³⁵

Partner Programs

For the programs listed above, partner programs in which participants may be co-enrolled include, but are not limited to:

- local Title I youth, adult, and dislocated worker programs;
- Title II Adult Education and Family Literacy Act program;
- Title III Wagner-Peyser Employment Service;
- Title IV vocational rehabilitation programs provided by the:
 - o Nebraska Commission for the Blind and Visually Impaired; and
 - o Nebraska Vocational Rehabilitation Program;
- JVSG;
- TAA;
- DWG;
- Unemployment Insurance;
- National Farmworker Jobs Program provided by Proteus;
- Senior Community Service Employment Program provided by National Able; and
- programs provided by Temporary Assistance for Needy Families.

(B) Common Exit

Common exit occurs when a participant enrolled in one or more partner programs listed below has not received services from any programs in which the individual is co-enrolled for at least 90 days *and* no future services are planned. The participant is exited from all of the co-enrolled programs only when all exit criteria is met for all programs. NDOL implemented this common exit requirement. It applies to all participants who are co-enrolled in:

- local Title I youth, adult, or dislocated worker programs;
- Title III Wagner-Peyser Employment Service;
- JVSG;
- TAA; and
- DWG.

Nebraska's common exit requirement does not apply to participants who are co-enrolled in other partner programs.

(4) Negotiated Performance Levels

Nebraska's negotiated levels of performance for Title I youth, adult, and dislocated worker programs and Title III Wagner-Peyser Employment Service for Program Year 2018 and Program Year 2019 are listed in Tables 5, 6, 7, and 8.

Table 5. Performance Indicator: Employment, 2nd Quarter after Exit

Program	PY 2018 negotiated level	PY 2019 negotiated level
Adults	78%	78%
Dislocated Workers	87%	87%
Youth	78%	78%
Wagner-Peyser	73%	73%

³³ TEGL 21-16

³⁴ UIPLs 8-18 and 7-19

³⁵ TEGLs 4-16 and 14-18

Table 6. Performance Indicator: Employment, 4th Quarter after Exit

Program	PY 2018 negotiated level	PY 2019 negotiated level
Adults	79%	79%
Dislocated Workers	88%	88%
Youth	77%	77%
Wagner-Peyser	73%	73%

Table 7. Performance Indicator: Median earnings, 2nd Quarter after Exit

Program	PY 2018 negotiated level	PY 2019 negotiated level
Adults	\$6,000	\$6,000
Dislocated Workers	\$7,500	\$7,500
Youth	NA to Youth program	NA to Youth program
Wagner-Peyser	\$5,800	\$5,800

Table 8. Performance Indicator: Credential Attainment, within 4 Quarters after Exit

Program	PY 2018 negotiated level	PY 2019 negotiated level
Adults	56%	56%
Dislocated Workers	60%	60%
Youth	68%	68%
Wagner-Peyser	NA to Wagner-Peyser	NA to Wagner-Peyser

(5) Data Validation and Integrity

The State has established data validation procedures for Title I youth, adult, and dislocated worker programs and Title III Wagner-Peyser Employment Service, the purposes of which are to:

- verify that the performance data reported to the US Department of Labor are valid, accurate, reliable, and comparable across programs;
- identify anomalies in data and resolve issues that may cause inaccurate reporting;
- identify source documentation required for data elements; and
- improve program performance accountability through the results of data validation efforts.

For Title I youth, adult, and dislocated worker programs and Title III Wagner-Peyser Employment Service, the State is required to perform regular data element validation on the 24 common data elements listed in [Appendix V](#).³⁶ Appendix V also identifies the acceptable source documentation necessary to validate the data elements.

(A) Procedures

System-automated Data Validation

Data is validated quarterly and annually through large-scale, system-automated data validation, which occurs at the state-level through the following processes.

1. The State's vendor for NEworks³⁷ provides a full PIRL³⁸ file on a daily basis through secure file transfer, which is then uploaded to the WIPS³⁹ data validation and reporting clearinghouse during quarterly and annual reporting cycles, as defined by the US Department of Labor.
2. The full PIRL file passes through a preliminary data validation and edit check protocol, which scans all individual and programmatic data elements. The edit check searches for date range errors and inconsistencies, anomalies, and waterfall errors (i.e., if element a = 1, element b cannot = 2).
3. Once the full PIRL file successfully clears the edit check protocol, the full PIRL reports can be certified by the State's performance administrator.

³⁶ TEGL 7-18

³⁷ NEworks is Nebraska's management information system of record, which is accessible at <https://neworks.nebraska.gov/vosnet/Default.aspx>.

³⁸ PIRL means Participant Individual Record Layout, a format for reporting program data to the US Department of Labor.

³⁹ WIPS refers to the Workforce Integrated Performance System, the system by which states report on the performance of workforce programs.

4. A similar data validation and edit check process for wage data occurs simultaneously in the WRIS⁴⁰ clearinghouse during quarterly and annual reporting cycles, as defined by the US Department of Labor. The data goes through an import/export/validation process within NEworks and is then inserted as aggregate data into the full PIRL file, after which the data is retired from NEworks.

Manual Data Validation

Nebraska's State WIOA Monitor must perform data validation for Title I youth, adult, and dislocated worker programs and Title III Wagner-Peyser Employment Service on an annual basis.⁴¹ Data validation is performed according to the following guidelines and processes.

Records Sampling

In order to maximize the chances of a representative sample, selection of participant cases for data validation must be performed according to the principle of EPSEM (**E**qual **P**robability of **S**election **M**ethod).⁴² To follow the EPSEM principle, a sample of *participant cases* is selected so that every participant case in a *program population* has an equal probability of being selected. A *participant case* is the set of records documenting services provided to a program participant. A *program population* is the total number of participants who have exited a program during the previous full Program Year (the data validation timeframe). Samples for each Title I youth, adult, and dislocated worker program and Title III Wagner-Peyser Employment Service are obtained according to the following process.

1. On an annual basis, the NEworks system administrator provides the State WIOA Monitor with four program population lists for the data validation timeframe, one for each Title I program and one for Wagner-Peyser. The lists are provided to the State WIOA Monitor on the latter of the first working day of November or within 15 days of the Federal reporting due date.
2. The required number of participant cases is then selected by the State WIOA Monitor from each program population list through systematic sampling,⁴³ where only the first participant case is randomly selected and every *n*th case thereafter is selected (*n*th = the total program population divided by the required sample size). For example, if the sample is drawn from a list of 247 total participant cases and the required sample size is 37, *n*th = 7. If participant case #13 is randomly selected as the first case, then the second case will be #20, the third #27, and so on until the required number of samples is selected.

Table 9 lists the number of cases that must be selected from each program population for data validation purposes.

Table 9. Required Sample Size per Program

Program population size	Confidence level	Confidence interval	Sample size
1 - 99	95%	15	30
100 - 199	95%	15	35
200 - 299	95%	15	37
300 - 399	95%	15	39
400 - 499	95%	15	39
500 - 599	95%	15	40
600 - 699	95%	15	40
700 - 799	95%	15	41
800 - 899	95%	15	41
900 - 999	95%	15	41
1000 - 1999	95%	15	42
2000 - 4999	95%	15	42
5000 - 9999	95%	15	43
10000 - 14999	95%	15	43
15000 - 19999	95%	15	43

⁴⁰ WRIS refers to the Wage Record Interchange System, which facilitates the exchange of wage data among participating states for the purpose of assessing and reporting on state and local employment and training program performance, evaluating training provider performance, and for other purposes allowed under the WRIS Data Sharing Agreement. WRIS will be replaced by the State Wage Interchange System (SWIS) in early 2020 [<https://www.doleta.gov/performance/swis.cfm>]

⁴¹ TEGL 07-18

⁴² Joseph F. Healey, Statistics, A Tool for Social Research (United States: Thomson Wadsworth, 2005), 150.

⁴³ Ibid. 152.

Program population size	Confidence level	Confidence interval	Sample size
20000 - 24999	95%	15	43
25000 - 29999	95%	15	43
30000 +	95%	15	43

Validating

Data validation of the 24 elements listed in [Appendix V](#) by the State WIOA Monitor for Title I youth, adult, and dislocated worker programs and Title III Wagner-Peyser Employment Service is based on the following guidelines.

1. Each case in each sample is evaluated, comparing the information in NEworks for the data element to the source documentation provided in ECM or NDM,⁴⁴ to determine if source documentation is:
 - a. present for each of the 24 elements that are applicable to the respective program;⁴⁵ and
 - b. an acceptable form of source documentation is present for the applicable data element, as described in Appendix V.
2. For most data elements, the validation guidelines in Appendix V provide multiple forms of acceptable source documentation. If multiple types of source documentation⁴⁶ are present in ECM or NDM for the same data element and the sources conflict, the most objective source should be used to determine if the data element is valid and accurate.

Following the completion of data validation, the State WIOA Monitor provides a report to the NEworks system administrator for evaluation.

(h) Activities Provided by State Funds

(1) Sector Partnership Grant Program

During Program Year 2018, the State began development of a sector partnership grant program, in collaboration with the Nebraska Workforce Development Board, to grow sector partnerships in Nebraska. In general, this program will provide grant funding for sector partnership initiatives, with special consideration given to industry partnerships focusing on youth initiatives. Grant program development and implementation is expected to be completed during Program Year 2019.

(2) Power Sports Nation

During Program Year 2017, the Greater Nebraska Workforce Development Area established a successful multi-program partnership with a local employer, Power Sports Nation (PSN). PSN is a “second chance” employer that provides ex-offenders with career opportunities as part of its talent-development business strategy in collaboration with Title I youth, adult, and dislocate workers programs; the Work Opportunity Tax Credit program; and Registered Apprenticeship partners serving the Norfolk area.⁴⁷ During Program Year 2018, Governor’s reserve funds were used to support development of a training program for PSN’s engine building occupation (an occupational field with limited qualified workers in Nebraska) and the establishment of a Registered Apprenticeship program for that PSN occupation. The scope of the PSN project, which is still underway, generally involves:

- assessing and documenting PSN’s current training processes;
- codifying/standardizing training through development of a training manual; and
- implementing a Registered Apprenticeship program (or progressive wage training program) designed to standardize employee development.

PSN has committed to hiring five apprentices following completion of the development phases of the project.

⁴⁴ ECM (Enterprise Content Management system) and NDM (NEworks Document Manager) are NDOL’s source documentation management systems.

⁴⁵ Not all data elements in [Appendix V](#) apply to all Title I programs and Wagner-Peyser. For example, data element 1303 (Type of training service #1) does not apply to Wagner-Peyser because Wagner-Peyser does not provide training services.

⁴⁶ Refer to [Appendix V](#) for a definition of types of source documentation.

⁴⁷ Power Sports Nation also partnered with the Nebraska Department of Economic Development (NDED) to grow and expand its operations through a prototyping grant, the success of which Todd Dickie described in this NDED video: <https://www.youtube.com/watch?v=b9R2CrMUVHo>.

(3) Rapid Response and Layoff Aversion

Nebraska Rapid Response provides customized activities onsite or at alternate locations, accommodating work schedules, and assisting companies and workers with job loss. Onsite responses are offered to all companies facing a downsizing or closing. Rapid Response activities are coordinated at the state level through Rapid Response Workforce Coordinators (RRWCs) and delivered at the local level by the Rapid Response team. The primary goal of the Rapid Response team is providing customer-driven solutions, assistance, and support. Required members of each Rapid Response team include:

- Title I dislocated worker program representatives from the applicable local area.
- Title III Wagner-Peyser Employment Service representatives from the applicable local area; and
- Unemployment Insurance (UI) representatives;

Additional members of the Rapid Response team, based on employer characteristics and worker demographics, include:

- TAA representatives from the applicable local area;
- a Veterans representative; and
- other community partners, such as healthcare, financial information, and community assistance partners.

RRWCs are responsible for coordinating all Rapid Response activities and ensuring a consistent and cohesive message is delivered statewide to employers and workers. RRWCs determine employer and worker needs and are the primary point-of-contact for employers to ensure consistency, efficiency, and accountability. RRWCs communicate employer and worker needs to Rapid Response team, create the service plan, schedule and oversee Rapid Response events, and coordinate and manage data collected during events.

Rapid Response events provide an opportunity for the Rapid Response team to meet with workers and make them aware of benefits, services, and resources available to them during their transition to new employment. During Rapid Response events, workers are:

- introduced to Rapid Response team members;
- provided information on Title I youth, adult, and dislocated worker programs (especially the dislocated worker program and TAA, when applicable), Title III Wagner-Peyser Employment Service, and UI;
- provided information available community resources, including services available at American Job Centers (AJCs);
- provided access to Rapid Response laptops and assistance with NEworks⁴⁸ registration by Rapid Response team members; and
- provided an opportunity to ask questions about available benefits, services, and resources and receive answers directly from subject matter experts.

Nebraska Rapid Response utilizes assistance surveys to determine individual needs and interests. RRWCs then make referrals to local area Title I dislocated worker program staff at the appropriate AJC, who conduct outreach and follow-up regarding available services.

TAA requires co-enrollment of all TAA participants, with the exception of RTAA-only recipients. Workers are co-enrolled in TAA and local Title I dislocated worker programs as required under the State's performance accountability policy, as described in [Section II\(g\)\(3\)](#).

