

Beatrice and Grand Island Comprehensive

**americanjobcenter**<sup>®</sup>

**Opportunities for earning, learning, and living.**

Proud partner of the American Job Center network.

# How the Comprehensive AJC Works

Client enters the shared location.



Trained “navigator” assists client (business or job seeker).



## Assistance Provided by Navigator

1. Identifies client needs and beneficial programs
2. Administers skill assessment that is shared by **ALL** partners, if applicable
3. Assists with common intake and data validation
4. Helps client complete program applications for determining eligibility (streamlines and reduces duplication when possible)
5. Reviews potential options, maximizing and promoting consumer choice
6. Sets up appointments with partners, preferably a shared meeting (appointments should be convenient for both clients and partners, and scheduled during the operating hours of the AJC, 8 am - 7 pm)

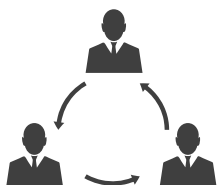
## Categories of Available Services

- Basic Career Services
- Individualized Career Services
- Follow-up Career Services
- Business Services

## Business Services

1. Identify industry skill needs.
2. Identify appropriate strategies for assisting employers, and coordinate business services activities across AJC partner programs
3. Incorporate as integrated and aligned business service strategy across AJC partners to present a **unified voice** for the AJC in its communication with employers.
4. Develop, convene, or implement industry or sector partnerships.

## Appointment Process



1. Partner programs meet with participant to discuss options.
2. Participant chooses the best option for his/her situation.
3. Partner programs and participant create shared plan based on participant's choice.
4. One partner is designated to serve as the lead case manager.



## Career Services: Target Populations & Associated Programs

### Job Seekers

Wagner-Peyser

### Adults

Title 1

Adult Basic Education

### Dislocated Worker

Title 1

Trade

### Youth

Title 1

Job Corps

Career and Technical Education

### Disabilities

Nebraska VR

Nebraska Commission for the Blind and Visually Impaired

### Veterans

JVSG

### Seniors

SCSEP

### Low Income

TANF

Central Community Action

SNAP

### Native Americans

Indian Center

### Migrant Workers

Proteus Inc.

### Ex-Offenders

**All applicable services must be made available at the comprehensive AJC.**

## Participation Options

### Partner options for providing career services at AJC.

1. Staff member is on-site at the comprehensive AJC.
2. Appropriately trained staff member from a different partner program is on-site at the comprehensive AJC.
3. Direct linkage via technology to a program staff member who can provide meaningful service.

**DIRECT LINKAGE** means providing a direct connection at the AJC, within a reasonable period of time and by phone or through real-time web-based communication, to a required one-stop partner program staff member who can provide program information or services to the customer. Utilization of WebEx, Skype and Adobe Connect creates a direct linkage to provide direct client services, staff training, and collaborative communications.

