



GREATER NEBRASKA  
**WORKFORCE DEVELOPMENT AREA**

# October 22, 2020 Meeting

Greater Nebraska

Opportunity + Innovation

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# Schedule

**October 21, 2020**

**STRATEGIC PLANNING MEETING**

**DURATION:** 2:30pm-4:30pm

**LOCATION:** Bosselman Enterprises

1607 S Locust Str

Grand Island, NE 68801

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**SYSTEM COORDINATION MEETING**

**DURATION:** 2:30pm-4:30pm

**LOCATION:** Bosselman Enterprises

1607 S Locust Str

Grand Island, NE 68801

**October 22, 2020**

**WORKFORCE DEVELOPMENT BOARD & CHIEF ELECTED OFFICIALS BOARD**

**DURATION:** 9:00am-12:00pm

**LOCATION:** Bosselman Enterprises

1607 S Locust Str

Grand Island, NE 68801

# Board Agenda

\* Requires a motion by GNWDB \*\* Requires a motion by CEOB \*\*\* Requires a motion by both boards

- |                           |   |  |
|---------------------------|---|--|
| 1. Call to Order          |   | <b>Lisa Wilson</b><br><b>Pam Lancaster</b> |
| 2. Roll Call              |   | <b>Lisa Wilson</b><br><b>Pam Lancaster</b> |
| 3. Notice of Publications |   | <b>Karen Stohs</b>                         |
| 4. Approval of Minutes    | Joint Meeting Minutes 5.28.2020***                | <b>Lisa Wilson</b><br><b>Pam Lancaster</b> |
| 5. Announcements          |   | <b>Karen Stohs</b>                         |
| 6. New Business           | <b>Administrative Entity</b>                      | <b>Karen Stohs</b>                         |
|                           | A. Labor Market Information                       |  |
|                           | B. Regional Updates                               |  |
|                           | C. Performance                                    |  |
|                           | D. Negotiated Levels of Performance               |  |
|                           | <b>Appointments</b>                               | <b>Pam Lancaster</b>                       |
|                           | E. Re-Appointments to Workforce Board**           |  |
|                           | F. Appointment to Workforce Board**               |  |
|                           | G. Appointment to System Coordination Committee*  | <b>Lisa Wilson</b>                         |
|                           | <b>One-Stop Operator Update</b>                   |  |
|                           | H. Customer Satisfaction Survey Changes           | <b>Karen Stohs</b>                         |
|                           | I. Customer Satisfaction Survey Results           |  |
|                           | <b>Strategic Planning Committee Updates</b>       | <b>Roy Lamb II</b>                         |
|                           | <b>Finance Report</b>                             |  |
|                           | J. Finance Report                                 |  |
|                           | <b>Program Update</b>                             |  |
|                           | K. Next Steps for One-stop Operator*              |  |
|                           | L. Beatrice American Job Center Certification*    |  |
|                           | M. Continuity of Service Plan*                    |  |
|                           | N. Letter of Support: Northeast Community College |  |
|                           | O. Letter of Support: Southeast Community College |  |

**System Coordination Committee Updates**

**Greta Kickland**

**Program Updates**

P. Enrollments

Q. Active Participants by County

R. Audits—Monitoring

7. Public Comment

**Lisa Wilson**

**Pam Lancaster**

8. Upcoming Meetings

**Lisa Wilson**

**Pam Lancaster**

9. Adjournment\*\*\*

**Lisa Wilson**

**Pam Lancaster**

# Agenda Item **GNWDB 4, CEOB 4**: Motion to Approve Minutes



## Chief Elected Officials Board & Greater Nebraska Workforce Development Board Joint Meeting Minutes

**THURSDAY, May 28, 2020**

**LOCATION:** WebEx Video Conference

**DURATION:** 10:00 am to 12:30 pm (CST)

### AGENDA ITEM #1: CALL TO ORDER:

Lisa Wilson, Greater Nebraska Workforce Development Board (GNWDB) Chair, called the GNWDB Meeting to order on May 28, 2020 at approximately 10:05 am (CST).

Pam Lancaster, Chief Elected Officials Board (CEOB) Chair, called the CEOB meeting to order on May 28, 2020 at approximately 10:05 am (CST).

### AGENDA ITEM #2: ROLL CALL

Ashley Mathers called the roll for the GNWDB and a quorum was established.

| <b>GNWDB Members Present (14):</b> | <b>GNWDB Members Absent (3):</b> |
|------------------------------------|----------------------------------|
| Elaine Anderson                    | Mindie Druery                    |
| Erin Brandyberry                   | Michael Gage                     |
| Wayne Brozek                       | Gary Kelly                       |
| Ann Chambers                       |                                  |
| Alicia Fries                       |                                  |
| Matt Gotschall                     |                                  |
| Greta Kickland                     |                                  |
| Roy Lamb II                        |                                  |
| Charlene Lant                      |                                  |
| Dan Mauk                           |                                  |
| Denise Pfeifer                     |                                  |
| Kim Schumacher                     |                                  |
| Stacey Weaver                      |                                  |
| Lisa Wilson                        |                                  |

Ashley Mathers called the roll for the CEOB and a quorum was established.

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| <b>CEOB Members Present (5):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Pamela Lancaster | <b>CEOB Members Absent (3):</b><br>Tony Kaufman<br>Christian Ohl<br>William Stewart |
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**AGENDA ITEM #3: NOTICE OF PUBLICATION:**

Ashley Mathers reported that adequate legal notice of this joint meeting was posted in the Grand Island Independent, Beatrice Daily Sun, and the Scottsbluff Star-Herald. The notice was published in accordance with the Open Meetings Act and a copy was available for review.

**AGENDA ITEM #4: APPROVAL OF MINUTES:**

No corrections were made to the minutes.

Stacey Weaver motioned to approve the March 12, 2020 CEOB and GNWDB Joint Meeting Minutes. Greta Kickland seconded. A GNWDB voice vote was taken and the motion carried.

Stanley Clouse motioned to approve the March 12, 2020 CEOB and GNWDB Joint Meeting Minutes. Joe Hewgley seconded. A CEOB voice vote was taken and the motion carried unanimously.

**NEW BUSINESS:**

**AGENDA ITEM #5A Labor Market Information**

Ashley Mathers provided a brief overview of the labor market information located on pages 10-15 of the meeting booklet.

**AGENDA ITEM #5B Regional Updates**

Ashley Mathers provided a brief overview of the Regional Updates located on pages 16-20 of the meeting booklet.

**AGENDA ITEM #5C Performance**

Ashley Mathers directed the Board to the PY19 Quarter 2 performance charts located on pages 21-24 and reviewed the charts. Discussion was held regarding how Covid may affect future performance.

**AGENDA ITEM #5D Service Agreements**

Ashley Mathers presented each agreement to the Board. All approvals are contingent upon approval by the other parties including minor modifications that do not affect the integrity of the agreements. Discussion was held regarding any changes to the agreements from the previous agreements.

Chief Elected Officials Agreement

Pam Lancaster requested a motion to approve the Chief Elected Officials Agreement. Stanley Clouse moved to approve the agreement. Hal Haeker seconded. A GNCEOB roll-call vote was taken and the motion carried.

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| <b>CEOB Members For (5):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Pamela Lancaster | <b>CEOB Members Absent (3):</b><br>Tony Kaufman<br>Christian Ohl<br>William Stewart |
| <b>CEOB Members Against (0):</b>  | <b>CEOB Members Abstain (0):</b>  |

Responsibilities & Duties (GNWDB & CEOB)

Lisa Wilson requested a motion to approve the Responsibilities and Duties Agreement. Matt Gotschall moved to approve the agreement. Kim Schumacher seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

Pam Lancaster requested a motion to approve the Responsibilities and Duties Agreement. Bryan Bequette moved to approve the agreement. Hal Haeker seconded. A GNCEOB roll-call vote was taken and the motion carried.