During Program Year 2018, Nebraska Rapid Response held 77 Rapid Response events for 36 unique companies where 2,874 jobs were lost. Of those 77 events, 17 were held in response to layoffs affecting more than 50 employees. Rapid Response served 1,150 affected employees during Program Year 2018. RRWCs completed 1,246 referrals to various programs and services, including Title I youth, adult, and dislocated worker programs; Title III Wagner-Peyser Employment Service, UI, Nebraska's TET-DWG⁴⁹ program, the TAA program, local healthcare providers, and Veteran services. From those referrals, 386 Rapid Response attendees enrolled in Wagner-Peyser, 164 enrolled in a local Title I dislocated worker program, 120 enrolled in the TAA program, 8 enrolled in a local Title I adult program, 3 enrolled in the TET-DWG program, and 1 enrolled in a local Title I youth program. That equates to 59 percent of Rapid Response attendees enrolling in a one-stop delivery system program following a Rapid Response event. In addition, five employers utilized short-term compensation (STC) to avoid a layoff or closure during Program Year 2018.

⁴⁸ NEworks is the state's management information system of record.

⁴⁹ TET-DWG refers to the State's Trade and Economic Transition Dislocated Worker Grant program.

Nebraska's existing layoff aversion services are limited and heavily reliant upon STC, which is managed through UI. Nebraska piloted a layoff aversion project during Program Year 2018. During the pilot project, it was determined that a new layoff aversion strategy must be created that is less cumbersome and more inclusive of local area Title I youth, adult, and dislocated worker programs and UI.

(4) Wagner-Peyser Act Employment Service

Nebraska's Title III Wagner-Peyser Employment Service continues to work to meet the employment services needs of UI claimants, Veterans, migrant and seasonal farmworkers, and individuals with disabilities. All Nebraska UI claimants must register with the State's Title III Wagner-Peyser Employment Service. In addition, Nebraska's RESEA program (Neres) provides all unattached UI claimants with staff-assisted reemployment services. Neres is funded with Title III Wagner-Peyser Employment Service and RESEA funds. At the state and local levels, Wagner-Peyser leadership and staff increased partnerships with the Nebraska Department of Correctional Services and county correctional facilities to provide employment-readiness workshops inside correctional facilities on a monthly basis. Wagner-Peyser staff provided services in eight correctional facilities throughout Nebraska.⁵⁰ Wagner-Peyser staff also provided employment services to ex-offenders during Program Year 2018 through various community re-entry programs.

(i) National Dislocated Worker Grants

(1) Reemployment and Systems Integration – Dislocated Worker Grant (RSI-DWG)

During Program Year 2018, Nebraska's core partners⁵¹ continued development of Nebraska's common intake system under the State's RSI-DWG. The core partners also participated and presented in WINTAC's facilitated discussion among vocational rehabilitation state grantees, during which a number of grantees presented on their approach to common intake and data sharing.⁵² At the close of Program Year 2018, the State's common-intake system development was largely complete and active on Nebraska's state network, going through final end-user enhancements to make the site more accessible and transition of the system to a permanent hosting/administration server. During the first quarter of Program Year 2019, the common-intake system was launched and training on the system was provided to the core partners. Additionally, the State received approval on a requested modification of the RSI-DWG that allowed for the acquisition of a Virtual One Stop Greeter system, which will provide the one-stop partners with enhanced capabilities to conduct real-time common intake and utilize common-intake data to make effective data-driven decisions. Nebraska's RSI-DWG concluded on September 30, 2019.

(2) Trade and Economic Transition – Dislocated Worker Grant (TET-DWG)

Nebraska's TET-DWG was awarded September 27, 2018, with the period of performance beginning on October 1, 2018 (concludes September 30, 2020). Activities during the first two quarters of the TET-DWG focused on program development, including identification of staff positions, hiring and training of a project manager and workforce coordinators, and development of an operations manual. Locations for placement of workforce coordinator staff were determined based on projected effectiveness of service delivery to the largest number of dislocated workers. Workforce coordinators were placed in Kearney, Lincoln, Norfolk, and Scottsbluff. In March of 2019, all TET-DWG program staff received dislocated worker training consisting of training on dislocated worker program definitions, eligibility criteria and determination processes, policy, and use of technology for case management.

TET-DWG participant enrollment began in the third quarter of grant operations. At the close of Program Year 2018, 54 participants had been enrolled, 47 of whom were successfully co-enrolled in local Title I dislocated worker programs. Additionally, TET-DWG partnered with Nebraska Rapid Response, services designed to quickly transition dislocated workers to new employment by providing direct reemployment services and providing connections to additional programs and services. TET-DWG enrolled 21 participants who had attended a Rapid Response event, 11 of whom are enrolled in occupational skills training, 1 is participating in on-the-job training, and 16 are receiving supportive services.

⁵⁰ Refer to [Thomas Romero's](#) success story for an example of the success of this initiative.

⁵¹ *Core partners* refers to Nebraska's Title I youth, adult, and dislocated worker programs; Title II Adult Education, Title III Wagner-Peyser Employment Service, and Title IV vocational rehabilitation programs.

⁵² A recording of the discussion is accessible on WorkforceGPS at <https://performancereporting.workforcegps.org/resources/2019/10/07/18/21/Common-Intake-and-Data-Sharing-Facilitated-Discussion>.

The community of Sidney, Nebraska was negatively impacted by the shutdown of Cabela's. TET-DWG enrolled 19 Cabela's workers, 5 of whom are currently enrolled in occupational skills training, 13 participating in on-the-job training, and 8 receiving supportive services.

Subsequent to the Cabela's shut down, Xpanxion, LLC announced the opening of its newest Rural Delivery and Services Center in Sidney. The center is a major service delivery center for UST Global's healthcare practice. As a layoff aversion effort in the Sidney area, TET-DWG committed \$250,000 in reimbursements for qualified dislocated workers who are hired and complete an on-the-job training program (OJT) or customized training program with Xpanxion. TET-DWG has placed 16 dislocated workers in OJT with Xpanxion. The current expected OJT wage reimbursement to Xpanxion is \$107,520. Xpanxion has planned a second round of hiring for late November 2019. In addition to Xpanxion, TET-DWG committed \$50,000 to Sandhills Publishing as a secondary layoff aversion effort; however, in September 2019, the company decided to stop operations in Nebraska to focus business efforts in Canada. TET-DWG had placed four participants on OJTs with Sandhills Publishing when the company closed its operations in Sidney. The effected participants are still receiving TET-DWG program services.

(3) Dislocated Worker Grant for Disaster Recovery Efforts

Nebraska experienced significant flooding during the week of March 9, 2019, resulting in a Presidential disaster declaration on March 21, 2019. The declaration afforded the State an opportunity to apply for National Dislocated Worker Grant (NDWG) funds to repair damage caused by the floods through (a) the creation of temporary, subsidized jobs to repair damage of infrastructure on public property and (b) placement of eligible dislocated workers into those temporary jobs until the workers could return to permanent employment. The State and Nebraska's local boards found timing issues presented challenges with Nebraska's NDWG implementation. With disasters, timing is critical; and the timeframe for applying, receiving, and implementing the NDWG made it overly cumbersome for the State and local boards to use effectively during recovery from the disaster. In addition, very few employers indicated interest in participating in the program. Therefore, the State elected not to participate and grant funds were returned to the US Department of Labor.

(4) Co-enrollment and Common-exit Requirements for Dislocated Worker Grant (DWG) Programs

The State's established co-enrollment and common-exit requirements apply to all Nebraska DWGs, as described in [Section II\(g\)\(3\)](#).

(j) Technical Assistance Needs of the State Workforce System

The State is not requesting technical assistance at this time but does request technical assistance as the need arises.

(k) Promising Practices, Lessons Learned, and Success Stories

(1) Promising practices

JAG Nebraska was launched during Program Year 2018 in Nebraska, as described in [Section II\(e\)\(1\)\(C\)](#). The State recognized the need to provide high-risk youth with the skills employers want and need to enter the workforce successfully after high-school graduation. Three Nebraska school districts implemented JAG Nebraska in January 2019 and all experienced 100 percent graduation rates among their JAG Nebraska seniors, a rate 12 percent higher than Nebraska's overall high-school graduation rate. Expansion of JAG Nebraska into additional school districts is scheduled for Program Year 2019.

(2) Success stories

Success stories are provided in [Appendix VI](#).

(l) State Workforce System Challenges

(1) Co-enrollment

Rates of enrollment of Title I youth, adult, and dislocated worker participants in multiple core programs⁵³ indicate that Nebraska's co-enrollment requirement⁵⁴ was generally embraced by local Title I programs during Program Year 2018, with one exception. The Program Year 2018 co-enrollment rate of 28.8 percent for Title I youth participants in one local area is noticeably lower than those of the other two local areas, as shown in Table 10.

Table 10. Program Year 2018 Rates for Title I Participants enrolled in Multiple Core Programs⁵⁵

Program	Greater Lincoln Workforce Development Area	Greater Nebraska Workforce Development Area	Greater Omaha Workforce Development Area
Youth	68.6%	80.2%	28.8%
Adult	72.0%	71.6%	58.7%
Dislocated worker	95.0%	95.1%	96.0%

While rates for enrollment of Title I dislocated workers in multiple core programs are at least 95 percent across all three local areas, co-enrollment of Trade Adjustment Assistance program (TAA) participants continues to be a challenge. As of May 2019, the Program Year 2018 rate of co-enrollment for TAA participants in Title I adult or dislocated worker programs was 36.8 percent, well short of the established target rate of 50 percent.

The State provided technical assistance to TAA program staff and local area Title I adult and dislocated worker programs and staff regarding the State's co-enrollment requirement following release of the State's co-enrollment and common exit policy in June 2017. Additional technical assistance was provided when those policy requirements were incorporated into the State's performance accountability policy in September 2019. As mentioned in a footnote to [Section II\(g\)\(3\)](#), the State will be issuing revised policy guidance during the second quarter of Program Year 2019 that explicitly states that co-enrollment of TAA participants, excluding RTAA-only recipients, in local Title I adult or dislocated worker programs is mandatory. Following release of the revised guidance, technical assistance will be provided to TAA program staff and local area Title I adult and dislocated worker program staff.

(m) Pay-for-performance Contracting

Pay-for-performance strategies and contracts were not in use in Nebraska during Program Year 2018.

III. State-required information

(a) Funding and Expenditures

As required under Neb. Rev. Stat. § 48-3304, information is provided in [Appendix VII](#) and [Appendix VIII](#) regarding the total amount of Federal funding provided to the State and to each of Nebraska's local areas for Title I youth, adult, and dislocated worker programs and the amount expended within each program for training services.

⁵³ *Core programs* refers to programs offered by Nebraska's Title I youth, adult, and dislocated worker programs; Title II Adult Education, Title III Wagner-Peyer Employment Service, and Title IV vocational rehabilitation programs.

⁵⁴ Refer to [Section II\(g\)\(3\)](#) for information on Nebraska's co-enrollment and common exit requirements.

⁵⁵ The term *core programs* refers to Title I youth, adult, and dislocated worker programs; Title II Adult Education program; Title III Wagner-Peyser Employment Service; and Title IV vocational rehabilitation programs.

Appendix I. Completed Form – Greater Lincoln Customer Satisfaction Outreach during Program Year 2018

The information requested in Sections 1 through 5 of this form will be used in Nebraska's WIOA Annual Statewide Performance Report Narrative for Program Year 2018 (July 1, 2018 – June 30, 2019). Complete this form and send it, along with the information requested in Section 5, by email to ndol.wioa_policy@nebraska.gov **no later than November 15, 2019.**

Information requested	Response
Local area name	Greater Lincoln Workforce Development
Name of individual completing this form	Cherisa Price-Wells and Travis Beck

Section 1. Customer satisfaction outreach to WIOA Title I program participants

Please provide the information requested in Table 1 about your local area's customer satisfaction outreach to **WIOA Title I program participants** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 1

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	NEworks Survey, Greater Lincoln Participant Customer Satisfaction Survey, ResCare At Your Service Survey, AJC Customer Survey
Describe how participants were selected for outreach, for example: - for each Title I program, individuals were randomly selected, by program, from the population of participants who exited the program during Program Year 2018 - for all Title I programs, individuals were randomly selected from the combined population of participants who exited the programs during Program Year 2018	Using the <i>Greater Lincoln Participant Customer Satisfaction Survey</i> for all Title I programs, individuals were randomly selected from the combined population of participants who exited the programs during Program Year 2018
Number of participants who were provided with outreach	40
Number of participants who responded to outreach	17
Describe what will be done to improve the response rate for future outreach to participants	If a response is not received within two weeks, the survey will be resent as a follow up. An electronic version of the survey will be developed; a link for the survey will be emailed to those selected for the quarterly survey.
Describe the results of outreach to participants	46% return rate
Describe any continuous improvement processes for incorporating feedback from participants	Results of the surveys are shared with staff to discuss areas of low satisfaction, and develop strategies for improvement.

Section 2. Customer satisfaction outreach to employers

Please provide the information requested in Table 2 about your local area's customer satisfaction outreach to **employers** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 2

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	Participation in EmployLNK monthly meetings, on site tours and shared information about programs, services and job posting with over 700 people at least twice a month from 3/19 to 6/19 (previously it was monthly). Assisted in coordinating biannual (Spring and Fall) job fairs.
Describe how employers were selected for outreach	Employers were informed of the opportunities to present at EmployLNK and job tours and/or sending current openings to be included in the letter by numerous service providers including Department of Labor. Employer outreach for participation in the job fairs included a sign-up link sent out to employers who have participated or have been engaged previously.
Number of employers who were provided with outreach	28 EmployLNK Business meetings and onsite tours

Information requested	Response
	4/19 job fair 40 businesses 10/18 Job fair 27 Businesses 3/19-6/19 Job Emails – 45 Businesses
Number of employers who responded to outreach	85
Describe what will be done to improve the response rate for future outreach to employers	More community involvement from NDOL including Chamber of Commerce participation and LIBA participation to ensure access to local businesses. Attendance to other area job fairs to visit with businesses that are not yet or have discontinued using the NEworks system and set up time to sit down and visit with them one on one to show the benefits of services provided
Describe the results of outreach to employers	See previous response
Describe any continuous improvement processes for incorporating feedback from employers	Increased follow up with employers at one week and two-month milestones for job seeker placements to obtain employer satisfaction feedback. Obtain employer feedback from work-based learning sites through in person inquiry and surveys offered in electronic and written format.