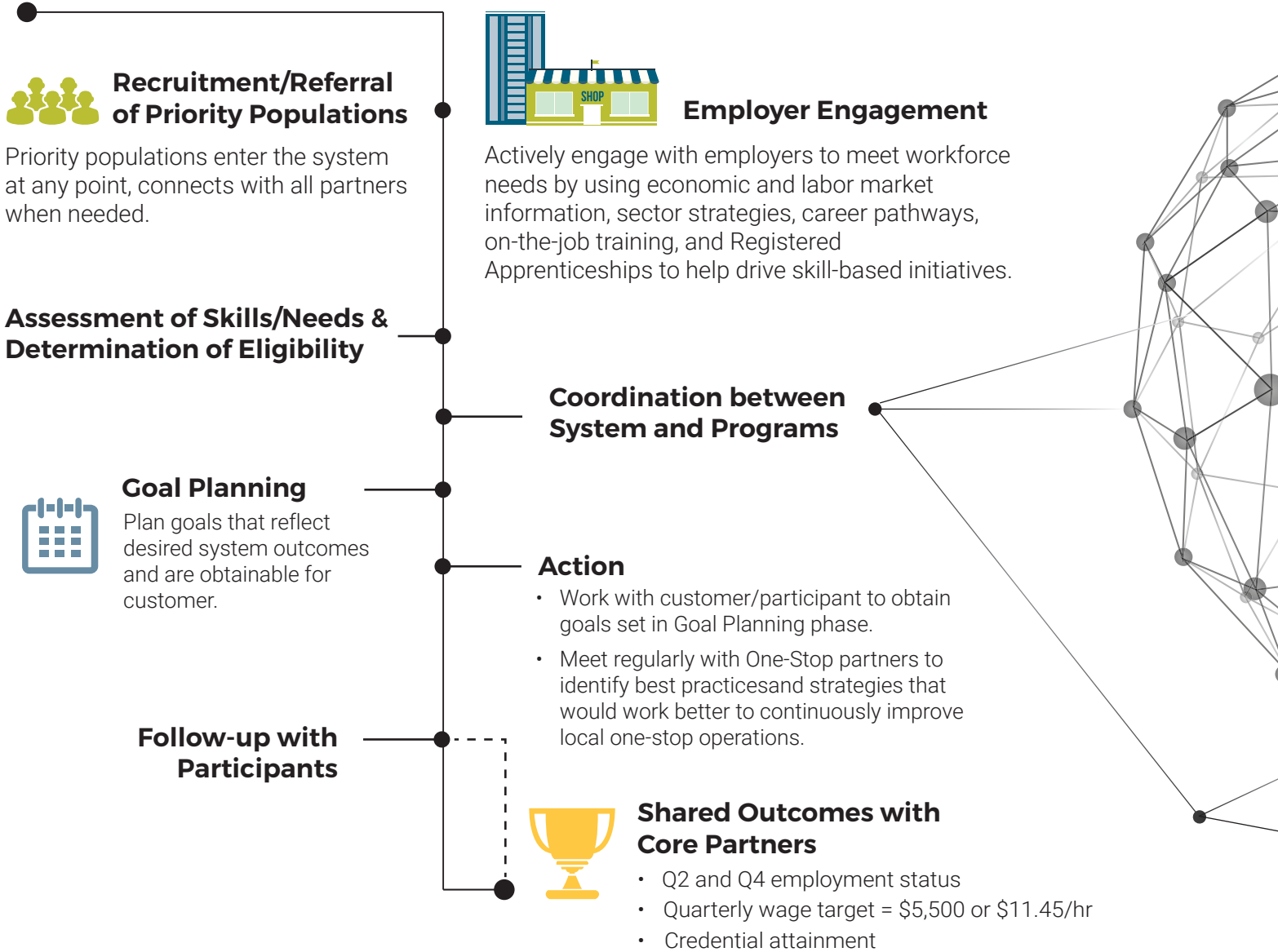
#### **Direct linkage cannot be exclusively the provision of:**

- a. A phone number or a web address for services; or
- b. Information, pamphlets, or materials.

# Greater Nebraska Workforce

Opportunities for earning, learning, and living.

## Process

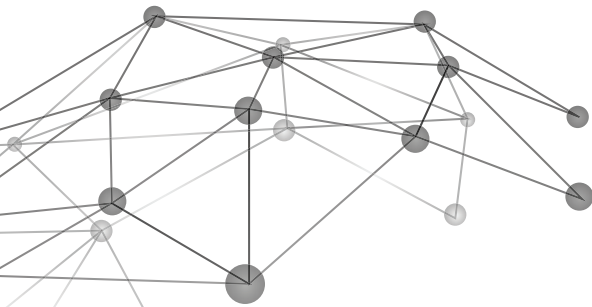


## One-Stop Delivery System Programs/Entry Points

Adult Education and Family Literacy Act (AEFLA)  
Adult, Dislocated Worker, and Youth  
Career and technical education at the postsecondary level  
Department of Housing and Urban Development  
Community Services Block Grant  
Ex-offender  
Job Corps

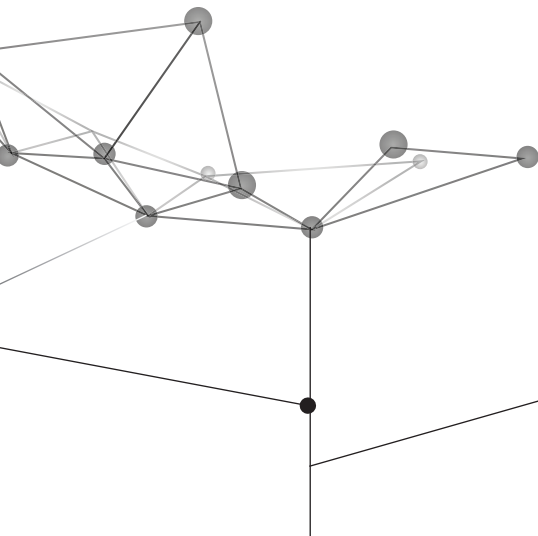
Jobs for Veterans State Grants  
Migrant and Seasonal Farmworker  
Native American  
Nebraska's Unemployment Compensation law  
Senior Community Service Employment  
Trade Adjustment Assistance  
Nebraska Vocational Rehabilitation