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| <b>CEOB Members For (5):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Pamela Lancaster | <b>CEOB Members Absent (3):</b><br>Tony Kaufman<br>Christian Ohl<br>William Stewart |
| <b>CEOB Members Against (0):</b>  | <b>CEOB Members Abstain (0):</b>  |

Grant Recipient Services (NDOL, Governor, & CEOB)

Pam Lancaster requested a motion to approve the Grand Recipient Services Agreement. Joe Hewgley moved to approve the agreement. Hal Haeker seconded. A GNCEOB roll-call vote was taken and the motion carried

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| <b>CEOB Members For (5):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Pamela Lancaster | <b>CEOB Members Absent (3):</b><br>Tony Kaufman<br>Christian Ohl<br>William Stewart |
| <b>CEOB Members Against (0):</b>  | <b>CEOB Members Abstain (0):</b>  |

Service Agreement Adult & DLW (NDOL, CEOB, & GNWDB)

Lisa Wilson requested a motion to approve the Adult and Dislocated Worker Service Agreement. Greta Kickland moved to approve the agreement. Dan Mauk seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <p><b>GNWDB Members For (14):</b></p> <p>Elaine Anderson<br/>         Erin Brandyberry<br/>         Wayne Brozek<br/>         Ann Chambers<br/>         Alicia Fries<br/>         Matt Gotschall<br/>         Greta Kickland<br/>         Roy Lamb II<br/>         Charlene Lant<br/>         Dan Mauk<br/>         Denise Pfeifer<br/>         Kim Schumacher<br/>         Stacey Weaver<br/>         Lisa Wilson</p> | <p><b>GNWDB Members Absent (3):</b></p> <p>Mindie Druery<br/>         Michael Gage<br/>         Gary Kelly</p> |
| <p><b>GNWDB Members Against (0):</b></p>   | <p><b>GNWDB Members Abstain (0):</b></p>   |

Pam Lancaster requested a motion to approve the Adult and Dislocated Worker Service Agreement. Stanley Clouse moved to approve the agreement. Joe Hewgley seconded. A GNCEOB roll-call vote was taken and the motion carried.

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| <p><b>CEOB Members For (5):</b></p> <p>Bryan Bequette<br/>         Stanley Clouse<br/>         Hal Haeker<br/>         Joe Hewgley<br/>         Pamela Lancaster</p> | <p><b>CEOB Members Absent (3):</b></p> <p>Tony Kaufman<br/>         Christian Ohl<br/>         William Stewart</p> |
| <p><b>CEOB Members Against (0):</b></p>  | <p><b>CEOB Members Abstain (0):</b></p>  |



Service Agreement Youth (NDOL, CEOB, & GNWDB)

Lisa Wilson requested a motion to approve the Youth Service Agreement. Charlene Lant moved to approve the agreement. Elaine Anderson seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

Pam Lancaster requested a motion to approve the Youth Service Agreement. Bryan Bequette moved to approve the agreement. Stanley Clouse seconded. A GNCEOB roll-call vote was taken and the motion carried.

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| <b>CEOB Members For (5):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Pamela Lancaster | <b>CEOB Members Absent (3):</b><br>Tony Kaufman<br>Christian Ohl<br>William Stewart |
| <b>CEOB Members Against (0):</b>  | <b>CEOB Members Abstain (0):</b>  |

**AGENDA ITEM #5E Appointment to Workforce Board**

Pamela Lancaster opened the motion to appoint new member to the Greater Nebraska Workforce Development Board (GNWDB) up for discussion. Discussion was held regarding Randy Kissinger's qualifications.

Pamela Lancaster requested a motion to appoint Randy Kissinger to the GNWDB for a three-year term ending May 23, 2021. Stanley Clouse moved to appoint Randy Kissinger. Joe Hewgley seconded. A GNCEOB roll-call vote was taken and the motion carried.

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| <b>CEOB Members For (5):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Pamela Lancaster | <b>CEOB Members Absent (3):</b><br>Tony Kaufman<br>Christian Ohl<br>William Stewart |
| <b>CEOB Members Against (0):</b>  | <b>CEOB Members Abstain (0):</b>  |

**AGENDA ITEM #5F Appointment to Executive Committee**

Pamela Lancaster opened the motion to appoint new member to the GNWDB’s Executive Committee up for discussion.

Pamela Lancaster requested a motion to appoint Randy Kissinger to the GNWDB’s Executive Committee for a three-year term ending May 23, 2021. Bryan Bequette moved to appoint Randy Kissinger. Hal Haeker seconded. A GNCEOB roll-call vote was taken and the motion carried.

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| <b>CEOB Members For (5):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Pamela Lancaster | <b>CEOB Members Absent (3):</b><br>Tony Kaufman<br>Christian Ohl<br>William Stewart |
| <b>CEOB Members Against (0):</b>  | <b>CEOB Members Abstain (0):</b>  |

**AGENDA ITEM #5G Employer Satisfaction Surveys**

Ashley Mathers directed the Board to the Employer Satisfaction Survey results located on pages 64-71. Ashley Mathers provided a brief overview of the results. Discussion was held regarding changing the frequency of the survey. Changes to the survey will be added to the System Coordination Committee agenda for the next scheduled meeting in October 2020.

Tony Kaufman joined the meeting at 10:45am (CST).

**STRATEGIC PLANNING COMMITTEE**

**AGENDA ITEM #5H Finance Report**

Roy Lamb II reviewed the finance charts located on pages 29-31 and recapped any committee meeting discussion.

**AGENDA ITEM #5I Accepting Program Year 2020 Funds**

Roy Lamb II updated the Board on Accepting Program Year 2020 Funds. Roy Lamb II reviewed the budget plan worksheets for the youth, adult, and dislocated worker programs created by the Administrative Entity using the estimated funding levels described in Notice 19-04.

Lisa Wilson requested a motion to approve the plan modification to accept Program Year 2020 Funds. Wayne Brozek moved to approve the plan modification. Alicia Fries seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

Pam Lancaster requested a motion to approve the plan modification to accept Program Year 2020 Funds. Stanley Clouse moved to approve the plan modification. Tony Kaufman seconded. A GNCEOB roll-call vote was taken and the motion carried.

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| <b>CEOB Members For (6):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Tony Kaufman<br>Pamela Lancaster | <b>CEOB Members Absent (2):</b><br>Christian Ohl<br>William Stewart |
| <b>CEOB Members Against (0):</b>  | <b>CEOB Members Abstain (0):</b>                                    |

**AGENDA ITEM #5J Next Steps for One-stop Operator**

Roy Lamb II updated the Board on Next Steps for One-stop Operator (OSO). Roy Lamb II recapped the options the committee discussed for filling the OSO role including contracting directly with NDOL or another agency through sole-source procurement, issuing an RFP, or issuing a third party RFP. Discussion was held to ensure all options would meet the competitive bid requirement. The Board recapped the previous process taken to fill the OSO role and how the contract came to fruition with Department of Economic Development. Pamela Lancaster requested NDOL provide written documentation that the Board and State took the proper steps to meet the competitive bid process.

Lisa Wilson requested a motion to either contract with NDOL or issue an RPF for the OSO. Ann Chambers moved to approve using sole-source procurement to contract with NDOL to fill the OSO role. Kim Schumacher seconded. A GNWDB roll-call vote was taken and the motion carried

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| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

Pamela Lancaster requested a motion to either contract with NDOL or issue an RPF for the OSO. Bryan Bequette moved to approve using sole-source procurement to contract with NDOL to fill the OSO role. Tony Kaufman seconded. A GNCEOB roll-call vote was taken and the motion carried.

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| <b>CEOB Members For (6):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Tony Kaufman<br>Pamela Lancaster | <b>CEOB Members Absent (2):</b><br>Christian Ohl<br>William Stewart |
| <b>CEOB Members Against (0):</b>  | <b>CEOB Members Abstain (0):</b>                                    |

**AGENDA ITEM #5K Grand Island American Job Center Certification**

Roy Lamb II recapped the committee discussion regarding the Grand Island American Job Center and One-stop System review completed on 5/21/2020. Discussion was held regarding the review.

Lisa Wilson requested a motion to approve certifying the Grand Island American Job Center and One-stop System. Dan Mauk moved to approve certifying the center. Matt Gotschall seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

**AGENDA ITEM #5L Beatrice American Job Center Certification**

Roy Lamb II recapped the committee discussion regarding the Beatrice American Job Center and One-stop System review completed on 5/22/2020. Discussion was held regarding the review.