Section 3. Customer satisfaction outreach to other one-stop center/delivery system customers

Please provide the information requested in Table 3 about your local area's customer satisfaction outreach to **other one-stop center customers** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 3

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	For Program Year 2018, two Customer Satisfaction Surveys, specifically the <i>AJC Customer Survey</i> and <i>ResCare At Your Service Survey</i> were utilized. During the first half of the Program Year, the American Job Center utilized the <i>AJC Customer Survey</i> , an existing survey developed by the City of Lincoln. This survey was distributed via hard-copy for customers to complete. During the latter part of the time period, a new survey, <i>ResCare At Your Service (RAYS)</i> was adopted and allowed customers to provide feedback both in hard-copy and electronically.
Describe how other customers were selected for outreach	Surveys were offered to customers for a one-week time-frame during each quarter of the 2018 fiscal year. 101 surveys were collected. Specifically, 58 <i>AJC Customer Survey</i> were completed, and <i>RAYS Surveys</i> consisted of the remaining 43 completed surveys. Of those surveys collected in electronic fashion, they yielded a 93% customer satisfaction rate.
Number of other customers who were provided with outreach	All customers who entered the American Job Center during the established survey time-periods were offered the opportunity to complete surveys.
Number of other customers who responded to outreach	All surveys were completed by individuals who entered the American Job Center.
Describe what will be done to improve the response rate for future outreach to other customers	The time-frames for which surveys will be offered and collected will be increased. Customers will always have the option to provide feedback via a survey if/when requested. However, surveys will be collected for the first two weeks of every month. Survey time-frames will be publicized by signage and all customers who check-in will be encouraged to provide feedback.
Describe any continuous improvement processes for incorporating feedback from other customers	Customer feedback is gathered by asking questions that are rated on a Likert type scale. However, customers are also encouraged to provide subjective feedback in a narrative fashion. This subjective feedback is reviewed consistently and helps guide continuous improvement processes and action plans. In the second quarter of 2019, additional customer satisfaction

Information requested	Response
	information is being garnered through the <i>State of the One Stop Survey</i> to identify strengths and opportunities for improvement.

Section 4. Customer satisfaction outreach to one-stop center partners

Please provide the information requested in Table 4 about your local area's customer satisfaction outreach to **one-stop center partners** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 4

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	Monthly Partner Forum Meetings; Cost-Sharing Agreement workgroup and development meetings.
Describe how partners were selected for outreach	All required partners were invited by email
Number of partners who were provided with outreach	11 required partners
Number of partners who responded to outreach	11
Describe what will be done to improve the response rate for future outreach to other customers	The American Job Center in Lincoln has created a survey for partners to provide feedback. This survey includes questions about: services offered at the AJC, equipment offered to customers of the AJC, accessibility for individuals with various abilities/disabilities, etc.
Describe any continuous improvement processes for incorporating customer satisfaction feedback from partners	Partners will be able to provide feedback about the AJC on a more continuous basis moving forward. Moreover, the AJC will collaborate with partners to discuss survey results and ways to improve the AJC, its services, and how it connects customers to needed services.

Section 5. Customer satisfaction outreach tools

When you return this form, provide the customer satisfaction outreach tools described above.

- If outreach was conducted using a form, provide a blank version of each form used.
- If outreach was conducted verbally (phone, in-person, etc.), provide the script used or questions asked during verbal outreach.

Customer Satisfaction Survey -Participant

1. Did you clearly understand your responsibilities to participate in the program?

☐ Yes ☐ No ☐ Unsure

2. Would you recommend this program?

☐ 1 Would not recommend ☐ 2 Would possibly recommend ☐ 3 Would recommend ☐ 4 Would strongly recommend ☐ 5 Would very strongly recommend

3. Did you receive the services needed to achieve your goal as outlined in the plan you developed with your case manager?

☐ 1 I do not know ☐ 2 Received none of the services needed ☐ 3 Received some of the services needed ☐ 4 Received most but not all services needed ☐ 5 Received all services needed

4. Overall, were you satisfied with the services in the Workforce Innovation and Opportunity Act Title 1 Program?

☐ 1 Very Dissatisfied ☐ 2 Dissatisfied ☐ 3 Neither Satisfied nor Dissatisfied ☐ 4 Satisfied ☐ 5 Very Satisfied

5. How satisfied were you with the professionalism and accessibility of staff?

☐ 1 Very Dissatisfied ☐ 2 Dissatisfied ☐ 3 Neither Satisfied nor Dissatisfied ☐ 4 Satisfied ☐ 5 Very Satisfied

6. Were you able to find employment in your career field after you completed this program?

☐ Not seeking employment at this time ☐ Not applicable ☐ No, I did not find employment ☐ Yes, I found employment but not in my career field ☐ Yes, I found employment in my career field

7. If you found employment, are you likely to keep this job over the next six months?

☐ Yes ☐ No ☐ Unsure

8. What changes would you suggest to improve the services in this program?

9. Do you want someone to contact you?

☐ Yes ☐ No ☐ Unsure

(Optional) Name/information

Name:

Phone number:

Email address:

Additional comments:



CUSTOMER SURVEY

YOUR OPINION COUNTS! Please take a few moments to tell us how we did.

Your feedback will help us serve you better. THANK YOU!

1. Please mark all of the services you came for today:

- | | | |
|--|---|---|
| ☐ Help Finding a Job | ☐ Filing for Unemployment Insurance Benefits | ☐ Adult Education |
| ☐ Veterans Services | ☐ Information on Training Opportunities | ☐ GED Preparation |
| ☐ Testing / Assessments | ☐ Labor Market Information | ☐ Re-Employment Workshop |
| ☐ Youth Services | ☐ Job Interview | |

2. Are you currently employed? ☐ YES ☐ NO

3. Please indicate your agreement / non-agreement with the statements below.

--	YES	NO	Doesn't Apply / No Opinion
a. When entering the Center, I received a friendly, efficient greeting.			
b. I was treated with respect.			
c. The staff was able to answer my questions and make suggestions.			
d. The NEworks website contained helpful information.			
e. I feel confident that I can use NEworks on my own.			
f. I would recommend your services to a friend or a family member.			

4. In using our services today, what was the **most helpful part of your experience**?

5. If your experience was negative, please explain:

OPTIONAL: Your contact information:

6. Is there **one thing you could suggest** to help us improve our services?

7. Additional comments?

THANK YOU for completing this survey – Your Opinion Counts!

Revised 05/10/2016 URBANDEV/WIA BOARD/

Customer Experience Survey

Career Center Operations

* indicates required field

Were you greeted in a warm, respectful, and professional manner?*

☐ Yes ☐ No

How would you rate our Courtesy and Professionalism?*

☐ Poor ☐ Needs work ☐ Okay ☐ Good ☐ Excellent

How would you rate the facilities and equipment available for your use?*

☐ Poor ☐ Needs work ☐ Okay ☐ Good ☐ Excellent

How well do you think the services you received today helped or will help you?*

☐ Not at all ☐ Very little ☐ Neutral ☐ Somewhat ☐ Very much

In order to meet your expectations, were various options discussed in order to help meet your needs?*

☐ Yes ☐ No

Did our Staff help you understand the service process and what your next steps will be?*

☐ Yes ☐ No

Please provide us with the state of the career center that you visited today.*

☐ Nebraska

Please provide the name of the career center that you visited today.*

☐ Lincoln AJC

Optional: Please tell us what you feel that we did well and what areas we need to work on:

Appendix II. Completed Form – Greater Nebraska Customer Satisfaction Outreach during Program Year 2018

The information requested in Sections 1 through 5 of this form will be used in Nebraska's WIOA Annual Statewide Performance Report Narrative for Program Year 2018 (July 1, 2018 – June 30, 2019). Complete this form and send it, along with the information requested in Section 5, by email to ndol.wioa_policy@nebraska.gov **no later than November 15, 2019**.

Information requested	Response
Local area name	Greater Nebraska
Name of individual completing this form	Ashley Mathers

Section 1. Customer satisfaction outreach to WIOA Title I program participants

Please provide the information requested in Table 1 about your local area's customer satisfaction outreach to **WIOA Title I program participants** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 1

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	We utilize customer satisfaction surveys sent out through a Survey Monkey link.
Describe how participants were selected for outreach, for example: - for each Title I program, individuals were randomly selected, by program, from the population of participants who exited the program during Program Year 2018 - for all Title I programs, individuals were randomly selected from the combined population of participants who exited the programs during Program Year 2018	We send the surveys out three times a year by email. Twice to participants and once to employers. The participant surveys are sent out in July and November to all individuals who received a staff assisted service in the previous 90 days.
Number of participants who were provided with outreach	PY18 survey sent out in November: 3,038
Number of participants who responded to outreach	PY18 survey sent out in November: 16.26%
Describe what will be done to improve the response rate for future outreach to participants	Our response rate goal is 10-20%. At this time, we are not looking to improve the rate.
Describe the results of outreach to participants	The results are favorable. Most respondents are satisfied with the services they receive and how the staff welcome and/or treat them. Majority of the unfavorable responses are UI related. The results are broken down by office so we can utilize the results to address any positive or negative trends within each specific office.
Describe any continuous improvement processes for incorporating feedback from participants	We offer the opportunity for survey participants to provide their name and phone number if they would like to be contacted. Each local office follows up with those individuals to address any concerns or feedback they would like to provide. Anonymous feedback can also be provided in the comment question and we utilize that feedback to improve any processes we can to increase customer satisfaction. The System Coordination Committee and Board reviews the survey results at each meeting and discusses ways to improve the process or address specific feedback.

Section 2. Customer satisfaction outreach to employers

Please provide the information requested in Table 2 about your local area's customer satisfaction outreach to **employers** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 2

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	We utilize employer satisfaction surveys sent out through a Survey Monkey link.
Describe how employers were selected for outreach	We send the surveys out three times a year by email. Twice to participants and once to employers. The employer survey is sent out in April.
Number of employers who were provided with outreach	PY18 survey sent out in April: 908

Information requested	Response
Number of employers who responded to outreach	PY18 survey sent out in April: 6%
Describe what will be done to improve the response rate for future outreach to employers	This survey was only sent out once. With the participant surveys, we send them out twice and plan to send out the employer one twice in PY19 to increase the response rate.
Describe the results of outreach to employers	The results are favorable. Majority of the respondents are happy with the assistance they receive. The results are broken down by office so we can utilize the results to address any positive or negative trends within each specific office.
Describe any continuous improvement processes for incorporating feedback from employers	In PY19, we expanded outreach to employers that received a staff assisted service in the last year instead of last 90 days as some seasonal employers may have been missed. The System Coordination Committee and Board reviews the survey results at each meeting and discusses ways to improve the process or address specific feedback.

Section 3. Customer satisfaction outreach to other one-stop center/delivery system customers

Please provide the information requested in Table 3 about your local area's customer satisfaction outreach to **other one-stop center customers** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 3

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	We utilize customer satisfaction surveys sent out through a Survey Monkey link.
Describe how other customers were selected for outreach	We send the surveys out three times a year by email. Twice to participants and once to employers. The participant surveys are sent out in July and November to all individuals who received a staff assisted service in the previous 90 days.
Number of other customers who were provided with outreach	PY18 survey sent out in November: 3,038 (This number includes Title 1 WIOA, JVSG, Trade, and Wagner-Peyser participants).
Number of other customers who responded to outreach	PY18 survey sent out in November: 16.26%
Describe what will be done to improve the response rate for future outreach to other customers	The results are favorable. Most respondents are satisfied with the services they receive and how the staff welcome and/or treat them. Majority of the unfavorable responses are UI related. The results are broken down by office so we can utilize the results to address any positive or negative trends within each specific office.
Describe any continuous improvement processes for incorporating feedback from other customers	We offer the opportunity for survey participants to provide their name and phone number if they would like to be contacted. Each local office follows up with those individuals to address any concerns or feedback they would like to provide. Anonymous feedback can also be provided in the comment question and we utilize that feedback to improve any processes we can to increase customer satisfaction. The System Coordination Committee and Board reviews the survey results at each meeting and discusses ways to improve the process or address specific feedback.

Section 4. Customer satisfaction outreach to one-stop center partners

Please provide the information requested in Table 4 about your local area's customer satisfaction outreach to **one-stop center partners** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 4

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	None. At this time, we do not provide surveys to one-stop center partners.
Describe how partners were selected for outreach	NA
Number of partners who were provided with outreach	NA

Information requested	Response
Number of partners who responded to outreach	NA
Describe what will be done to improve the response rate for future outreach to other customers	NA
Describe any continuous improvement processes for incorporating customer satisfaction feedback from partners	NA

Section 5. Customer satisfaction outreach tools

When you return this form, provide the customer satisfaction outreach tools described above.

- If outreach was conducted using a form, provide a blank version of each form used.
- If outreach was conducted verbally (phone, in-person, etc.), provide the script used or questions asked during verbal outreach.

Copy of Customer Satisfaction Survey

Your opinion counts! Please take a few moments to tell us how we did. Your feedback will help us serve you better. All responses to this survey are voluntary and will remain confidential.

Thank you!

*** 1. Why did you come to the American Job Center (AJC)/ Career Center for assistance?**

- ☐ I came in to file for Unemployment Insurance (UI) assistance only. No other services were sought or provided.
- ☐ I came in to file for Unemployment Insurance (UI) assistance and also received other services offered by the American Job Center (AJC)/ Career Center.
- ☐ I came in for services offered at the American Job Center (AJC)/ Career Center and did not file for Unemployment Insurance (UI).