# System

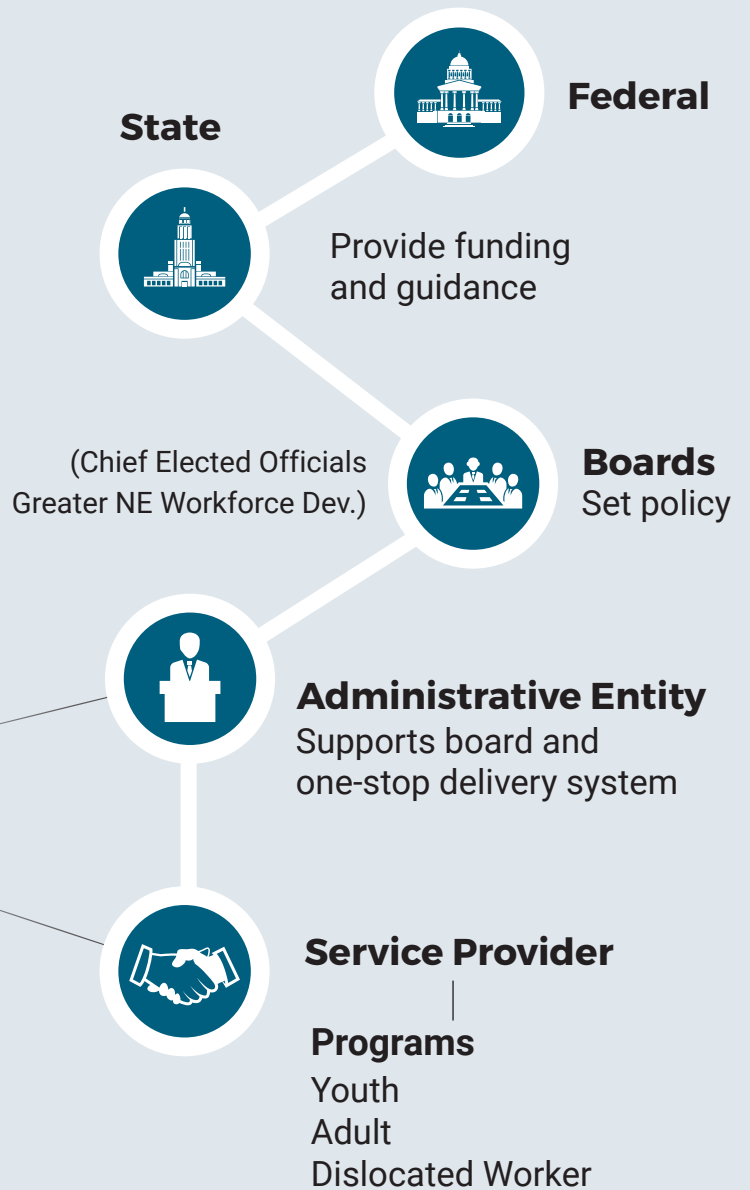


## One-Stop Delivery System

System operator reports to boards



## Structure



## WIOA Title 1 Services

### Career

Skills assessment, job search and placement assistance, and more.

### Training

Referrals to training programs and services

### Supportive

Address barriers to employment

### Follow-up

Provided to eligible participants placed in unsubsidized employment, for up to 12 months after the first day of employment

### GED/Education

Nebraska Commission for the Blind and Visually Impaired  
Wagner-Peyser Act Employment Service  
Workforce Innovation and Opportunity Act (WIOA) Title 1 Services  
Temporary Assistance for Needy Families (TANF)  
YouthBuild

# One-Stop Operator Responsibilities

The management of the American Job Center network is the shared responsibility of States, local workforce development boards (WDBs), elected officials, the six WIOA core program partners, required one-stop partners and other additional one-stop partners, American Job Center operators, and service providers. Through the American Job Center, the one-stop operator carries out the activities described below:

- Facilitates integrated partnerships that seamlessly incorporate services for the common customers served by multiple program partners of the American Job Center.
- Develops and implements operational policies that reflect an integrated system of performance, communication, and case management, and uses technology to achieve integration and expanded service offerings.
- Organizes and integrates American Job Center services by function (rather than by program), when permitted by a program's authorizing statute and, as appropriate, through coordinating staff communication, capacity building, and training efforts. Functional alignment includes having American Job Center staff who perform similar tasks serve on relevant functional teams (e.g., skills development team or business services teams).
- Service integration focuses on serving all customers seamlessly (including targeted populations) by providing a full range of services staffed by relevant functional teams, consistent with the purpose, scope, and requirements of each program.
- Integrated American Job Centers also ensure that:
  - Center staff are trained and equipped in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirements of each of the partner programs.
  - Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. This allows staff from differing programs to understand other partner programs' services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.
  - Center staff are routinely trained so they are keenly aware as to how their particular work function supports and contributes to the overall vision of the Local WDB, as well as within the American Job Center network. This enhances their ability to ensure that a direct linkage to partner programs is seamlessly integrated within the center.

# Benefits of Participating in an Integrated American Job Center Network

There are significant benefits to partner participation in the American Job Center network. The clear benefit is better outcomes for customers, both job seekers and businesses. The following is not an exhaustive list of benefits, but provides some of the many advantages inherent in partnering in an integrated one-stop delivery system:

## **Expanded workforce services for individuals at all levels of skill and experience.**

All customers, including those with disabilities or other barriers to employment, have the opportunity to receive hard and soft skills guidance, career planning and job placement services, particularly timely labor market demand and occupational information, and a variety of job-driven training options, including work-based training opportunities such as registered apprenticeship, on-the-job training (OJT), and incumbent worker training.

## **Access to multiple employment and training resources.**

Access to multiple program resources, includes necessary supportive services that may not be offered by or available through one individual program. Access to multiple resources in one location also reduces the travel and commuting distances for customers needing referrals to or the receipt of multiple services. Access to multiple resources may also facilitate the leveraging and braiding of resources across systems for individual customers, as appropriate.

## **Integrated and expert intake process for all customers entering the American Job Centers.**

Frontline staff are highly familiar with the functions and basic eligibility requirements of each program, appropriately assist customers, and make knowledgeable referrals to partner programs, as appropriate, given the authorized scope of, and eligibility requirements for, each program.

## **Integrated and aligned business services strategy among American Job Center partners**

As part of an aligned team, partners have access to a wider range of business engagement strategies, increasing the opportunity for better placement services and outcomes for all customers. This partnership also allows for a unified voice for the American Job Center in its communications with area employers.

## **Expert advice from multiple sources.**

Customers, including individuals with barriers to employment, can benefit from multiple levels of staff expertise, guidance, and advice across programs. This enhances job seekers' experiences and increases their chances for success in the evolving labor market.

## **Relevance to labor market conditions.**

All workforce development activities occur within the context of a regional economy. Services provided should be informed by data on labor market demand in the local area to ensure a positive impact or labor market outcome. This outcome results in a return on investment for the job seeker's time and efforts, and for the workforce program resources expended.