Lisa Wilson requested a motion to approve certifying the Beatrice American Job Center and One-stop System. Stacey Weaver moved to approve certifying the center. Denise Pfeifer seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

**AGENDA ITEM #5M Memorandums of Understanding**

Roy Lamb II briefed the Board on the Memorandums of Understanding (MOU). The approval of the MOUs will be contingent upon approval by partners including any minor modifications that do not affect the integrity of the document. Discussion was held regarding updates to the MOUs and developing a new method to determine each partner’s proportionate share for the infrastructure costs.

Lisa Wilson requested a motion to approve the MOUs. Wayne Brozek moved to approve the MOUs. Alicia Fries seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <b>GNWDB Members For (13):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (1):</b><br>Matt Gotschall                             |

Pamela Lancaster requested a motion to approve the MOUs. Stanley Clouse moved to approve the MOUs. Joe Hewgley seconded. A GNCEOB roll-call vote was taken and the motion carried.

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| <p><b>CEOB Members For (6):</b><br/>         Bryan Bequette<br/>         Stanley Clouse<br/>         Hal Haeker<br/>         Joe Hewgley<br/>         Tony Kaufman<br/>         Pamela Lancaster</p> | <p><b>CEOB Members Absent (2):</b><br/>         Christian Ohl<br/>         William Stewart</p> |
| <p><b>CEOB Members Against (0):</b></p>  | <p><b>CEOB Members Abstain (0):</b></p>  |

**AGENDA ITEM #5N Letter of Support: JobWorks**

Roy Lamb II reviewed the letter of support for JobWorks located on page 33.

**AGENDA ITEM #5O Letter of Support: Grand Island Public Schools**

Roy Lamb II reviewed the letter of support for Grand Island Public Schools located on page 34.

**SYSTEM COORDINATION COMMITTEE**

**AGENDA ITEM #5P Enrollments**

Greta Kickland directed the Board to and reviewed the Enrollments graph found on page 41.

**AGENDA ITEM #5Q Active Participants by County**

Greta Kickland reviewed the Active Participants by County graph found on page 41.

**AGENDA ITEM #5R PY18 Equal Opportunity & Nondiscrimination Review**

Greta Kickland provided a brief overview of the State Monitor review including the review dates, findings, and resolution of findings.

**AGENDA ITEM #5S Work-based Training: Adult & DLW Policy**

Greta Kickland recapped the committee discussion regarding the Work-based Training: Adult & DLW policy. Discussion was held regarding the committee’s recommendations to define significant portion and funding caps. Lisa Wilson requested a motion to approve the revised Work-based Training: Adult & DLW policy. Stacey Weaver moved to approve the policy. Dan Mauk seconded. A GNWDB roll-call vote was taken and the motion carried.

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|---|---|
| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

**AGENDA ITEM #5T Youth Program Policy**

Greta Kickland recapped the committee discussion regarding the Youth Program policy.

Lisa Wilson requested a motion to approve the revised Youth Program policy. Dan Mauk moved to approve the policy. Charlene Lant seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

**AGENDA ITEM #5U Basic Skills Deficiency Policy**

Greta Kickland recapped the committee discussion regarding removing the Basic Skills Deficiency policy.

Lisa Wilson requested a motion to approval the removal of the Basic Skills Deficiency policy. Dan Mauk moved to approve the policy. Elaine Anderson seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

**AGENDA ITEM #5V Equal Opportunity & Nondiscrimination Policy**

Greta Kickland recapped the committee discussion regarding the Equal Opportunity & Nondiscrimination policy.

Lisa Wilson requested a motion to approve the revised Equal Opportunity & Nondiscrimination policy. Dan Mauk moved to approve the policy. Denise Pfeifer seconded. A GNWDB roll-call vote was taken and the motion carried.

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| <b>GNWDB Members For (14):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Dan Mauk<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (3):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |



Pamela Lancaster requested a motion to approve the Equal Opportunity and Nondiscrimination policy. Hal Haeker moved to approve the policy. Stanley Clouse seconded. A GNCEOB roll-call vote was taken and the motion carried.

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|---|---|
| <b>CEOB Members For (6):</b><br>Bryan Bequette<br>Stanley Clouse<br>Hal Haeker<br>Joe Hewgley<br>Tony Kaufman<br>Pamela Lancaster | <b>CEOB Members Absent (2):</b><br>Christian Ohl<br>William Stewart |
| <b>CEOB Members Against (0):</b>  | <b>CEOB Members Abstain (0):</b>                                    |

**AGENDA ITEM #5W Monitoring Policy**

Greta Kickland recapped the committee discussion regarding the Monitoring policy.

Lisa Wilson requested a motion to approve the revised Monitoring policy. Roy Lamb II moved to approve the policy. Charlene Lant seconded. A GNWDB roll-call vote was taken and the motion carried.

|   |   |
|---|---|
| <b>GNWDB Members For (13):</b><br>Elaine Anderson<br>Erin Brandyberry<br>Wayne Brozek<br>Ann Chambers<br>Alicia Fries<br>Matt Gotschall<br>Greta Kickland<br>Roy Lamb II<br>Charlene Lant<br>Denise Pfeifer<br>Kim Schumacher<br>Stacey Weaver<br>Lisa Wilson | <b>GNWDB Members Absent (4):</b><br>Mindie Druery<br>Michael Gage<br>Gary Kelly<br>Dan Mauk |
| <b>GNWDB Members Against (0):</b>   | <b>GNWDB Members Abstain (0):</b>   |

**AGENDA ITEM #6: PUBLIC COMMENT**

Pat Comfort thanked the Board for the opportunity for staff to attend the meeting as they typically do not have the opportunity.

**AGENDA ITEM #7: UPCOMING MEETINGS:**

Pam Lancaster reviewed the upcoming scheduled meeting for the GNWDB and CEOB:

|                  |                      |                   |              |
|------------------|----------------------|-------------------|--------------|
| October 22, 2020 | 9 a.m. - 2 p.m. (CT) | TBD, Grand Island | GNWDB & CEOB |
| January 28, 2021 | 9 a.m. - 2 p.m. (CT) | TBD, Kearney      | GNWDB & CEOB |
| May 27, 2021     | 9 a.m. - 2 p.m. (CT) | TBD, Valentine    | GNWDB & CEOB |

**AGENDA ITEM #8: ADJOURNMENT:**

# New Business

## Agenda Item 6A: Labor Market Information

**Background:** To assist the Board with making data-driven decisions the following labor market information is provided. This data may help to determine future industry needs, potential workforce disruptions, and to ensure the availability of a skilled workforce to drive growth within the state's high-wage, high-skill, and high-demand industries and occupations.



| Business Category                              | Business Name                       | Location    |
|--|-------------------------------------|-------------|
| Professional, Scientific, & Technical Services | Busboom Truck Repair (Expansion)    | Filley      |
| Construction, Mining, & Utilities              | Scottsbluff II Solar Farm (Opening) | Scottsbluff |

**Source:** Nebraska Department of Labor

Openings and expansions listed are a sampling of activity reported for that month. Some activity may have occurred outside the month. If you have an opening or expansion to report, contact us at [LMI\\_NE@nebraska.gov](mailto:LMI_NE@nebraska.gov).

Photo by Anton Darius from Unsplash

# Openings & Expansions **June**

*Kermit Spade, Research Analyst*

| Business Category                                 | Business Name                              | Location    |
|---|--|-------------|
| Information                                       | Selectel Wireless (Expansion)              | Crete       |
| Professional, Scientific,<br>& Technical Services | Cal Reeves Yoga Studio (Opening)           | Norfolk     |
|   | Home for Funerals Chapel (Expansion)       | Norfolk     |
|   | Open Commons (Opening)                     | Sidney      |
| Wholesale & Retail Trade                          | Fountain of Living Water (Opening)         | Chadron     |
|   | Mint Julep Boutique (Opening)              | Pierce      |
|   | Sweet Treats Ice Cream Truck (Opening)     | Pierce      |
|   | Luna Bean Coffee House (Opening)           | Scottsbluff |
|   | Chaparral Boots (Expansion)                | Scottsbluff |
|   | Brand New Items for Great Deal (Expansion) | Sidney      |

**Source:** Nebraska Department of Labor

Openings and expansions listed are a sampling of activity reported for that month. Some activity may have occurred outside the month. If you have an opening or expansion to report, contact us at [LMI\\_NE@nebraska.gov](mailto:LMI_NE@nebraska.gov).