*** 2. Which American Job Center (AJC)/ Career Center location did you visit for assistance?**

3. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:

	1 (Very Low)	2	3 (Neutral)	4	5 (Very High)	Don't Know/No Opinion	Not Applicable
Help with job search using the NEworks website (NEworks.nebraska.gov)	☐	☐	☐	☐	☐	☐	☐
Help with resume and/or cover letter	☐	☐	☐	☐	☐	☐	☐
Help with job application	☐	☐	☐	☐	☐	☐	☐
Help finding Veteran services	☐	☐	☐	☐	☐	☐	☐
Help finding labor market information	☐	☐	☐	☐	☐	☐	☐
Help with a job interview	☐	☐	☐	☐	☐	☐	☐
Help filing Unemployment Insurance benefits	☐	☐	☐	☐	☐	☐	☐
Help with testing and/or assessments	☐	☐	☐	☐	☐	☐	☐
Help finding information on training opportunities	☐	☐	☐	☐	☐	☐	☐

* 4. Overall, how satisfied or dissatisfied were you with the employment services provided to you?

- | | |
|--|---|
| ☐ Very Satisfied | ☐ Somewhat Dissatisfied |
| ☐ Somewhat Satisfied | ☐ Very Dissatisfied |
| ☐ Neither Satisfied nor Dissatisfied | ☐ Don't Know/No Opinion |

* 5. How professional (prompt, accurate, and businesslike) or unprofessional (impolite, inaccurate, and unbusinesslike) were the staff of the American Job Center (AJC)/ Career Center?

- | | |
|---|---|
| ☐ Very Professional | ☐ Somewhat Unprofessional |
| ☐ Somewhat Professional | ☐ Very Unprofessional |
| ☐ Neutral | ☐ Don't Know/No Opinion |

* 6. How accessible or inaccessible were the staff of the American Job Center (AJC)/ Career Center?

- | | |
|---|---|
| ☐ Very Accessible | ☐ Somewhat Inaccessible |
| ☐ Somewhat Accessible | ☐ Very Inaccessible |
| ☐ Neutral | ☐ Don't Know/No Opinion |

* 7. How likely or unlikely are you to recommend our services to others?

- | | |
|---------------------------------------|---|
| ☐ Very Likely | ☐ Somewhat Unlikely |
| ☐ Somewhat Likely | ☐ Very Unlikely |
| ☐ Neutral | ☐ Don't Know/No Opinion |

* 8. How did you hear about the jobseeker services? (Please check all that apply)

- | | |
|--|---|
| ☐ Nebraska Department of Labor website (dol.nebraska.gov) | ☐ Social Media |
| ☐ NEworks (NEworks.nebraska.gov) | ☐ Promotional Brochure/ Flyer |
| ☐ Word of Mouth Referral | ☐ I was contacted by a Nebraska Department of Labor Representative |

* 9. Would you like a Career Center staff member to contact you to discuss your experience?

- ☐ Yes
- ☐ No

10. If yes, please provide your contact information below:

Name

Email Address

Telephone Number

11. Please use the space below to provide any comments or feedback:

Customer Satisfaction Survey – Employer

Introduction:

Your opinion counts! Please take a few moments to tell us how we did. Your feedback will help us serve you better. All responses to this survey are voluntary and will remain confidential.

Thank you!

1. From which American Job Center (AJC)/Career Center location did staff provide services? (Drop down menu)

Alliance	Nebraska City
Beatrice	Norfolk
Columbus	North Platte
Grand Island	Scottsbluff
Hastings	Sidney
Lexington	York
McCook	
2. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:
 - a. Help with navigating NEworks website (NEworks.nebraska.gov)
 - b. Help providing job candidate referrals
 - c. Help posting jobs
 - d. Help with a job fair
 - e. Help finding labor market information
3. Overall, how satisfied or dissatisfied were you with the employment services provided to you?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Neither Satisfied nor Dissatisfied
 - d. Somewhat dissatisfied
 - e. Very dissatisfied
 - f. Don't know/No opinion
4. How professional (polite, accurate, and businesslike) or unprofessional (impolite, inaccurate, and unbusinesslike) were the staff of the American Job Center (AJC)/Career Center?
 - a. Very professional
 - b. Somewhat Professional
 - c. Neutral
 - d. Somewhat Unprofessional
 - e. Very Unprofessional
 - f. Don't Know/No Opinion
5. How accessible or inaccessible were the staff of the American Job Center (AJC)/Career Center?

- a. Very accessible
 - b. Somewhat Accessible
 - c. Neutral
 - d. Somewhat Inaccessible
 - e. Very Inaccessible
 - f. Don't know/No opinion
6. How likely or unlikely are you to recommend this business services assistance to other employers?
- a. Very Likely
 - b. Somewhat Likely
 - c. Neutral
 - d. Somewhat Unlikely
 - e. Very Unlikely
 - f. Don't Know/No Opinion
7. How did you hear about the employment services? (Check all that apply.)
- a. Nebraska Department of Labor website (dol.nebraska.gov)
 - b. NEworks (NEworks.nebraska.gov)
 - c. Word of Mouth Referral
 - d. Social Media
 - e. Promotional Brochure/Flyer
 - f. I was contacted by a Nebraska Department of Labor Representative
8. Would you like a Career Center staff member to contact you to discuss your experience?
- a. Yes
 - b. No
9. If yes, then please provide your contact information below:
- a. Name:
 - b. Email Address:
 - c. Telephone Number:
10. Please use the space below to provide any comments or feedback.

Appendix III. Completed Form – Greater Omaha Customer Satisfaction Outreach during Program Year 2018

The information requested in Sections 1 through 5 of this form will be used in Nebraska's WIOA Annual Statewide Performance Report Narrative for Program Year 2018 (July 1, 2018 – June 30, 2019). Complete this form and send it, along with the information requested in Section 5, by email to ndol.wioa_policy@nebraska.gov **no later than November 15, 2019**.

Information requested	Response
Local area name	Greater Omaha Workforce Development Area
Name of individual completing this form	Alejandra Sinecio, Manager of Workforce Performance (information provided by contracted service providers)

Section 1. Customer satisfaction outreach to WIOA Title I program participants

Please provide the information requested in Table 1 about your local area's customer satisfaction outreach to **WIOA Title I program participants** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 1

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	The local area service provider at that time did not perform customer satisfaction outreach for program participants. The local area is working with current service providers to ensure that this is done moving forward as described below.
Describe how participants were selected for outreach, for example: - for each Title I program, individuals were randomly selected, by program, from the population of participants who exited the program during Program Year 2018 - for all Title I programs, individuals were randomly selected from the combined population of participants who exited the programs during Program Year 2018	See above
Number of participants who were provided with outreach	See above
Number of participants who responded to outreach	See above
Describe what will be done to improve the response rate for future outreach to participants	In an effort to increase participation, a multimedia survey process will be implemented to capture a range of participants. Clients will be offered the participant survey during the professional development process to evaluate the intake process and then moving forward at each face to face meeting for program evaluation, with the option to complete it on paper or electronically. They will be provided a private area to complete the survey after their appointment. Electronic surveys will also be sent via email monthly to all active and recently exited participants. Participants in follow up will receive the survey electronically on a quarterly basis.
Describe the results of outreach to participants	See above
Describe any continuous improvement processes for incorporating feedback from participants	DESI [youth service provider] has implemented a Participant (Customer) Survey for all youth participants as well as our business/employer partners. This survey is offered to youth participants during the active enrollment process. They are provided a paper copy of the survey as well as SurveyMonkey link to complete after they have completed the professional development process and prior to exiting the program and moving to the retention/follow-up phase of the program. The Retention/Follow-up Specialist will also provide access to this survey to participants on this caseload during their final quarter of the program. These survey results will be reviewed by the Project Director and the Quality Assurance Specialist each month. Concerns noted will be addressed with proper corrective action, when necessary, and kudos will be provided to staff commended by the participant on the surveys. DESI has established a goal for obtaining 25% of the full caseload each quarter.

Information requested	Response
	The Director of National Able Program [adult and dislocated worker service provider] will review responses within a week of receipt. Areas of concern will be addressed with staff and utilized to identify training opportunities. Clients citing a lack of service provision will be contacted by their Career Coach and the Program Director to address the issue. Suggestions will be consolidated and reviewed monthly with leadership. Common themes will direct areas of opportunity to be addressed. All concerns/suggestions will be shared with Heartland Workforce Solutions and the Board along with identified areas of change and improvement.

Section 2. Customer satisfaction outreach to employers

Please provide the information requested in Table 2 about your local area's customer satisfaction outreach to **employers** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 2

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	The local area service provider performed customer satisfaction surveys at an onsite job fair in PY2018 via survey monkey (https://www.surveymonkey.com/r/5XTP26T).
Describe how employers were selected for outreach	All employers who participated in the job fair were surveyed.
Number of employers who were provided with outreach	20 of the employers were provided with the survey.
Number of employers who responded to outreach	19 of the employers completed the survey.
Describe what will be done to improve the response rate for future outreach to employers	DESI has established outreach and partnership goals as well as goals for work experience and on-the-job placement for the business services representative (BSR). The DESI goals for the BSR include completing 10 business needs assessment/new developments per quarter with 70% from H3 (high wage, high skill, high demand), in-demand, and/or green sector industries. The BSR will also establish at least 3 new business connections each month; the expectation is the BSR will establish at minimum 10 new business outreach connections every quarter. Our BSR will also perform on-site visits for any work experience participants placed with employers. Must complete these at week 2 and 4 for 4-week participation periods. If a 5-week participation, must complete at week 1, 3, and 5. National Able has tasked their team with ensuring that employers are being asked to complete surveys while onsite during each hiring event. These surveys are conducted on a tablet that is taken from employer to employer during the event by one of the Business Services Team members. A follow up survey will also be sent two weeks after each hiring event. Employers who have hired a participant through an OJT placement will receive continuous support throughout the contract. The Workforce Services Specialist will conduct onsite visits with employers at 50% of completion and during the final week of an OJT placement. Surveys will be provided at this time and one month after the completion of the OJT.
Describe the results of outreach to employers	Overall businesses were very satisfied with the quality of the job fair. Some commented on the fact that there was a lot of foot traffic & job seekers seemed well prepared.
Describe any continuous improvement processes for incorporating feedback from employers	The BSR will continually engage and seek feedback on the successes and needs of improvement for the services and the participants we provide to our business/employer partners. Among the methods the BSR will utilize include sending and asking the employers to complete customer satisfaction surveys each month. The BSR will attempt to complete at least 25% of the current employed caseload each

Information requested	Response
	quarter. This survey will be provided either electronically through E-mail sent by the BSR, through SurveyMonkey link, or in hard-copy written method. The BSR will ask the employer their preference for these types of communication. One Stop Manager and Program Director for National Able will review responses within two weeks after initial survey date. Responses and suggestions will be consolidated and reviewed to determine what changes can be made immediately and what will need to be presented to Heartland Workforce Solutions and/or the local workforce development board for approval. Common themes will direct areas of priority. Employers with areas of concern will be contacted by the Workforce Services Specialist and Program Director within one week of receipt to ensure issues are addressed.

Section 3. Customer satisfaction outreach to other one-stop center/delivery system customers

Please provide the information requested in Table 3 about your local area's customer satisfaction outreach to **other one-stop center customers** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 3

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	Customer Satisfaction Surveys were collected electronically during the time period of July 1, 2018 – June 30, 2019. Customers were asked to answer six different questions which represented feedback regarding: 1. Initial Greeting, 2. Courtesy and Professionalism of staff, 3. Satisfaction with equipment and technology available, 4. The benefits of services received, 5. Whether or not different programs/options were shared, and 6. Whether or not customers understood the "process" and "next-steps" to finding employment and/or appropriate resources.
Describe how other customers were selected for outreach	Customer Satisfaction Surveys were offered to customers during the first full week of each month. Staff members encouraged and requested that customers complete surveys and signs were posted as well to encourage customers to provide feedback. However, customers always had access to surveys if/when they wished to provide feedback.
Number of other customers who were provided with outreach	23,199 Customers utilized the American Job Center during the said time-period. Note, many other customers presented at the American Job Center for individual and/or program related appointments. Based on averages, 5,352 individuals would have utilized the AJC during the survey time period(s) (the first week of each month).
Number of other customers who responded to outreach	334 Customer Satisfaction Surveys were received during the said time-frame.
Describe what will be done to improve the response rate for future outreach to other customers	In addition to offering the survey electronically at the Center, emails will be sent to those who checked in within the previous 90 days to complete at a time/location more comfortable to the client. Shorter 2-3 question surveys will be sent out monthly to those who checked in within the last 30 days. Paper copies of the survey will be available in the center for those who prefer. The survey will be reviewed by NCBVI to ensure it is accessible to individuals who are blind/visually impaired. Surveys will also be offered during the hiring events.
Describe any continuous improvement processes for incorporating feedback from other customers	Surveys will be reviewed within two weeks of the close out period (typically two weeks from the initial push date) to consolidate responses and suggestions. The One Stop Manager will bring the consolidated information to Heartland Workforce Solutions to determine what changes can be made immediately and what will need to be presented to the local area Workforce Board for approval.

Section 4. Customer satisfaction outreach to one-stop center partners

Please provide the information requested in Table 4 about your local area's customer satisfaction outreach to **one-stop center partners** during Program Year 2018 (July 1, 2018 – June 30, 2019).