## **Expanded community and industry outreach.**

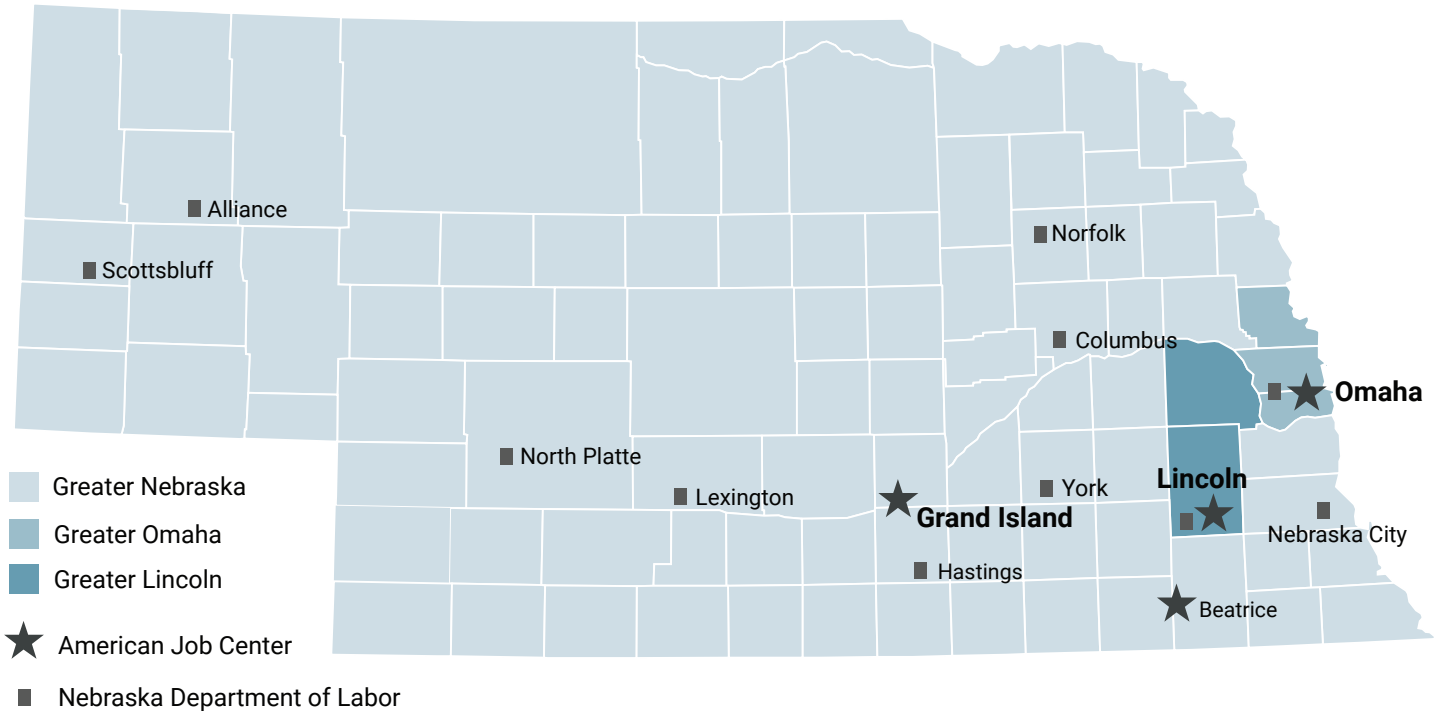
The integrated nature of the American Job Center network extends the one-stop reach to increase customer participation and enrollments, and to engage and support businesses.

## **Strengthened partnerships.**

The integrated nature of the American Job Center network also helps in providing seamless workforce services that serve similar populations. Some examples include setting up common intake and assessment, joint outreach activities, and referral processes outlined in agreements implemented between partners in the American Job Center.

# Greater Nebraska Workforce System Coverage Area

## Potential Comprehensive Service Locations



### NDOL LOCATIONS

**Alliance**  
302 Box Butte Avenue  
Alliance, NE 69301-3342

**Columbus**  
3100 23rd St., Ste. 22  
Columbus, NE 68601-3161

**Hastings**  
2727 W. 2nd St., Ste. 338  
Hastings, NE 68901-4684

**Lexington**  
1501 Plum Creek Parkway, Ste. 3  
Lexington, NE 68850

**Lincoln**  
1111 O Street, Suite 222  
Lincoln, NE 68508

**Nebraska City**  
917 Wildwood Lane, Room 104  
Nebraska City, NE 68410-3312

**Norfolk**  
105 E. Norfolk Ave., Ste. 120  
Norfolk, NE 68701

**North Platte**  
306 E. 6th, Ste. 140  
North Platte, NE 69101-4160

**Scottsbluff**  
505A Broadway, Ste. 300  
Scottsbluff, NE 69361-2708

**York**  
510 Lincoln Ave.  
York, NE 68467-2997



**Beatrice**  
5109 W. Scott Rd.,  
Ste. 413  
Beatrice, NE 68310-7059

**Grand Island**  
203 East Stolley Park Rd,  
Ste. A  
Grand Island, NE 68801

**Lincoln**  
1111 O Street, Suite 205  
Lincoln, NE 68508

**Omaha**  
Heartland Workforce  
Solutions  
5752 Ames Ave.  
Omaha, NE 68104



# Notes

# Notes

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Equal Opportunity Program/Employer  
TDD: 800-833-7352

Auxiliary aids and services are available  
upon request to individuals with disabilities.