# Fast Facts

Kermit Spade,  
Research Analyst

## Income & Poverty in Nebraska

Income, as defined by the United States Census Bureau, includes more than just earnings from salaries and wages. It also includes Social Security payments, pensions, child support, public assistance, and funds received from various other sources. (1)

Income thresholds for poverty are defined by the U.S. Social Security Administration and adjusted using the CPI, and then adjusted for factors like family size, number of children, and other considerations. If a family's income does not meet the determined threshold, then that family is considered to be in poverty.(2)

**24.7%**

Share of Nebraska households that had \$100,000 or more in income during the 12-month period measured by the Census Bureau's 2018 American Community Survey (ACS) data. (3)

**42.4%**

Percentage of households in Nebraska that had less than \$50,000 in income in the prior 12 months, as of 2018 ACS data. (3)

### 12-Month Household Income in NE, 2018

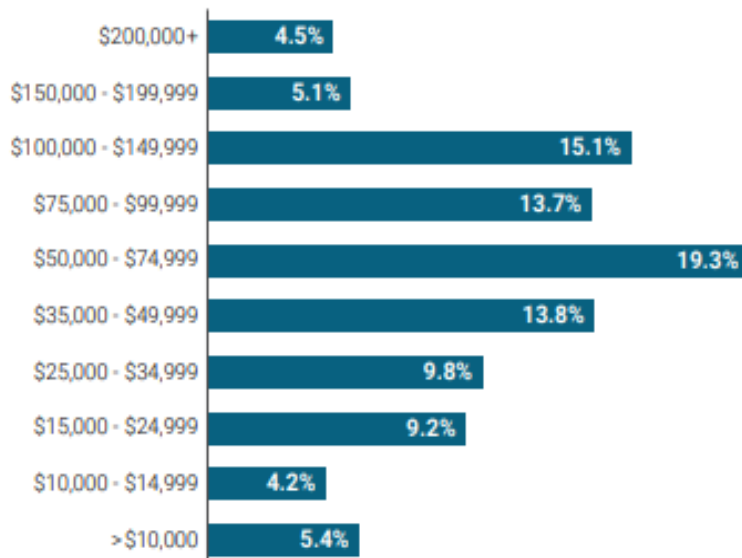


Chart Source: U.S. Census Bureau. American Community Survey, 2018 1-Year Estimates. Income in the Past 12 Months (In 2018 Inflation-Adjusted Dollars). Data.census.gov.

### Poverty Thresholds:

- \$25,926 – 2019 poverty threshold for a family of four with two children under the age of 18. (U.S. Census Bureau, 2020\*\*)

### Poverty Guidelines:

- \$26,200 – 2020 poverty guideline for a family of four, used for determining eligibility for certain federal programs. (U.S. Department of Health & Human Services, 2020\*)

**\$38,795**

The 12-month median earnings from wages for Nebraskans ages 25 years and over in 2018. (4)

**8.6%**

Share of Nebraska's 25+ population whose income was below poverty level in 2018. (5)

**45.3%**

The 12-month median earnings from wages for Nebraskans ages 25 years and over in 2018. (4)

### References

\*U.S. Department of Health & Human Services. 2020. U.S. Federal Poverty Guidelines Used to Determine Financial Eligibility for Certain Federal Programs. hhs.gov. [Online] June 2020. <https://aspe.hhs.gov/poverty-guidelines>.

\*\*U.S. Census Bureau. 2020. Poverty Thresholds for 2019 by Size of Family and Number of Related Children Under 18 Years. census.gov. [Online] June 2020. <https://www.census.gov/data/tables/time-series/demo/income-poverty/historical-poverty-thresholds.html>.

**25.4%**

Percentage of Nebraska families with incomes below poverty level who, in 2018, received Supplemental Security Income (SSI) and/or cash public assistance income in the prior 12 months. (6)

**Income of NE Population for Whom Poverty Status was Determined by Percentage of Poverty Level, 2018**

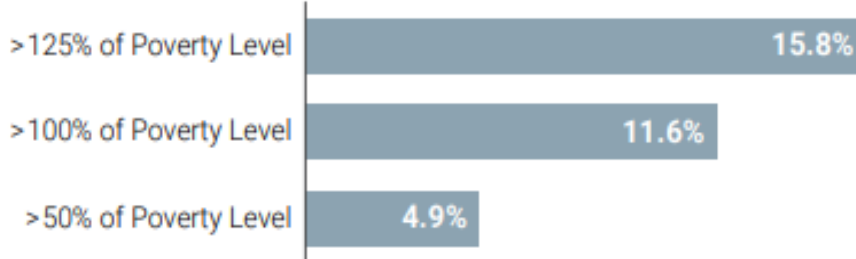


Chart Source: U.S. Census Bureau. American Community Survey, 2018 1-Year Estimates. Selected Characteristics of People at Specified Levels of Poverty in the Past 12 Months. Data.census.gov.

**3.3%**

Percentage of Nebraskans with a bachelor's degree or higher whose 2018 income was below poverty level during the previous 12 months. (5)

**Median Earnings in NE by Educational Attainment, 2018**

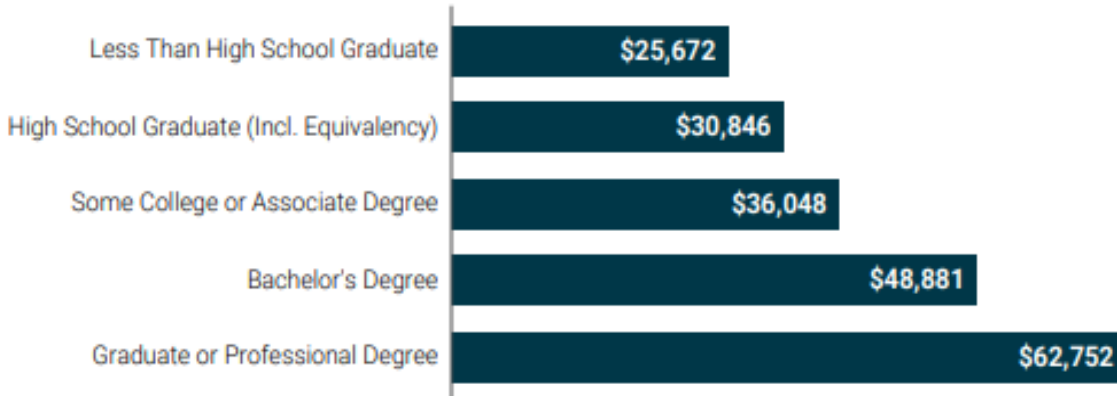


Chart Source: U.S. Census Bureau. American Community Survey, 2018 1-Year Estimates. Earnings in the Past 12 Months. Data.census.gov

**Sources:**

1. U.S. Census Bureau. Income vs. Earnings. www.census.gov. [Online] <https://www.census.gov/newsroom/blogs/random-samplings/2010/09/income-vs-earnings.html>.
2. Office of Management and Budget (OMB) in Statistical Policy Directive 14 (May 1978). www.census.gov. [Online] <https://www.census.gov/topics/income-poverty/poverty/about/history-of-the-poverty-measure/omb-stat-policy-14.html>.
3. INCOME IN THE PAST 12 MONTHS (IN 2018 INFLATION-ADJUSTED DOLLARS) . data.census.gov. [Online] [https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSS T1Y2018.S1901&text=S1901&vintage=2018&hidePreview=false&cid=S1901\\_C01\\_001E](https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSS T1Y2018.S1901&text=S1901&vintage=2018&hidePreview=false&cid=S1901_C01_001E).
4. EARNINGS IN THE PAST 12 MONTHS. data.census.gov. [Online] [https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSST1Y2018.S2001&text=S2001&vintage=2018&hidePreview=false&cid=S2001\\_C01\\_001E](https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSST1Y2018.S2001&text=S2001&vintage=2018&hidePreview=false&cid=S2001_C01_001E).
5. POVERTY STATUS IN THE PAST 12 MONTHS. data.census.gov. [Online] [https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSST1Y2018.S1701&text=S1701&vintage=2018&hidePreview=false&cid=S1701\\_C01\\_001E](https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSST1Y2018.S1701&text=S1701&vintage=2018&hidePreview=false&cid=S1701_C01_001E).
6. POVERTY STATUS IN THE PAST 12 MONTHS OF FAMILIES . data.census.gov. [Online] [https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSST1Y2018.S1702&text=S1702&vintage=2018&hidePreview=false&cid=S1702\\_C01\\_001E](https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSST1Y2018.S1702&text=S1702&vintage=2018&hidePreview=false&cid=S1702_C01_001E).
7. FOOD STAMPS/SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) . data.census.gov. [Online] [https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSS T1Y2018.S2201&text=S2201&vintage=2018&hidePreview=false&cid=S2201\\_C01\\_001E](https://data.census.gov/cedsci/table?q=0400000US31&tid=ACSS T1Y2018.S2201&text=S2201&vintage=2018&hidePreview=false&cid=S2201_C01_001E).