Table 4

Information requested	Response
Describe the type(s) of customer satisfaction outreach tool(s) used (form, call, etc.)	Partners were invited to attend monthly Partner Meetings. These meetings were a time for Partners to provide feedback regarding the operations of the AJC as well as different tools, processes, etc., used within the AJC.
Describe how partners were selected for outreach	All mandated, optional, and community partners were invited to attend Partner Meetings.
Number of partners who were provided with outreach	All mandated, optional, and community partners.
Number of partners who responded to outreach	Varied
Describe what will be done to improve the response rate for future outreach to other customers	Partners will be surveyed quarterly on the content and efficiency of the partner meetings. We will also seek input on any suggestions for future presenters or topics/adjustments they would like made to the meeting.
Describe any continuous improvement processes for incorporating customer satisfaction feedback from partners	Partners suggestions/survey outcomes will be discussed at the meetings for decisions on what changes should be made to the meetings.

Section 5. Customer satisfaction outreach tools

When you return this form, provide the customer satisfaction outreach tools described above.

- If outreach was conducted using a form, provide a blank version of each form used.
- If outreach was conducted verbally (phone, in-person, etc.), provide the script used or questions asked during verbal outreach.

WIOA Heartland Workforce Solutions Youth Program Customer Satisfaction

<https://www.surveymonkey.com/r/WPWPVP8>

1. How likely is it that you would recommend HWS Youth Services to a friend or colleague?

NOT AT ALL LIKELY

EXTREMELY LIKELY

☐ 0 – Not at all likely ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 – Extremely likely

2. Were you treated with respect and dignity by our team?

3. Overall, how satisfied or dissatisfied are you with HWS Youth Services?

☐ Very satisfied

☐ Somewhat satisfied

☐ Neither satisfied nor dissatisfied

☐ Somewhat dissatisfied

☐ Very dissatisfied

4. Which of the following words would you use to describe our products? Select all that apply.

☐ Reliable

☐ High quality

☐ Useful

☐ Impractical

☐ Ineffective

☐ Poor quality

☐ Unreliable

5. How well do our services meet your needs?

☐ Extremely well

☐ Very well

☐ Somewhat well

☐ Not so well

☐ Not at all well

6. How would you rate the quality of the service?

- ☐ Very high quality
- ☐ High quality
- ☐ Neither high nor low quality
- ☐ Low quality
- ☐ Very low quality

7. How would you rate the value for money of the product?

- ☐ Excellent
- ☐ Above average
- ☐ Average
- ☐ Below average
- ☐ Poor

8. How responsive have we been to your questions or concerns about working with HWS Youth Services?

- ☐ Extremely responsive
- ☐ Very responsive
- ☐ Somewhat responsive
- ☐ Not so responsive
- ☐ Not at all responsive
- ☐ Not applicable

9. Do you have any other comments, questions, or concerns?

10. If you would like a member of our Corporate team to contact you, please provide your Name and contact information.

Name:

Company:

Address:

Address 2:

City/Town:

State/Province:

Zip/Postal Code:

Country:

Email Address:

Phone Number:



1. Did the orientation help you clearly understand your responsibilities as a participant in the program?

☐ Yes ☐ No

2. Overall, were you satisfied with the intake process into the Workforce Innovation and Opportunity Act Title 1 Program?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

Please Explain:

3. Was the process for enrollment streamlined and easy to navigate?

☐ Yes ☐ No

Please Explain:

4. Was The Path helpful to you in preparing for your job search?

☐ Not Helpful ☐ Somewhat Helpful ☐ Very Helpful

Please Explain:

5. Was Training Guidance helpful to you in deciding your career path?

☐ Not Helpful ☐ Somewhat Helpful ☐ Very Helpful

Please Explain:

6. Is there anything you believe would help to streamline the process?



1. Do/Did you clearly understand your responsibilities as a participant in the program?

☐ Yes ☐ No

2. Overall, were you satisfied with the services in the Workforce Innovation and Opportunity Act Title 1 Program?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

3. Would you recommend this program?

☐ Would Not Recommend ☐ Would Possibly Recommend ☐ Neutral ☐ Would Probably Recommend ☐ Strongly Recommend

4. Was your Coach helpful while you attended training?

☐ Not Helpful ☐ Somewhat Helpful ☐ Very Helpful
Please Explain:

5. Was your Coach helpful while you were job seeking?

☐ Not Helpful ☐ Somewhat Helpful ☐ Very Helpful
Please Explain:

6. Did you access Workforce Services Specialist/Business Service Rep services for potential OJT/job placement? Were you satisfied with the services you received?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied ☐ Not Applicable
Please Explain:

7. How satisfied were you with the professionalism and accessibility of staff?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied
Please Explain:

8. Were you able to find employment in your career field after you completed this program?

☐ Not seeking employment at this time/Not applicable ☐ No, I did not find employment ☐ Yes, I found employment but not in my career field ☐ Yes, I found employment in my career field

9. What changes would you suggest to improve the services in this program?

10. Do you want someone to contact you?

☐ Yes ☐ No

(Optional) Name/information

Name:

Phone number:

Email address:

Appendix IV. Program Year 2018 Performance

The following definitions apply to state and local performance negotiations for Title I youth, adult, and dislocated worker programs and Title III Wagner-Peyser Employment Service.⁵⁶

- *Expected levels of performance* are the levels of performance for each primary indicator of performance for youth, adult, and dislocated worker programs and Wagner-Peyser, as submitted with the state's current Combined State Plan prior to negotiations for the applicable Program Years.
- *Negotiated levels of performance* are the levels of performance for each primary indicator of performance for youth, adult, and dislocated worker programs and Wagner-Peyser, and agreed to by the state and the Secretary of Labor prior to the start of the Program Year. The agreed-upon *negotiated levels of performance* are incorporated into the Combined State Plan.
- *Adjusted levels of performance* are the *negotiated levels of performance* after being revised at the end of the Program Year using the *statistical adjustment model* (described below). The *statistical adjustment model* is run before a Program Year and after the close of a Program Year to account for actual economic conditions and characteristics of participants served. The difference between projected levels of performance (estimated by the US Department of Labor (USDOL)) before and after a Program Year yield an adjustment factor. The adjustment factor is added to the *negotiated level of performance* to determine the *adjusted level of performance*.
- *Actual results* are the results reported by the State for each primary indicator of performance. *Actual results* are compared to the *adjusted levels of performance* at the close of the Program Year to determine if the state failed to meet *adjusted levels of performance*.
- *Baseline indicators*⁵⁷ are certain primary indicators of performance that will be used as baseline data to inform the process for determining *negotiated levels of performance* in future Program Years. The selection of a certain primary indicators of performance for designation as a *baseline indicator* is based on the likelihood of a state having adequate data with which to make a reasonable determination of an expected level of performance. While USDOL will not use *baseline indicators* in performance calculations and *baseline indicators* will not be used to determine if the state failed to meet its *adjusted levels of performance* for purposes of sanctions, the state must collect and report data for all primary indicators of performance, including those that have been designated as *baseline indicators*. The performance data reported by the state for *baseline indicators* serves to support negotiations and continue to build and refine the *statistical adjustment model* in future years.
- The *Statistical adjustment model*⁵⁸ is an objective statistical regression model used by USDOL and a state when determining *negotiated levels of performance* and when making adjustments to a state's *negotiated levels of performance*, at the end of the Program Year, to account for actual economic conditions and the characteristics of participants served.

NOTE: *Adjusted levels of performance* will be used to determine performance success or failure. Determinations of financial sanctions due to performance failure based on *adjusted levels of performance* for any overall state program score or indicator score or any single indicator will not occur until at least two full years of WIOA outcome data have been reported and used in the *statistical adjustment model* in the negotiation process.

If Nebraska fails to meet adjusted levels of performance for the primary indicators of performance for youth, adult, and dislocated worker programs and Wagner-Peyser for any Program Year, Nebraska will receive technical assistance, including assistance in the development of a performance improvement plan provided by the Secretary of Labor. Whether Nebraska has failed to meet adjusted levels of performance for a program will be determined using the following three criteria.

1. The overall state program score, which is expressed as the percent achieved, compares the actual results achieved by a program on the primary indicators of performance to the adjusted levels of performance for that program. The average of the percentages achieved of the adjusted level of performance for each of the primary indicators by a core program constitutes the overall state program score. However, until all indicators for the program have at least two years of complete data, the overall state program score will be based on a comparison of the actual results achieved to the adjusted level of performance for each of the primary indicators that have at least two years of complete data for that program.
2. The overall state indicator score, which is expressed as the percent achieved, compares the actual results achieved on a primary indicator of performance by all core programs in the state to the adjusted levels of performance for that primary indicator. The average of the percentages achieved of the adjusted level of performance by all of the core programs on that indicator will constitute the overall state indicator score. However, until all indicators for the

⁵⁶ TEGLs 26-15 and 9-17. Administrators of JVSG, TAA, and DWG programs must refer to program-specific laws, regulations, and guidance regarding performance levels for their respective programs.

⁵⁷ Baseline indicators for PY18 and PY19 include median earnings for youth programs and measurable skill gains for adult and dislocate worker programs.

⁵⁸ Required under WIOA Sec. 116(b)(3)(viii)

state have at least two years of complete data, the overall state indicator score will be based on a comparison of the actual results achieved to the adjusted level of performance for each of the primary indicators that have at least two years of complete data in the state.

3. The individual indicator score, which is expressed as the percent achieved, compares the actual results achieved by each core program on each of the individual primary indicators to the adjusted levels of performance for each of the program's primary indicators of performance.

A performance failure occurs when:

- any overall state program score or overall state indicator score falls below 90 percent for a Program Year; or
- any of a state's individual indicator scores fall below 50 percent for a Program Year.

Nebraska will be subject to financial sanction under WIOA Sec. 116(f) if, for two consecutive Program Years, it fails to meet:⁵⁹

- 90 percent of the overall state program score for the same program;
- 90 percent of the overall state indicator score for the same indicator; or
- 50 percent of the same indicator score for the same program.

Tables 11 through 23 provide information on Program Year 2018 state- and local-level program performance for Title I youth, adult, and dislocated worker programs and Title III Wagner-Peyser Employment Service.

State-level Performance

Table 11. Program Year 2018 Title I Youth Program Performance – State

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	78.0%	77.9%	99.9%
Employment rate Q4	77.0%	75.9%	98.6%
Median earnings	NA for Youth Program	NA for Youth Program	NA for Youth Program
Credential attainment rate	68.0%	40.3%	59.3%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	85.9%

Table 12. Program Year 2018 Title I Adult Program Performance – State

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	78.0%	78.6%	100.8%
Employment rate Q4	79.0%	74.5%	94.3%
Median earnings	\$5,500.00	\$6,237.00	113.4%
Credential attainment rate	56.0%	61.7%	110.2%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	104.7%

Table 13. Program Year 2018 Title I Dislocated Worker Program Performance – State

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	87.0%	84.8%	97.5%
Employment rate Q4	88.0%	85.6%	97.3%
Median earnings	\$7,200.00	\$7,626.00	105.9%
Credential attainment rate	60.0%	62.2%	103.7%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	101.1%

Table 14. Program Year 2018 Title III Wagner-Peyser Employment Service Performance – State

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	73.0%	73.5%	100.7%
Employment rate Q4	73.0%	73.1%	100.1%
Median earnings	\$5,000.00	\$6,178.00	123.6%
Credential attainment rate	NA for Wagner-Peyser	NA for Wagner-Peyser	NA for Wagner-Peyser
Measurable skills gain rate	NA for Wagner-Peyser	NA for Wagner-Peyser	NA for Wagner-Peyser
Aggregate score	-	-	108.1%

⁵⁹ 20 CFR § 677.195

Greater Lincoln Workforce Development Area Performance

Table 15. Program Year 2018 Title I Youth Program Performance – Greater Lincoln

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	78.0%	71.4%	91.5%
Employment rate Q4	77.0%	75.8%	98.4%
Median earnings	NA for Youth Program	NA for Youth Program	NA for Youth Program
Credential attainment rate	68.0%	26.7%	39.3%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	76.4%

Table 16. Program Year 2018 Title I Adult Program Performance – Greater Lincoln

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	78.0%	81.8%	104.9%
Employment rate Q4	79.0%	78.3%	99.1%
Median earnings	\$5,500.00	\$9,171.00	166.7%
Credential attainment rate	56.0%	72.2%	128.9%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	124.9%

Table 17. Program Year 2018 Title I Dislocated Worker Program Performance – Greater Lincoln

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	87.0%	92.3%	106.1%
Employment rate Q4	88.0%	100.0%	113.6%
Median earnings	\$7,200.00	\$8,831.00	122.7%
Credential attainment rate	60.0%	69.2%	115.3%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	114.4%

Greater Nebraska Workforce Development Area Performance

Table 18. Program Year 2018 Title I Youth Program Performance – Greater Nebraska

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	78.0%	88.7%	113.7%
Employment rate Q4	77.0%	80.0%	103.9%
Median earnings	NA for Youth Program	NA for Youth Program	NA for Youth Program
Credential attainment rate	68.0%	47.5%	69.9%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	95.8%

Table 19. Program Year 2018 Title I Adult Program Performance – Greater Nebraska

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	78.0%	86.4%	110.8%
Employment rate Q4	79.0%	80.8%	102.3%
Median earnings	\$5,500.00	\$6,540.00	118.9%
Credential attainment rate	56.0%	61.6%	110.0%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	110.5%

Table 20. Program Year 2018 Title I Dislocated Worker Program Performance – Greater Nebraska

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	87.0%	89.0%	102.3%
Employment rate Q4	88.0%	88.4%	100.5%
Median earnings	\$7,200.00	\$7,453.00	103.5%
Credential attainment rate	60.0%	56.9%	94.8%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	100.3%

Greater Omaha Workforce Development Area Performance

Table 21. Program Year 2018 Title I Youth Program Performance – Greater Omaha

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	78.0%	71.9%	92.2%
Employment rate Q4	77.0%	73.6%	95.6%
Median earnings	NA for Youth Program	NA for Youth Program	NA for Youth Program
Credential attainment rate	68.0%	42.6%	62.6%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	83.5%

Table 22. Program Year 2018 Title I Adult Program Performance – Greater Omaha

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	78.0%	72.5%	92.9%
Employment rate Q4	79.0%	68.3%	86.5%
Median earnings	\$5,500.00	\$5,286.00	96.1%
Credential attainment rate	56.0%	59.8%	106.8%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	95.6%

Table 23. Program Year 2018 Title I Dislocated Worker Program Performance – Greater Omaha

Performance indicator	PY18 goal	PY18 actual	% of goal
Employment rate Q2	87.0%	66.7%	76.7%
Employment rate Q4	88.0%	58.3%	66.3%
Median earnings	\$7,200.00	\$8,163.00	113.4%
Credential attainment rate	60.0%	90.0%	150.0%
Measurable skills gain rate	NA for PY18	NA for PY18	NA for PY18
Aggregate score	-	-	101.6%

Appendix V. Acceptable Source Documentation for Common Data Elements

PIRL ⁶⁰ data element #	Data element name	Data type / field length	Data element definition/instructions	Code value	Source documentation requirements
900	Date of program entry	DT 8	- Record the date on which an individual became a participant as referenced in 20 CFR 677.150 satisfying applicable programmatic requirements for the provision of services. - Leave blank if this data element does not apply.	YYYYMMDD	One of the following: - individual plan for employment - electronic records - program intake documents, such as eligibility determination documentation or program enrollment forms
901	Date of program exit	DT 8	- Record the last date the participant received services that are not self-service, information-only, or follow up services. Record this last date of receipt of services only if there are no future services that are not self-service, information-only, or follow up services, planned from the program. For Titles I and III, record the last date of funded service(s). - Leave blank if this data element does not apply to the participant.	YYYYMMDD	One of the following: - copy of letter sent to the participant indicating the case was closed - WIOA status/exit forms - electronic records - attendance records - review of service records identifying the last qualifying service (and lack of a planned gap)
923	Other reasons for exit	IN 2	- Record 01 if the participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant. - Record 02 if the participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program. - Record 03 if the participant is deceased. - Record 04 if the participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days. - Record 05 if the participant is in the foster care system as defined in 45 CFR 1355.20(a), and exits the program because the participant has moved from the area as part of such a program or system (Youth participants only). - Record 06 if the participant, who was determined to be eligible, is later	01 = institutionalized 02 = health/medical 03 = deceased 04 = Reserve Forces called to Active Duty 05 = foster care 06 = ineligible (VR only) 07 = criminal offender 00 = no	One of the following: - file documentation with notes from program staff - information from partner services - WIOA status/exit forms - electronic records - withdrawal form with explanation - information from institution or facility

⁶⁰ PIRL refers to Participant Individual Record Layout.

PIRL ⁶⁰ data element #	Data element name	Data type / field length	Data element definition/instructions	Code value	Source documentation requirements
			determined not a have met eligibility criteria. NOTE: This circumstance applies only to the VR program, in which participant eligibility is routinely revisited during the participation period. For Titles I, II, and III program eligibility is determined at the time an individual becomes a participant. - Record 07 if the participant is a criminal offender in a correctional institution under Section 225 of WIOA. - Record 00 if the participant meets none of the above conditions.		
1303	Type of training service #1	IN 2	- Use the appropriate code to indicate the type of approved training being provided to the participant. - NOTE: If OJT or skill upgrading is being provided as part of a Registered Apprenticeship program, choose Code 09. - NOTE: Code 06 should only be utilized when other codes are clearly not appropriate. - Record 00 if the participant did not receive a training service. - Leave blank if this data element does not apply to the participant.	01 = on-the-job training (non-WIOA Youth) 02 = skill upgrading 03 = entrepreneurial training (non-WIOA Youth) 04 = ABE or ESL (contextualized or other) in conjunction with training 05 = customized training 06 = occupational skills training (non-WIOA Youth) 07 = ABE or ESL (contextualized or other) NOT in conjunction with training (funded by Trade Adjustment Assistance only) 08 = prerequisite training 09 = Registered Apprenticeship 10 = youth occupational skills training 11 = other non-occupational-skills training 12 = job readiness training in conjunction with other training 00 = no training service	One of the following: - copy of enrollment record - file documentation with notes from program staff - cross-match between dates of service and vendor training information - vendor training documentation - electronic records - Individual Training Account - attendance records
1310	Type of training service #2	IN 2	- If the participant received a second type of approved training, record the appropriate code to indicate the type of approved training being provided to the participant. - NOTE: If OJT or skill upgrading is being provided as part of a	01 = on-the-job training (non-WIOA Youth) 02 = skill upgrading 03 = entrepreneurial training (non-WIOA Youth)	One of the following: - copy of enrollment record - file documentation with notes from program staff - cross-match between dates of service and vendor training information

PIRL ⁶⁰ data element #	Data element name	Data type / field length	Data element definition/instructions	Code value	Source documentation requirements
			Registered Apprenticeship program, choose Code 09. - NOTE: Code 06 should only be utilized when other codes are clearly not appropriate. - Record 00 if the participant did not receive a training service. - Leave blank if this data element does not apply to the participant.	04 = ABE or ESL (contextualized or other) in conjunction with training 05 = customized training 06 = occupational skills training (non-WIOA Youth) 07 = ABE or ESL (contextualized or other) NOT in conjunction with training (funded by Trade Adjustment Assistance only) 08 = prerequisite training 09 = Registered Apprenticeship 10 = youth occupational skills training 11 = other non-occupational-skills training 12 = job readiness training in conjunction with other training 00 = no training service	- vendor training documentation - electronic records - Individual Training Account - attendance records
1315	Type of training service #3	IN 2	- If the participant received a third type of approved training, record the appropriate code to indicate the type of approved training being provided to the participant. - NOTE: If OJT or skill upgrading is being provided as part of a Registered Apprenticeship program, choose Code 09. - NOTE: Code 06 should only be utilized when other codes are clearly not appropriate. - Record 00 if the participant did not receive a training service. - Leave blank if this data element does not apply to the participant.	01 = on-the-job training (non-WIOA Youth) 02 = skill upgrading 03 = entrepreneurial training (non-WIOA Youth) 04 = ABE or ESL (contextualized or other) in conjunction with training 05 = customized training 06 = occupational skills training (non-WIOA Youth) 07 = ABE or ESL (contextualized or other) NOT in conjunction with training (funded by Trade Adjustment Assistance only) 08 = prerequisite training 09 = Registered Apprenticeship 10 = youth occupational skills training	One of the following: - copy of enrollment record - file documentation with notes from program staff - cross-match between dates of service and vendor training information - vendor training documentation - electronic records - Individual Training Account - attendance records

PIRL ⁶⁰ data element #	Data element name	Data type / field length	Data element definition/instructions	Code value	Source documentation requirements
				11 = other non-occupational-skills training 12 = job readiness training in conjunction with other training 00 = no training service	
1332	Participated in postsecondary education during program participation	IN 1	- Record 1 if the participant was in a postsecondary education program that leads to a credential or degree from an accredited postsecondary education institution at any point during program participation. - Record 0 if the participant was not in a postsecondary education program that leads to a credential or degree from an accredited postsecondary education institution during program participation. - Leave blank if this does not apply to the participant. - NOTE: This data element relates to the credential indicator denominator and those who are recorded as 1 are included in the credential rate denominator. This element is a subset of PIRL 1811. - Do not record 1 if the participant was first enrolled in postsecondary education after exiting the program.	1 = yes, participated in postsecondary education 0 = no, did not participate in postsecondary education	One of the following: - data match with postsecondary data system - copy of enrollment record - file documentation with notes from program staff - school records - transcript or report card
1401	Enrolled in secondary education program	IN 1	Record 1 if the participant was enrolled in a secondary education program at or above the 9th grade level. A secondary education program includes both secondary school and enrollment in a program of study with instruction designed to lead to a high school equivalent credential. Examples may include adult high school credit programs and programs designed to prepare participants to pass recognized high school equivalency exams such as the GED, HiSET, or TASC. Programs of study designed to teach English proficiency skills or literacy skills below the 9th grade equivalent <i>are not</i> considered secondary education programs. States may use this coding value if the participant was either already enrolled in education or training at the time of application to the program OR became enrolled in an education or training program at or above the 9th grade level at any point while participating in the program.	1 = yes 0 = no	One of the following: - copy of enrollment record - file documentation with notes from program staff - school records - transcript or report card - data match to state K12 data system

PIRL ⁶⁰ data element #	Data element name	Data type / field length	Data element definition/instructions	Code value	Source documentation requirements
			Record 0 if the participant was not enrolled in a secondary education program at or above the 9th grade level.		
1406	Date enrolled in post-exit education or training program leading to a recognized postsecondary credential	DT 8	- Record the date the participant is enrolled in an education or training program that leads to a recognized postsecondary credential after program exit. - Leave blank if this data element does not apply to the participant. - NOTE: This element only applies to participants who exited secondary education and obtained a secondary school diploma or its equivalency per WIOA Sec. 116(b)(2)(A)(iii). This data element applies to the credential rate indicator.	YYYYMMDD	One of the following: - copy of enrollment record - file documentation with notes from program staff - school records - transcript or report card - data match with postsecondary data system
1600	Employed in 1st quarter after exit quarter	IN 1	- Record 1 if the participant is in unsubsidized employment (not including Registered Apprenticeship, or the military). - Record 2 if the participant is in a Registered Apprenticeship. - Record 3 if the participant is in the military. - Record 0 if the participant was not employed in the first quarter after the quarter of exit. - Record 9 if the participant has exited but employment information is not yet available.	1 = yes 2 = yes, Registered Apprenticeship 3 = yes, Military 0 = no 9 = information not yet available	One of the following: - UI wage data match - follow-up survey from program participants - paycheck stubs, tax records, W2 form - wage record match - quarterly tax payment forms such as an IRS form 941 - document from employer on company letterhead attesting to an individual's employment status and earnings - self-employment worksheets signed and attested to by program participant - detailed case notes verified by employer and signed by the counselor
1602	Employed in 2nd quarter after exit quarter	IN 1	- Record 1 if the participant is in unsubsidized employment (not including Registered Apprenticeship, or the military). - Record 2 if the participant is in a Registered Apprenticeship. - Record 3 if the participant is in the military. - Record 0 if the participant was not employed in the second quarter after the quarter of exit. - Record 9 if the participant has exited but employment information is not yet available.	1 = yes 2 = yes, Registered Apprenticeship 3 = yes, Military 0 = no 9 = information not yet available	One of the following: - UI wage data match - follow-up survey from program participants - Paycheck stubs, tax records, W2 form - wage record match - quarterly tax payment forms such as an IRS form 941 - document from employer on company letterhead attesting to an individual's employment status and earnings - self-employment worksheets signed and attested to by program participant - detailed case notes verified by employer and signed by the counselor

PIRL ⁶⁰ data element #	Data element name	Data type / field length	Data element definition/instructions	Code value	Source documentation requirements
1604	Employed in 3rd quarter after exit quarter	IN 1	- Record 1 if the participant is in unsubsidized employment (not including Registered Apprenticeship, or the military). - Record 2 if the participant is in a Registered Apprenticeship. - Record 3 if the participant is in the military. - Record 0 if the participant was not employed in the third quarter after the quarter of exit. - Record 9 if the participant has exited but employment information is not yet available.	1 = yes 2 = yes, Registered Apprenticeship 3 = yes, Military 0 = no 9 = information not yet available	One of the following: - UI wage data match - follow-up survey from program participants - Paycheck stubs, tax records, W2 form - wage record match - quarterly tax payment forms such as an IRS form 941 - document from employer on company letterhead attesting to an individual's employment status and earnings - self-employment worksheets signed and attested to by program participant - detailed case notes verified by employer and signed by the counselor
1606	Employed in 4th quarter after exit quarter	IN 1	- Record 1 if the participant is in unsubsidized employment (not including Registered Apprenticeship, or the military). - Record 2 if the participant is in a Registered Apprenticeship. - Record 3 if the participant is in the military. - Record 0 if the participant was not employed in the fourth quarter after the quarter of exit. - Record 9 if the participant has exited but employment information is not yet available.	1 = yes 2 = yes, Registered Apprenticeship 3 = yes, Military 0 = no 9 = information not yet available	One of the following: - UI wage data match - follow-up survey from program participants - Paycheck stubs, tax records, W2 form - wage record match - quarterly tax payment forms such as an IRS form 941 - document from employer on company letterhead attesting to an individual's employment status and earnings - self-employment worksheets signed and attested to by program participant - detailed case notes verified by employer and signed by the counselor
1704	Wages 2 nd quarter after exit	DE 8.2	- Record total earnings for the second quarter after the quarter of exit. - Record 999999.99 if data is not yet available for this item. - Leave blank if data element does not apply to the participant.	000000.00	One of the following: - UI wage data match - follow-up survey from program participants - Paycheck stubs, tax records, W2 form - wage record match - quarterly tax payment forms such as an IRS form 941 - document from employer on company letterhead attesting to an individual's employment status and earnings - self-employment worksheets signed and attested to by program participant - detailed case notes verified by employer and signed by the counselor