The Census Bureau defines self-employment as working for one's own "business, professional practice, or farm," whether incorporated or unincorporated, or working without pay in a family business or farm. (3)

Of Nebraska's 93 counties, 83 had a larger share of self-employed individuals than the nation as a whole, and 81 exceeded the statewide average. Rural counties tended to have high concentrations of self-employment, while counties with larger population centers had comparatively lower rates. (2)

Keya Paha County had the state's highest share of self-employed workers, at 43.5%. The lowest was Sarpy County, where just 6.7% of working people were self-employed. (2)

In 78 Nebraska counties, the most common industry supersector in which people were self-employed was agriculture, forestry, fishing and hunting, and mining. At least half of individuals working in this supersector were self-employed in 58 of the state's 93 counties. The highest concentration was found in McPherson County, where 81.5% of agriculture, forestry, fishing and hunting, and mining workers were self-employed. Throughout the United States, in contrast, just 24.0% of people in this supersector worked for themselves. (2)



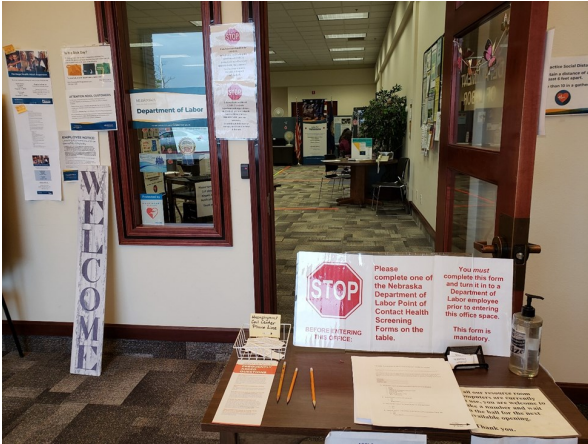
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#### Sources:

1. Gallup. Work and Workplace. [Online] 2019. [news.gallup.com/poll/1720/work-work-place.aspx](https://news.gallup.com/poll/1720/work-work-place.aspx).
2. U.S. Census Bureau. American Community Survey, 2018 5-Year Estimates. Tables S2407 & S2408. [Online] [data.census.gov](https://data.census.gov).
3. American Community Survey & Puerto Rico Community Survey 2018 Subject Definitions. [Online] [census.gov/programs-surveys/acs/tech\\_docs/subject\\_definitions/2018\\_ACSSubjectDefinitions.pdf?#](https://census.gov/programs-surveys/acs/tech_docs/subject_definitions/2018_ACSSubjectDefinitions.pdf?#).

# Agenda Item 6B: Regional Updates (April—August)

## Region 1– Scottsbluff



The number of customers physically accessing services in the Scottsbluff Career Center during this time was 2,237 based on VOS Greeter Report. A less formal tally of phone calls show that staff responded to at least 4500 calls during this same period. Many of our customers had never been out of work before, so making sure that we made appropriate referrals was vital, from shelter needs to pet food and anything in between.

By April 2020, NDOL was the only state agency in the Scottsbluff State Office Building that actively engaged with the public. Vocational Rehab, Corrections and Revenue moved everyone to WFH status. There was limited office occupation by some other agencies, but no in-person office visits.

Staff learned that we were “essential workers” and learned new skills to assist UI by trouble shooting claimant issues, responding to over-flow calls from the UI call center and responding to help desk emails. Occasionally we were able to participate in meetings and activities that were more in alignment with E&T goals, such as WNCC’s re-accreditation process and the virtual GN Board meeting in May.

As the work started to turn back to E&T activities, staff had to work with one less teammate for 8 weeks due to an extended leave. All of the remaining staff pulled together to make sure the mission of the agency was met and manager’s from other offices stepped in to provide guidance and supervision to the office. (Special thanks to Josh Hanson and Lisa Laws!)

Overall, NDOL staff in Scottsbluff and throughout the State proved every day that they are compassionate, competent and extremely adaptable. Kudos to all!

## Region 1– Alliance & Sidney

### **April**

- March to June staff shifted to assist with UI functions. This included phone callbacks, live chat on NWorks, responding to UI email accounts and continuing to work with incoming calls/walk-ins with questions on unemployment claims.
- Lisa assisted unemployment functions by taking on supervisor access in CRM callback system to assign unemployment callback cases daily to several regions throughout the state from April to June.
- 4/2: Lisa presented information regarding enrolling for Unemployment Insurance benefits on a Cheyenne County Economic Development Q&A call open to the public.

### **May**

- Retail store “Brand New Items for Great Deal” expanded to a larger storefront downtown Sidney.
- Open Commons a rental space for individuals working remotely in Sidney opened.
- UST Global announced projections of adding up to an additional 100 claim center employees locally in Sidney in the coming months.
- The Sidney Elks Lodge has been awarded a \$415,000 community development block grant for renovation of the historic building. Part of the funds will go towards restoring the historic theatre seating that has long been neglected with hopes of allowing the facility to increase its ability to host events and draw additional tourism to downtown Sidney.
- Sidney Regional Medical Center discontinues Home Health and Hospice Services.
- Cabela’s corporate office in Sidney let go of 5-10 additional employees.

### **July**

- 7/20: Brand New Items and Coffee Shop expanded and held its grand Re-Opening in the new location.
- 7/22: Marcus Lemonis CEO of Camping World and owner of Gander Outdoors- toured the Cabela’s/Bass Pro vacant building facilities for the potential site of an expansion of Camping World. Initial interest is for the distribution center



facility for potential Camping World distribution center or possibly even manufacturing facility and retail store.



- Tacos La Laguna- A Mexican restaurant opened in Sidney.
- Frost Giant Fitness opening a store front in Sidney- weightlifting and workout gear, supplements, and apparel.
- Perkins Restaurant & Bakery in Sidney closed permanently 7/13 stating COVID was the reason for the business closure.
- Progress Rail Services Locomotive Shop in Sidney- Layoff of 2 employees and potential for additional layoffs.
- 7/6: Lisa met with Western NE Community College WRI planning committee regarding the WRI grant process and procedures.
- 7/28: Lisa attended the Cheyenne County Chamber board meeting on behalf of NDOL and spoke to current employment trends as well as current programs.
- Sidney Public schools announce all students to return to school starting August 17<sup>th</sup> in person.

### August

- 8/3: Lisa met with Western NE Community College WRI planning committee regarding the WRI grant process and procedures.
- Lisa created a public facing NEworks video outlining steps on how to job search as well as how to log a work search activity for Unemployment.
- Several large announcements came out from Camping World CEO and Gander Outdoors owner Marcus Lemonis in August with hopes to employ a minimum of 200 employees in Sidney:



- 8/12: Camping World CEO Marcus Lemonis announces plans to open a 30,000-40,000 square-foot Camping World Retail store in Sidney. The retail store will also house several of his other brands including: Gander Outdoors, Overton's, and the House to be opened in 2021. All local contractors will construct the building.
- He also announced plans to create a third party logistics (3PL) business out of the previously held Cabela's Distribution Center to help small businesses, who have ecommerce websites, distribute their products nationwide.

- 8/17: Marcus Lemonis announced plans to open RV mattress productions to Sidney NE called Sidney Mattress Company bring production to the USA from overseas. Plans are being put together to open the manufacturing in one of the buildings of the previous Cabela's Distribution Center. He also stated the hopes to bring more manufacturing to Sidney including a potential partnership with Agri-Plastics in Sidney to produce plastic products for Camping World.