PIRL ⁶⁰ data element #	Data element name	Data type / field length	Data element definition/instructions	Code value	Source documentation requirements
1800	Type of recognized credential	IN 1	- Use the appropriate code to record the type of recognized diploma, degree, or a credential consisting of an industry-recognized certificate or certification, a certificate of completion of a Registered Apprenticeship, a license recognized by the state involved or Federal government, or an associate or baccalaureate degree attained by the participant who received education or training services. - Record 0 if the participant received education or training services, but did not attain a recognized diploma, degree, license or certificate. - Leave blank if data element does not apply to the participant. - NOTE: Diplomas, degrees, licenses or certificates must be attained either during participation or within 1 year of exit. This data element applies to both the credential rate indicator and the measurable skills gain indicator for all programs.	1 = secondary school diploma or equivalency 2 = AA or AS diploma/degree 3 = BA or BS diploma/degree 4 = occupational licensure 5 = occupational certificate 6 = occupational certification 7 = other recognized diploma, degree, or certificate 0 = no recognized credential	One of the following: - data match - copy of credential - copy of school records - follow-up survey from program participant - case notes documenting information obtained from education or training provider
1801	Date attained recognized credential	DT 8	- Record the date on which the participant attained a recognized credential. - Leave blank if the participant did not attain a degree or certificate.	YYYYMMDD	One of the following: - data match - copy of credential - copy of school records - follow-up survey from program participant - case notes documenting information obtained from education or training provider
1806	Date of most recent measurable skills gain: Educational Functioning Level (EFL)	DT 8	- Record the most recent date the participant who received instruction below the postsecondary education level achieved at least one EFL. EFL gain may be documented in one of three ways: - by comparing a participant's initial EFL as measured by a pre-test with the participant's EFL as measured by a participant's post-test; or - for states that offer secondary school programs that lead to a secondary school diploma or its recognized equivalent, an EFL gain may be measured through the awarding of credits or Carnegie units; or - states may report an EFL gain for participants who exit the program and enroll in postsecondary education or training during the Program Year. - Leave blank if this data element does not apply to the participant.	YYYYMMDD	One of the following: - pre- and post-test results measuring EFL gain - adult high school transcript showing EFL gain through the awarding of credits or Carnegie units - postsecondary education or training enrollment determined through data match, survey documentation, or program notes

PIRL ⁶⁰ data element #	Data element name	Data type / field length	Data element definition/instructions	Code value	Source documentation requirements
1807	Date of most recent measurable skills gain: postsecondary transcript/report card	DT 8	- Record the most recent date of the participant's transcript or report card for postsecondary education who complete a minimum of 12 hours per semester, or for part-time students a total of at least 12 credit hours over the course of two completed semesters during the same 12-month period, that shows a participant is meeting the state unit's academic standards. - Leave blank if this data element does not apply to the participant.	YYYYMMDD	One of the following: - transcript - report card
1808	Date of most recent measurable skills gain: secondary transcript/report card	DT 8	- Record the most recent date of the participant's transcript or report card for secondary education for 1 semester showing that the participant is meeting the state unit's academic standards. - Leave blank if this data element does not apply to the participant.	YYYYMMDD	One of the following: - transcript - report card
1809	Date of most recent measurable skills gain: training milestone	DT 8	- Record the most recent date that the participant had a satisfactory or better progress report towards established milestones from an employer/training provider who is providing training (completion of on-the-job training (OJT), completion of 1 year of a registered apprenticeship program, etc.). - Leave blank if this data element does not apply to the participant.	YYYYMMDD	One of the following: - OJT or Registered Apprenticeship - contract and/or evaluation from employer or training provider
1810	Date of most recent measurable skills gain: skills progression	DT 8	- Record the most recent date the participant successfully completed an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams. - Leave blank if this data element does not apply to the participant.	YYYYMMDD	One of the following: - results of knowledge-based exam or certification of completion - documentation demonstrating progress in attaining technical or occupational skills - documentation from training provider or employer - copy of a credential that is required for a particular occupation and only is earned after the passage of an exam
1811	Date enrolled during program participation in an education or training program leading to a recognized postsecondary credential or employment	DT 8	Record the date the participant was enrolled during program participation in an education or training program that leads to a recognized postsecondary credential, including a secondary education program, or training program that leads to employment as defined by the core program in which the participant participates. States may use this coding value if the participant was either already enrolled in education or training at the time of program entry	YYYYMMDD	One of the following: - copy of enrollment record - file documentation with notes from program staff - school records - transcript or report card - data match with postsecondary data system

PIRL ⁶⁰ data element #	Data element name	Data type / field length	Data element definition/instructions	Code value	Source documentation requirements
			or became enrolled in education or training at any point while participating in the program. If the participant was enrolled in postsecondary education at program entry, the date in this field should be the date of program entry. This includes, but is not limited to, participation in Job Corps, YouthBuild, Adult Education, or secondary education programs. ▪ Leave blank if the data element does not apply to the participant. ▪ NOTE: This data element applies to the measurable skill gains indicator, and specifically will be utilized to calculate the denominator. It encompasses all education and training program enrollment.		
1900	Youth 2 nd quarter placement (Title I)	IN 1	▪ Record 1 if the participant is enrolled in occupational skills training (including advanced training). ▪ Record 2 if the participant is enrolled in postsecondary education. ▪ Record 3 if the participant is enrolled in secondary education. ▪ Record 0 if the participant was not placed in any of the above conditions.	1 = occupational skills training 2 = postsecondary education 3 = secondary education 0 = no placement	One of the following: ▪ cross-match with other agencies ▪ copy of enrollment records ▪ file documentation with notes from program staff ▪ school records ▪ transcript of report card ▪ vendor/training provider training documentation
1901	Youth 4 th quarter placement (Title I)	IN 1	▪ Record 1 if the participant is enrolled in occupational skills training (including advanced training). ▪ Record 2 if the participant is enrolled in postsecondary education. ▪ Record 3 if the participant is enrolled in secondary education. ▪ Record 0 if the participant was not placed in any of the above conditions.	1 = occupational skills training 2 = postsecondary education 3 = secondary education 0 = no placement	One of the following: ▪ cross-match with other agencies ▪ copy of enrollment records ▪ file documentation with notes from program staff ▪ school records ▪ transcript of report card ▪ vendor/training provider training documentation

Appendix VI. Success Stories

Ariens Company ► Fast Global Solutions



The Nebraska Department of Labor (NDOL) was informed during the summer of 2018 about the upcoming closure of Ariens Company in Auburn, Nebraska, and the potential elimination of 175 jobs. Initially, NDOL worked with the Auburn Development Council to share information about Title 1 programs with potential buyers. Several meetings and conference calls were held with interested businesses. Once Fast Global Solutions came forward with their intent to buy the building and retain all Ariens employees, Title I program staff met with the Director of Human Resources for Fast Global Solutions to discuss potential training including on-the-job training (OJT). A Rapid Response event was held onsite for over 150 employees and information shared about services. All employees completed one-on-one appointments to register on NEworks and create resumes. After reviewing needs of the new business, around 40 employees were targeted as needing assistance as dislocated workers through the Greater Nebraska dislocated worker program. Several of these employees were given onsite training as welders. Training agreement and training plan was developed to complete OJT. On September 22, 2018, Fast Global Solutions purchased the Ariens Company building and property in Auburn, and the OJT began. Supportive services were provided as needed. Based on follow-up with Fast Global and the program participants, this was a great move for the employees and Auburn community. Employees receive great benefits and an opportunity for over-time and are happy with their new employer.

Matthew Hehn

Matthew Hehn is now a Certified Physical Therapy Assistant. The road to get here was not an easy one for him. At 23 years old, Matthew had a stroke, which left him unable to walk due to lack of feeling on his right side and with Aphasia. He completed physical therapy to learn to walk and talk again. It was a long road; but ten years later, he has come a long way. Matthew was employed at Fiserv in Lincoln for eleven years before he was laid off in April 2017. When Matt became Trade certified in the fall of 2017, he had already started working towards his dream and had been accepted into Southeast Community College to attend their program, so he could help others receive help just as he had after his stroke. Since he was unable to secure employment in his field after layoff, Matt was enrolled in both Trade and the Dislocated Worker program. This was a great partnership for Matt. He was able to receive supportive services including help with the high cost of childcare while he was in school, as Trade covered the cost of his tuition and books. Later in his program, Matt's instructor was concerned with his speech and patients being able to understand him during clinicals, so again the programs partnered and assisted Matt with receiving Speech Therapy to help him better communicate.

Two years after layoff, Matt has reached his dream of helping people. Matt has completed his Associates Degree, passed his state boards, and has secured employment in his field. Matt is working as a Physical Therapy Assistant at Saint Elizabeth's Hospital and Encore Rehabilitation in Lincoln Nebraska. He has an inspiring story to tell and was asked to speak during the Commencement Ceremony at Southeast Community College this spring.

Thomas Romero

On December 6, 2018, Thomas Romero attended the Workforce Academy offered in the Greater Nebraska Workforce Development Area while he was incarcerated on the Dawson County Detention Center. During his participation in the workshop, a career planner discussed the employment and training programs offered Greater Nebraska. Once the

workshop was finished, Thomas requested more information on obtaining his Class A CDL through the Title I adult program. The career planner discussed the requirements and expectations of Title I programs with Thomas and asked him to contact the career planner once Thomas was released from incarceration. On December 12, 2018, Thomas was released and traveled to the North Platte American Job Center (AJC) to speak with the Re-entry Workforce Coordinator. Thomas advised that he was seeking housing in North Platte to be closer to the AJC. AJC staff escorted him to the Connection Shelter and assisted him with filing paperwork to secure a room while he worked on his employment and training plan. On January 9, 2019, staff referred Thomas to the North Platte Elks Club Employment readiness program where they assisted him with paying for his CDL permit. Thomas passed his CDL physical on February 6 and was awaiting conclusion of his legal issues before starting CDL training. By March 20, 2019, Thomas had successfully passed 2 out of 3 required tests and was expected to finish within 8 weeks. Thomas had secured a part time position in maintenance at the Ramada Inn and was able to move from the Connection Shelter to a halfway house. On March 26, Thomas successfully completed all requirements and earned his Class A CDL. By May 2, 2019, Thomas contacted his career planner and informed her that he was offered a CDL operator position with Sysco, earning \$23 hour, and was working to relocate from the halfway house into his own place. The adult program provided supportive services to assist with the first month's rent. Thomas has been able to cover his housing needs since that time. Thomas is still employed with Sysco and is financially self-sufficient.

Connie S.



In October 2018, Connie S. was working for Master Care Patient Equipment as a business administrative assistant making \$15/hour. However, when Master Care moved to Fremont, her position was eliminated. Determined to return to work quickly, she came to the Columbus American Job Center to use the computer for job search on NEworks, as she did not have a computer at home. Eventually she was hired by a car dealership but was let go after three weeks, as there was not enough work for her to do. Despite being let go from two jobs in two months, she decided to persevere with her job search efforts. In December of 2018, Connie was referred as a dislocated worker to WIOA for intensive career services. After enrollment, she was assisted in skills assessments, resume writing, rigorous job search, individual counseling, interview preparation, and placement assistance. Then, she was hired by Paws and Claws, a local animal shelter. Unfortunately, this job was not a good fit for Connie as her arthritis limited her work with the animals, and she had to quit the job. She continued to work with her WIOA Career Planner searching and applying week after week until she received exciting news in May 2019. She was offered an interview for the position of Platte County Election Commissioner. Shortly after the interview, she was extended a job offer and was hired. Not only was she excited to take on the role of such an important position, but her salary started at \$22/hour, a 30% increase from her original job at Master Care Patient Equipment. Connie now supervises one employee full time and has many challenging projects ahead of her. She is a great WIOA success story, one that helped Connie through a difficult job search journey.

Griselda Suarez

Griselda Suarez was a dislocated worker who had been working in retail for a few years when she lost her job due the closure of Herberger's in Kearney, Nebraska. After she participated in a Rapid Response event, she was enrolled into the WIOA Dislocated Worker Program. She was encouraged to apply at Royal Engineered Composites in Minden, Nebraska. She was hired by Royal Engineered Composites in Minden as a Shipping Portal Clerk. WIOA enrolled her into the OJT program and she completed her OJT with Royal. She now makes a higher wage, works full time and lives in the community that she lives. She has no travel involved and the hours she works is perfect for her as she has school-aged children. She remains employed at Royal Engineered Composites and has been working for them for 1 year.

George Taylor

George Taylor is a Veteran, receiving Veteran's Priority of Service, having honorably served in the U.S. Army for 14 years. After working in Sidney at CommScope for five years, George lost his job May 5, 2016, following a company buy-out. As a dislocated worker (DW), the bills continued to come in but the means to pay went away. George and I met following a Rapid Response held at the worksite on March 2, 2016. George attended a workshop put on by DW program staff, held at Western

Nebraska Community College (WNCC), to register in NEworks for services. Once George registered for services, an appointment was scheduled to meet and review his employment goals and training options. George and his career planner reviewed labor market information and H3⁶¹ jobs. George's budget was also reviewed and costs associated with training were investigated. George received assistance from the Veteran's Upward Bound Program for assistance during the summer semester 2016. The DW program assisted George with training services at WNCC Sidney Campus during the 2016 – 2017 academic year. His field of study was Information Technology. George applied and received approval for the Approved Training Program through Unemployment Insurance. The position George held at CommScope had been moved overseas. Following Trade Certification, George was co-enrolled in the Trade program.

George secured an unpaid internship in his last semester at WNCC with assistance from the college. With the help of services from WNCC, the Veteran's Upward Bound program at WNCC, Unemployment Insurance, the Approved Training Program, the unpaid internship, and the DW and Trade programs, George successfully completed his training program. Following graduation from WNCC with an associate degree, George was placed in on-the-job training (OJT) at NexGen Outfitters LLC in Sidney. George successfully completed his OJT with NexGen Outfitters LLC and worked for three quarters after exit. George was offered a position in Sidney at Agri-Plastic as their robotics operation person. George accepted this position because he received a raise in pay and a benefit package. George remains employed at Agri-Plastics as their robotics operations person. George is very happy with this position in his career field and there are advancement opportunities with Agri-Plastic.