### Region 2—North Platte/Lexington

Region 2 has enrolled 6 new Job Seekers in the WIOA Adult program, so far one is a Workforce Retraining Incentive Scholarship Recipient who is co-enrolled in with the SNAP next step program. We are continuing to reach out to WRI referrals from Central Community College and Mid-Plains Community College to verify WIOA eligibility. Workforce Coordinators successful conducted 156 reemployment orientations to assist in reducing the amount of time claimants collected unemployment by entering fulltime employment. Region 2's FLC inspector completed 21 H2A housing inspections for agricultural employers who had submitted a request to bring in H2A visa workers. Region 2's Veteran Career Coach enrolled 9 Military Veterans with Significant Barriers to employment into the Jobs for Veteran State Grant, and has successful placed 3 into employment with improved earnings. There have been 3,679 services provided to unemployment claimants through virtual assistance, callbacks, live chat, and local walk-in traffic. Business Service Representatives successfully vetted and assisted with creating job orders, and NEworks site navigation to 42 new employers providing 94 total services. Job Seeker Workforce Coordinators provided 845 employment services to local area job seekers during career counseling sessions, job searching/resume assistance, employer referrals, and detailed labor market presentations. Reentry efforts have currently

come to a hold due to the COVID-19 pandemic along with the ability to conduct job fairs and other outreach events. As we adapt to new economic norm, we strive to assist all clients and partners through innovation and the utilization of various technology and constantly adapting to meet workforce needs.

### **Region 3—Grand Island/Hastings**

**Job Seekers.** A majority of the time spent from April to the end of the July was on assisting with initial claims, filing of claims, and daily interaction with individuals and their claim questions.

**Employers.** A majority of time spent with employers was related to assisting them with their employee questions. Small business loans. PPP plans. Short time compensation. Temporary shutdowns, call back dates, and job attachments.

Assisting with information to meet the needs of the employers and how to best retain their employees and what programs would best serve the employees and employers as the pandemic was occurring. Total shutdowns, partial shutdowns. How wages and loans impact unemployment insurance and the other programs offered to employees.

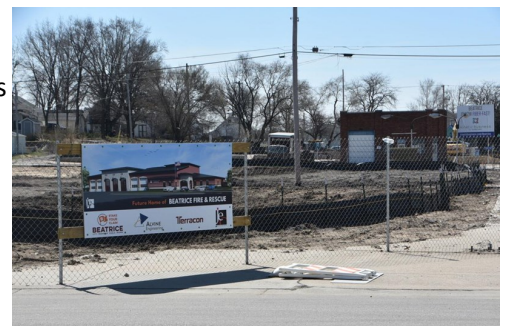
**Community Activities:** Weekly calls with Hall County Service providers. Monthly calls with Adams County community partners. Grand Island Television in conjunction with the City of Grand Island and the Grand Island Chamber of Commerce. Community Calls with Buffalo County, the City of Kearney and the Kearney Chamber of Commerce. Grand Island Area Economic Development Corporation in connection to employer requests and inquiries related to unemployment insurance and PPP\SBA loans. Partnership with Buffalo Area Economic Development Council on Employer Inquiries. Heartland United Way, Hastings Chamber of Commerce Board, and multiple other community partners assisting with Programs. Food Bank and Pantries on the weekly and monthly distribution of commodities in Hall County.

**WIOA Services:** Transitioning from an unemployment workload to employment. We have done radio promoting job posting and hiring information related to On the Job Training opportunities. Promotions have been sent to employers posting openings from our Business Service Representatives regarding OJT opportunities. We have also utilized economic development partners to promote hiring and the WIOA OJT program. We are once again partners with Grand Island Senior High on their academy programs and Hastings High School CTE programs to assist with the exposure of jobs to graduating seniors coming this spring.

### **Region 4—Beatrice/Nebraska City/York**

In spite of the Pandemic, this quarter showed that business is continuing & community partners are still serving the public but with out of the box thinking.

- Public and Private schools in York and Butler Counties collaborated with Upper Big Blue Natural Resource District (NRD) to provide children of all ages with free Ponderosa Pine seedling to plant for Arbor Day. Students were provided access to a “digital backpack” of tree related educational content to explore.
- Homestead National Monument launched a new way to become a Junior Ranger, with their virtual program. In conjunction with National Park Week, the Virtual Rangers participate in watching videos or the park and answering questions about the Homestead Act and life as a homesteader.
- The Beatrice YMCA held a virtual news conference to announce plans for an upcoming \$6 million improvement project. The project will include adding more than 6,000 square feet to the building and making a number of improvements. Construction is expected to begin in the fall of this year, taking 18 to 24 months to complete.
- For the first time in Beatrice history, the groundbreaking of a city project was held almost entirely online due to the COVID-19 pandemic. Community members were still able to see city officials break ground, however, as JEO Consulting Group released the video via Vimeo for the ground breaking of the new Beatrice Fire and Rescue Station.
- Crete Chamber of Commerce and Beatrice Area Chamber of Commerce distributed hand sanitizer, for free to business.



Region 4 also saw several businesses growing as well as new businesses opening.

- Beatrice Ford in Beatrice sold in May, without any downtime to the business; the new owners are open and operating under the name Zoellner Ford Lincoln of Beatrice.
- Dean's Kettle Corn is opened up a new store in Downtown Beatrice in June
- Roc Hopper Brewing Company opened for business in a renovated old pharmacy building in downtown Syracuse.
- Landmark Snacks announced they are adding on to their existing business as they are expanding and growing in production due to increased sales.
- An Ohio company has purchased the former biodiesel plant in Beatrice with plans to have it operating early next year. There will be around 20 employees at the plant, with most being hired from the Gage County area.
- Sifted Sweets opened in downtown Beatrice in February. This shop brings a new type of bakery product into town.

#### Job Fairs & Events

- Since COVID we have slowed down on our Job Fairs and Events due to social distancing, etc. Region 4 did facilitate a Drive Thru Job Fair in Falls City on July 31<sup>st</sup> and the event was well attended. We see holding more of these type of events in the future for the comfort level of the Employers and Job Seekers with social distancing.
- Rapid Response events have both been handled in person or virtually per the employers request and staff have facilitated both throughout the Region.

#### Beatrice AJC Updates

- In May, Region 4 Regional Manager Karen Stohs stepped in as Interim Administrator after the resignation of Kelsey Miller.
- May also brought about the Recertification processes for the Beatrice AJC. Due to COVID this recertification & tour was done virtually but successfully and the Recertification was successful for the Beatrice American Job Center.
- In June the Beatrice AJC began, what would end up being a 2-week move to our new location in Beatrice. On July 2nd all staff were located in our new offices space with all technology and phone systems properly restored. Due to policy we had to go through the AJC Recertification process once again, however this was a successful process again.
- In August, 2 Beatrice AJC Staff Members won the prestigious and coveted 2020 JVSG Service to Veterans Individual Awards. Veteran Career Coach – Sandy Grigg & Workforce Coordinator – Emily Meyer.



### **Region 5– Columbus**

Since the outbreak of COVID-19, the Columbus office fielded nearly 4500 incoming phone calls regarding the unemployment programs, the CARES act, Short-Time Compensation Program, Labor Law, and the list goes on. In addition, we saw tremendous increased foot traffic assisting over 1300 job seekers/UI claimants.

While this service area's retail, service and hospitality sectors were hit heavily by the pandemic, the overwhelming majority of our industrial base remained intact with few layoffs/furloughs, in fact, hiring continued. Below are a few highlights:

#### **Nelnet**

Nelnet announced on Friday, June 5, 2020 that it would open a call center in Columbus for its loan-servicing division, Nelnet Diversified Services. They began hiring in July and now employ approximately 100 people.

The 12,000-square-foot call center at 3620 23<sup>rd</sup> St is located in a former Walmart store that was redeveloped by a Lincoln company. The entire area has been redeveloped with a new apartment complex, a Freddy's Frozen Custard and Steakburgers that recently opened its doors and a Hampton Inn. Bomgaars also relocated there. The company considered more than 30 cities in Nebraska before picking Columbus. "This was a big win for Columbus and a testament to its workforce, high quality of life, and productive business climate — which are ingredients you'll find throughout our state," Nebraska Department of Economic Development Director Anthony L. Goins said. "World-class companies like Nelnet don't locate just anywhere; they expand where there is an abundance of opportunity and talent."

#### **Behlen Mfg.**

In the summer of 2020, Behlen Mfg. in Columbus embarked on a creative solution to difficult workforce problems caused by COVID-19. They are hiring furloughed people in temporary positions to meet demand and help local resident and businesses stay afloat during the pandemic. The goal is not to hire other business employees away from them, rather it's designed

to help employers who want to retain their employees by they can't yet bring them back full-time. Behlen Country, which produces farm and ranch equipment has approximately 65 open positions, which they hope to temporarily fill by the furloughed individuals. They are partnering with ADM and other businesses are beginning to show interest as well.

### **Columbus Hydraulics**

In October 2018 Columbus Hydraulics conducted a ground-breaking ceremony for its new location in East Columbus. In August of 2020 their new facility opened to accommodate its local workforce which continues to grow.



### **Region 5– Norfolk**

A Youth client was referred to Kim from a tutor at the Cargill Learning Center in Schuyler. The young man had aged out of foster care and was only working during the summer for a farmer. He wanted to be a diesel mechanic. Proteus and WIOA partnered together to assist him with college tuition, tools, mileage, and incentives. He graduated in May with an AA degree in diesel technology from Northeast Community College and is employed in Schuyler as a diesel technician.

Several members of the Norfolk staff participated in virtual round tables and conference calls to make businesses and community leaders aware of available resources during the pandemic.

The Norfolk office received just under 4000 phone calls with requests for assistance regarding general Unemployment Insurance, Short-Time Comp & the CARES Act. We logged over 8000 services to distinct individuals between April & July (August numbers not yet available).

Mike Nordyke, office DVOP, was the recipient of a \$500 cash incentive award for outstanding service to veterans and the Norfolk office was awarded \$1625 to spend on eligible purchases for their collaborative efforts on providing exceptional service to veterans.



Omaha Nation Public Schools broke ground on a \$15 million career academy in Macy. The facility will be located right next to the school, and is expected to take a little more than a year to complete.

A local family donated a new bike to a veteran to enable them to get to and from work.

The Elk's Club was able to present 2 rehoused veterans with \$300 each in Welcome Home Kits to buy supplies for apartments, hygiene products, food, and clothing.

Two WIOA participants completed their OJT's as Engine Testers at Power Sports Nation. One had a criminal / drug background.

Smeal announced the closure of their Neligh manufacturing plant. A Rapid Response was held in late August and we are working on enrollments.

# Agenda Item 6C: Performance/System 4a

## PY 2019 Quarter 4

### Nebraska

| Adult Program             | PY Goal   | Current Quarter    |                 | Four Quarters      |                 |
|---------------------------|-----------|--------------------|-----------------|--------------------|-----------------|
|                           |           | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment Rate (Q2)   | 78%       | 75.4%              | 96.7%           | 78.9%              | 101.2%          |
| 2. Employment Rate (Q4)   | 79%       | 78.9%              | 99.9%           | 78.2%              | 99.0%           |
| 3. Median Earnings        | \$6000.00 | \$6067.00          | 101.1%          | \$6351.00          | 105.9%          |
| 4. Credential Rate        | 56%       | 54.5%              | 97.3%           | 58.5%              | 104.5%          |
| 5. Measurable Skill Gains | N/A       | 38.1%              | N/A             | 62.0%              | N/A             |
| <b>Aggregate Score</b>    |           |                    | <b>98.7%</b>    |                    | <b>102.6%</b>   |

| Dislocated Worker Program | PY Goal   | Current Quarter    |                 | Four Quarters      |                 |
|---------------------------|-----------|--------------------|-----------------|--------------------|-----------------|
|                           |           | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment Rate (Q2)   | 87%       | 91.2%              | 104.8%          | 90.3%              | 103.8%          |
| 2. Employment Rate (Q4)   | 88%       | 89.1%              | 101.3%          | 89.3%              | 101.5%          |
| 3. Median Earnings        | \$7500.00 | \$7393.00          | 98.6%           | \$8350.00          | 111.3%          |
| 4. Credential Rate        | 60%       | 53.6%              | 89.3%           | 58.8%              | 98.0%           |
| 5. Measurable Skill Gains | N/A       | 45.4%              | N/A             | 69.3%              | N/A             |
| <b>Aggregate Score</b>    |           |                    | <b>98.5%</b>    |                    | <b>103.7%</b>   |

| Youth Program  | PY Goal | Current Quarter    |                 | Four Quarters      |                 |
|--|---------|--------------------|-----------------|--------------------|-----------------|
|  |         | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment, Education or Training Placement Rate (Q2) | 78%     | 87.1%              | 111.7%          | 82.7%              | 106.0%          |
| 2. Employment, Education or Training Placement Rate (Q4) | 77%     | 78.8%              | 102.3%          | 79.3%              | 103.0%          |
| 3. Median Earnings                                       | N/A     | \$4213.00          | N/A             | \$4050.00          | N/A             |
| 4. Credential Rate                                       | 68%     | 55.6%              | 81.8%           | 44.7%              | 65.7%           |
| 5. Measurable Skill Gains                                | N/A     | 29.3%              | N/A             | 44.4%              | N/A             |
| <b>Aggregate Score</b>                                   |         |                    | <b>98.6%</b>    |                    | <b>91.6%</b>    |

## Greater Omaha

| Adult Program             | PY Goal   | Current Quarter    |                 | Four Quarters      |                 |
|---------------------------|-----------|--------------------|-----------------|--------------------|-----------------|
|                           |           | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment Rate (Q2)   | 78%       | 73.8%              | 94.6%           | 75.3%              | 96.5%           |
| 2. Employment Rate (Q4)   | 79%       | 79.3%              | 100.4%          | 75.8%              | 95.9%           |
| 3. Median Earnings        | \$6000.00 | \$6209.00          | 103.5%          | \$6063.00          | 101.1%          |
| 4. Credential Rate        | 56%       | 59.0%              | 105.4%          | 51.3%              | 91.6%           |
| 5. Measurable Skill Gains | N/A       | 36.5%              | N/A             | 60.7%              | N/A             |
| <b>Aggregate Score</b>    |           |                    | <b>101.0%</b>   |                    | <b>96.3%</b>    |

| Dislocated Worker Program | PY Goal   | Current Quarter    |                 | Four Quarters      |                 |
|---------------------------|-----------|--------------------|-----------------|--------------------|-----------------|
|                           |           | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment Rate (Q2)   | 87%       | 83.3%              | 95.7%           | 86.2%              | 99.1%           |
| 2. Employment Rate (Q4)   | 88%       | 100.0%             | 113.6%          | 85.0%              | 96.6%           |
| 3. Median Earnings        | \$7500.00 | \$7121.00          | 94.9%           | \$7680.00          | 102.4%          |
| 4. Credential Rate        | 60%       | 33.3%              | 55.5%           | 47.1%              | 78.5%           |
| 5. Measurable Skill Gains | N/A       | 10%                | N/A             | 43.3%              | N/A             |
| <b>Aggregate Score</b>    |           |                    | <b>90.0%</b>    |                    | <b>94.1%</b>    |

| Youth Program  | PY Goal | Current Quarter    |                 | Four Quarters      |                 |
|--|---------|--------------------|-----------------|--------------------|-----------------|
|  |         | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment, Education or Training Placement Rate (Q2) | 78%     | 83.3%              | 106.8%          | 83.2%              | 106.7%          |
| 2. Employment, Education or Training Placement Rate (Q4) | 77%     | 67.9%              | 88.2%           | 75.4%              | 97.9%           |
| 3. Median Earnings                                       | N/A     | \$4185.00          | N/A             | \$3354.00          | N/A             |
| 4. Credential Rate                                       | 68%     | 27.3%              | 40.1%           | 37.5%              | 55.1%           |
| 5. Measurable Skill Gains                                | N/A     | 15.8%              | N/A             | 29.3%              | N/A             |
| <b>Aggregate Score</b>                                   |         |                    | <b>78.4%</b>    |                    | <b>86.6%</b>    |