During his enrollment in WIOA and Trade, George received the following awards and acknowledgements:

- January 2017 – Dean's Honor List (WNCC)
- January 2017 – #GetNThe Gold Spirit Award (WNCC)
- June 2017 – President's Honor List (WNCC)
- November 2017 – Phi Theta Kappa Honor Society Induction
- February 2018 – President's Honor List (WNCC)
- June 2018 – Dean's Honor List (WNCC)
- November 2018 – Certificate of Appreciation (TRIO Veterans Upward Bound)
- November 2018 – #GetNThe Gold Spirit Award (WNCC)
- April 2018 – Outstanding Information Technology Student (WNCC)
- May 2018 – Information Technology-Tech. Support Certificate (WNCC)
- May 2018 – Associate of Applied Science in I.T. Technical Support with Honors
- May 2018 – WNCC College Graduate Challenge Coin - United States Army

Miata Wallace



"When I entered the YESS⁶² program I was almost finished with my associate degree at Southeast Community College. It was an associate in science as a respiratory therapist. I then made the plan to work towards getting in physician assistant (PA) school while finishing my associates. Throughout the YESS program, I was provided with tremendous amounts of help. My board exams required to obtain my respiratory therapist license were paid for. My tuition and books were paid for as well, which helped a lot after I graduated SCC. I used financial aid to cover my SCC tuition and books while attending to complete the science prerequisites required to get into PA school. The YESS program then paid for my tuition and books at Doane while I was attending for my bachelor's degree in health science. When applying to PA school they also helped provide money to cover the application fees. They also provided assistance with things outside of education such as helping

⁶¹ H3 refers to high wage, high skill, and high demand.

⁶² YESS refers to the Youth Education and Support Services program provided by the Greater Lincoln Workforce Development Board.

with my car and gas mileage. They reimbursed my gas mileage to and from school as well as generously providing the funds I needed to replace the clutch in my car. If it wasn't for this program I would not be where I am today. I have since graduated again receiving my bachelor's degree in health science and was accepted into the PA program shortly after. I am now in the beginning stages of PA school all thanks to the YESS program. I would recommend this program to anyone who qualifies. It's a life changer. As a mother of two it is hard to find ways to afford to go to school or find the support you need while you are in school. This program can be the push you need to lead a successful educational career."

Appendix VII. Program Year 2018 Allotments and Local Workforce Development Area Allocations

Table 24. Program Year 2018 State allotments for WIOA Title I youth, adult, and dislocated worker programs

WIOA Program	Estimated PY 2018 State Allotment
Youth	\$2,432,570
Adult	\$2,017,831
Dislocated Worker	\$2,359,359
Total	\$6,809,760

Table 25. Program Year 2018 Distribution of State allotment for WIOA Title I youth programs

WIOA Title I Youth Program	PY 2018 Distribution
85% Designated Local Areas	\$2,067,683
15% Governor's Reserve	\$364,887
Total	\$2,432,570

Table 26. Program Year 2018 Local area allocations for WIOA Title I youth programs

Local Area	PY 2018 Allocation %	PY 2018 Distribution
Greater Nebraska	22.050%	\$455,922
Greater Omaha	59.474%	\$1,229,733
Greater Lincoln	18.476%	\$382,028
Total	100.000%	\$2,067,683

Table 27. Program Year 2018 Distribution of State allotment for WIOA Title I adult programs

WIOA Title I Adult Program	PY 2018 Base Funds Distribution \$	PY 2018 (FY 2019) Advance Funds Distribution
85% Designated Local Areas	\$218,408	\$1,496,747
15% Governor's Reserve	\$38,544	\$264,132
Total	\$256,952	\$1,760,879

Table 28. Program Year 2018 Local area allocations for WIOA Title I adult programs

Local Area	PY 2018 Allocation %	PY 2018 Base Funds Allocation	PY 2018 (FY 2019) Advance Funds Allocation
Greater Nebraska	23.417%	\$51,145	\$350,495
Greater Omaha	60.694%	\$132,561	\$908,418
Greater Lincoln	15.889%	\$34,702	\$237,834
Total	100.000%	\$218,408	\$1,496,747

Table 29. Program Year 2018 Distribution of State allotment for WIOA Title I dislocated worker programs

WIOA DLW Program	PY 2018 Base Funds Distribution \$	PY 2018 (FY 2019) Advance Funds Distribution
75% Designated Local Areas	\$279,629	\$1,489,890
25% Governor's Reserve	\$93,210	\$496,630
Total	\$372,839	\$1,986,520

Table 30. Program Year 2018 Local area allocations for WIOA Title I dislocated worker programs

Local Area	PY 2018 Base Funds Distribution \$	PY 2018 (FY 2019) Advance Funds Distribution
Greater Nebraska	\$134,777	\$718,105
Greater Omaha	\$106,931	\$569,741
Greater Lincoln	\$37,921	\$202,044
Total	\$279,629	\$1,489,890

Appendix VIII. Program Year 2018 Expenditures

Table 31. Program Year 2018 Statewide Expenditures for WIOA Title I Training Services

WIOA Title I Program	Participants receiving training services ⁶³	Funds expended ⁶⁴
Youth	178	\$126,864
Adult	567	\$1,339,926
Dislocated Worker	247	\$765,607
Total	992	\$2,232,397

Table 32. Program Year 2018 Cost of Program Activities

Program activity	Funds expended ⁶⁵
Greater Nebraska Youth	\$522,731
Greater Nebraska Adult	\$819,232
Greater Nebraska Dislocated Worker	\$656,361
Greater Omaha Youth	\$975,396
Greater Omaha Adult	\$1,540,569
Greater Omaha Dislocated Worker	\$218,849
Greater Lincoln Youth	\$418,891
Greater Lincoln Adult	\$365,092
Greater Lincoln Dislocated Worker	\$118,316
Rapid Response	\$241,066
Statewide Activities: Fiscal Management System	\$150
Statewide Activities: Sector Partnerships	\$0
Statewide Activities: Capacity Building	\$10,699
Statewide Activities: MIS	\$156,486
Statewide Activities: Software	\$2,013
Statewide Activities: Miscellaneous	\$224,198
Total	\$6,270,048

⁶³ ETA-9169 Statewide Performance Report - Local Area Report; Certified in WIPS: 9/21/2019

⁶⁴ Nebraska Department of Labor, Office of Finance, Workforce Performance Tables 2018-19.xls

⁶⁵ Ibid.

2019 Statewide Rapid Response and Greater Lincoln Dislocated Worker Federal Review



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Data for Program Year 2018 (July 1, 2018 – June 30, 2019)

- 77 Rapid Response events were held for 36 unique businesses.
 - 2,874 jobs were lost as a result of the layoffs and closures.
 - 1,150 affected employees attended the Rapid Response events.
- Rapid Response workforce coordinators made 1,246 referrals to various services and programs.
 - 68 referrals to Greater Lincoln for WIOA dislocated worker services.
 - 164 enrolled in WIOA dislocated worker program statewide.
 - Greater Lincoln enrolled 9 in WIOA dislocated worker.
 - 4 attended Rapid Response events.
 - A total of 59% of Rapid Response attendees enrolled in a one-stop delivery program.

Responses to Findings and Areas of Concern

- Finding 1: Delay of Exit – Greater Lincoln
 - One WIOA dislocated worker participant was not exited after an extended period of time.
- Response: Challenge of Finding
 - Data management system prohibits this from occurring; if a participant is enrolled in an activity, he or she cannot be exited from the program.
 - The deficiency for this particular participant was a lack of active and documented case management.
 - Greater Lincoln has rectified this situation by the following:
 - Increasing staff to participant ratios,
 - Regular QA of participant files,
 - Completion of and continued staff training.

Responses to Findings and Areas of Concern - continued

- Area of Concern 1: Layoff Aversion Not Defined in State Policy Manual
 - Layoff Aversion is a required activity under WIOA Final Rule and, at the time of review, the Rapid Response manual did not have Layoff Aversion activities defined.
- Response: Update of State Policy Manual
 - The State has updated the Rapid Response manual to reflect the basic concepts and activities of Layoff Aversion as defined by WIOA Final Rule.
 - The State will continue to build it's Layoff Aversion strategies which will include building stronger partnerships with the Department of Economic Development.

Responses to Findings and Areas of Concern - continued

- Area of Concern 2: Incomplete Referral Process
 - USDOL identified many referrals from Rapid Response workforce coordinators to all local areas throughout the state that were not responded to.
- Response: Additional Referral Training
 - All NDOL staff, Regional Managers and WIOA service providers were provided training via Webex in July 2019 discussing the referral process as it operates in the data management system. This process is also outlined in the Rapid Response manual.
 - The State recognizes the need for additional training and one will be held for the aforementioned parties in Q3 PY19.

Questions?

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Purpose and Required Functions of State Workforce Development Boards

20 CFR § 679.100 What is the purpose of the State Workforce Development Board?

The purpose of the State Workforce Development Board (WDB) is to convene State, regional, and local workforce system and partners, to—

- (a) Enhance the capacity and performance of the workforce development system;
- (b) Align and improve the outcomes and effectiveness of Federally-funded and other workforce programs and investments; and
- (c) Through these efforts, promote economic growth.
- (d) Engage public workforce system representatives, including businesses, education providers, economic development, labor representatives, and other stakeholders to help the workforce development system achieve the purpose of the Workforce Innovation and Opportunity Act (WIOA); and
- (e) Assist to achieve the State's strategic and operational vision and goals as outlined in the State Plan.

20 CFR § 679.130 What are the functions of the State Workforce Development Board?

Under WIOA sec. 101(d), the State WDB must assist the Governor in the:

- (a) Development, implementation, and modification of the 4-year State Plan;
- (b) Review of statewide policies, programs, and recommendations on actions that must be taken by the State to align workforce development programs to support a comprehensive and streamlined workforce development system. Such review of policies, programs, and recommendations must include a review and provision of comments on the State Plans, if any, for programs and activities of one-stop partners that are not core programs;
- (c) Development and continuous improvement of the workforce development system, including—
 - (1) Identification of barriers and means for removing barriers to better coordinate, align, and avoid duplication among programs and activities;
 - (2) Development of strategies to support career pathways for the purpose of providing individuals, including low-skilled adults, youth, and individuals with barriers to employment, including individuals with disabilities, with workforce investment activities, education, and supportive services to enter or retain employment;
 - (3) Development of strategies to provide effective outreach to and improved access for individuals and employers who could benefit from workforce development system;

- (4) Development and expansion of strategies to meet the needs of employers, workers, and job seekers particularly through industry or sector partnerships related to in-demand industry sectors and occupations;
- (5) Identification of regions, including planning regions for the purposes of WIOA sec. 106(a), and the designation of local areas under WIOA sec. 106, after consultation with Local WDBs and chief elected officials;
- (6) Development and continuous improvement of the one-stop delivery system in local areas, including providing assistance to Local WDBs, one-stop operators, one-stop partners, and providers. Such assistance includes assistance with planning and delivering services, including training and supportive services, to support effective delivery of services to workers, job seekers, and employers; and
- (7) Development of strategies to support staff training and awareness across the workforce development system and its programs;
- (d) Development and updating of comprehensive State performance and accountability measures to assess core program effectiveness under WIOA sec. 116(b);
- (e) Identification and dissemination of information on best practices, including best practices for—
 - (1) The effective operation of one-stop centers, relating to the use of business outreach, partnerships, and service delivery strategies, including strategies for serving individuals with barriers to employment;
 - (2) The development of effective Local WDBs, which may include information on factors that contribute to enabling Local WDBs to exceed negotiated local levels of performance, sustain fiscal integrity, and achieve other measures of effectiveness; and
 - (3) Effective training programs that respond to real-time labor market analysis, that effectively use direct assessment and prior learning assessment to measure an individual's prior knowledge, skills, competencies, and experiences for adaptability, to support efficient placement into employment or career pathways;
- (f) Development and review of statewide policies affecting the coordinated provision of services through the State's one-stop delivery system described in WIOA sec. 121(e), including the development of—
 - (1) Objective criteria and procedures for use by Local WDBs in assessing the effectiveness, physical and programmatic accessibility and continuous improvement of one-stop centers. Where a Local WDB serves as the one-stop operator, the State WDB must use such criteria to assess and certify the one-stop center;
 - (2) Guidance for the allocation of one-stop center infrastructure funds under WIOA sec. 121(h); and

- (3) Policies relating to the appropriate roles and contributions of entities carrying out one-stop partner programs within the one-stop delivery system, including approaches to facilitating equitable and efficient cost allocation in the system;
- (g) Development of strategies for technological improvements to facilitate access to, and improve the quality of services and activities provided through the one-stop delivery system, including such improvements to—
 - (1) Enhance digital literacy skills (as defined in sec. 202 of the Museum and Library Service Act, 20 U.S.C. 9101);
 - (2) Accelerate acquisition of skills and recognized postsecondary credentials by participants;
 - (3) Strengthen professional development of providers and workforce professionals; and
 - (4) Ensure technology is accessible to individuals with disabilities and individuals residing in remote areas;
- (h) Development of strategies for aligning technology and data systems across one-stop partner programs to enhance service delivery and improve efficiencies in reporting on performance accountability measures, including design implementation of common intake, data collection, case management information, and performance accountability measurement and reporting processes and the incorporation of local input into such design and implementation to improve coordination of services across one-stop partner programs;
- (i) Development of allocation formulas for the distribution of funds for employment and training activities for adults and youth workforce investment activities, to local areas as permitted under WIOA secs. 128(b)(3) and 133(b)(3);
- (j) Preparation of the annual reports described in paragraphs (1) and (2) of WIOA sec. 116(d);
- (k) Development of the statewide workforce and labor market information system described in sec. 15(e) of the Wagner-Peyser Act; and
- (l) Development of other policies as may promote statewide objectives for and enhance the performance of the workforce development system in the State.