## Greater Lincoln

| Adult Program             | PY Goal   | Current Quarter    |                 | Four Quarters      |                 |
|---------------------------|-----------|--------------------|-----------------|--------------------|-----------------|
|                           |           | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment Rate (Q2)   | 78%       | 57.1%              | 73.2%           | 64.7%              | 82.9%           |
| 2. Employment Rate (Q4)   | 79%       | 75.0%              | 94.9%           | 67.7%              | 85.7%           |
| 3. Median Earnings        | \$6000.00 | \$5212.00          | 86.9%           | \$7583.00          | 126.4%          |
| 4. Credential Rate        | 56%       | 85.7%              | 153.0%          | 82.6%              | 147.5%          |
| 5. Measurable Skill Gains | N/A       | 20.0%              | N/A             | 41.8%              | N/A             |
| <b>Aggregate Score</b>    |           |                    | <b>102.0%</b>   |                    | <b>110.6%</b>   |

| Dislocated Worker Program | PY Goal   | Current Quarter    |                 | Four Quarters      |                 |
|---------------------------|-----------|--------------------|-----------------|--------------------|-----------------|
|                           |           | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment Rate (Q2)   | 87%       | 80.0%              | 92.0%           | 85.7%              | 98.5%           |
| 2. Employment Rate (Q4)   | 88%       | 50.0%              | 56.8%           | 84.6%              | 96.1%           |
| 3. Median Earnings        | \$7500.00 | \$8350.00          | 111.3%          | \$8350.00          | 111.3%          |
| 4. Credential Rate        | 60%       | 50.0%              | 83.3%           | 63.6%              | 106.0%          |
| 5. Measurable Skill Gains | N/A       | 23.5%              | N/A             | 71.4%              | N/A             |
| <b>Aggregate Score</b>    |           |                    | <b>85.9%</b>    |                    | <b>103.0%</b>   |

| Youth Program  | PY Goal | Current Quarter    |                 | Four Quarters      |                 |
|--|---------|--------------------|-----------------|--------------------|-----------------|
|  |         | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment, Education or Training Placement Rate (Q2) | 78%     | 66.7%              | 85.5%           | 73.9%              | 94.7%           |
| 2. Employment, Education or Training Placement Rate (Q4) | 77%     | 100.0%             | 129.9%          | 72.2%              | 93.8%           |
| 3. Median Earnings                                       | N/A     | \$4633.00          | N/A             | \$3933.00          | N/A             |
| 4. Credential Rate                                       | 68%     | 33.3%              | 49.0%           | 23.1%              | 34.0%           |
| 5. Measurable Skill Gains                                | N/A     | 22.0%              | N/A             | 48.2%              | N/A             |
| <b>Aggregate Score</b>                                   |         |                    | <b>88.1%</b>    |                    | <b>74.2%</b>    |

## Greater Nebraska

+: Performance increased from previous quarter.

| Adult Program             | PY Goal   | Current Quarter    |                 | Four Quarters      |                 |
|---------------------------|-----------|--------------------|-----------------|--------------------|-----------------|
|                           |           | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment Rate (Q2)   | 78%       | 78.8%              | 101.0%          | 83.7%              | 107.3%          |
| 2. Employment Rate (Q4)   | 79%       | 78.1%              | 98.9%           | 83.0%              | 105.1%          |
| 3. Median Earnings        | \$6000.00 | \$6079.00          | 101.3%          | \$6441.00          | 107.4%          |
| 4. Credential Rate        | 56%       | 41.9%              | 74.8%           | 66.2%              | 118.2%          |
| 5. Measurable Skill Gains | N/A       | 47.5%+             | N/A             | 71.1%              | N/A             |
| <b>Aggregate Score</b>    |           |                    | <b>94.0%</b>    |                    | <b>109.5%</b>   |

| Dislocated Worker Program | PY Goal   | Current Quarter    |                 | Four Quarters      |                 |
|---------------------------|-----------|--------------------|-----------------|--------------------|-----------------|
|                           |           | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment Rate (Q2)   | 87%       | 96.0+              | 110.3%+         | 91.8%+             | 105.5%+         |
| 2. Employment Rate (Q4)   | 88%       | 89.4%              | 101.6%          | 91.0%+             | 103.4%+         |
| 3. Median Earnings        | \$7500.00 | \$6341.00          | 84.5%           | \$8431.00          | 112.4%          |
| 4. Credential Rate        | 60%       | 54.2%              | 90.3%           | 61.0%+             | 101.7%+         |
| 5. Measurable Skill Gains | N/A       | 56.9%+             | N/A             | 77.6%+             | N/A             |
| <b>Aggregate Score</b>    |           |                    | <b>96.7%</b>    |                    | <b>105.8%+</b>  |

| Youth Program  | PY Goal | Current Quarter    |                 | Four Quarters      |                 |
|--|---------|--------------------|-----------------|--------------------|-----------------|
|  |         | Actual Performance | Percent of Goal | Actual Performance | Percent of Goal |
| 1. Employment, Education or Training Placement Rate (Q2) | 78%     | 96.2%+             | 123.3%+         | 84.5%              | 108.3%          |
| 2. Employment, Education or Training Placement Rate (Q4) | 77%     | 90.0%+             | 116.9%+         | 86.1%+             | 111.8%+         |
| 3. Median Earnings                                       | N/A     | \$5438.00          | N/A             | \$5449.00+         | N/A             |
| 4. Credential Rate                                       | 68%     | 84.6%+             | 124.4%+         | 54.7%+             | 80.4%+          |
| 5. Measurable Skill Gains                                | N/A     | 51.0%+             | N/A             | 58.8%              | N/A             |
| <b>Aggregate Score</b>                                   |         |                    | <b>121.5%+</b>  |                    | <b>100.2%+</b>  |

Source: ETA Form 9173



# Agenda Item **GNWDB 6D/System 4b**: Negotiated Levels of Performance

**Background:** Title 1 performance negotiations were held with the State for PY20 & PY 21 on September 15th for all three local areas.

| <b>PY 2020 &amp; PY 2021 Final Negotiated Levels of Performance</b> |   |   |   |   |
|---|---|---|---|---|
| <b>Title I adult program</b>  |   |   |   |   |
| Performance indicator   | State<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance | Greater Lincoln<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance | Greater<br>Nebraska<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance | Greater Omaha<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance |
| Employment rate 2nd quarter after exit                              | 78.0%   | 79.0%   | 83.0%   | 78.5%   |
| Employment rate 4th quarter after exit                              | 78.5%   | 79.0%   | 79.0%   | 79.5%   |
| Median earnings 2nd quarter after exit                              | \$6,300   | \$7,749   | \$6,300   | \$6,400   |
| Credential attainment rate within 4 quarters                        | 61.0%   | 77.0%   | 63.0%   | 62.0%   |
| Measurable skill gains  | 41.0%   | 42.0%   | 62.0%   | 42.0%   |
| <b>Title I dislocated worker program</b>                            |   |   |   |   |
| Performance indicator   | State<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance | Greater Lincoln<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance | Greater<br>Nebraska<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance | Greater Omaha<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance |
| Employment rate 2nd quarter after exit                              | 86.4%   | 89.0%   | 89.0%   | 87.4%   |
| Employment rate 4th quarter after exit                              | 85.9%   | 92.0%   | 86.0%   | 86.0%   |
| Median earnings 2nd quarter after exit                              | \$8,250   | \$8,590   | \$8,250   | \$8,400   |
| Credential attainment rate within 4 quarters                        | 60.0%   | 66.0%   | 61.0%   | 70.0%   |
| Measurable skill gains  | 45.0%   | 55.0%   | 68.0%   | 46.0%   |
| <b>Title I youth program</b>  |   |   |   |   |
| Performance indicator   | State<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance | Greater Lincoln<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance | Greater<br>Nebraska<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance | Greater Omaha<br>PY 2020 /<br>PY 2021<br><b>negotiated</b><br>level of<br>performance |
| Employment rate 2nd quarter after exit                              | 78.0%   | 79.0%   | 83.0%   | 79.0%   |
| Employment rate 4th quarter after exit                              | 77.0%   | 78.0%   | 81.0%   | 78.0%   |
| Median earnings 2nd quarter after exit                              | \$3,545   | \$3,550   | \$5,290   | \$3,550   |
| Credential attainment rate within 4 quarters                        | 54.8%   | 55.0%   | 55.8%   | 55.8%   |
| Measurable skill gains  | 41.8%   | 50.0%   | 56.0%   | 42.8%   |

## Agenda Item **CEOB 6E**: Motion to Re-Appoint Members to GNWDB

**Background:** The CEOB must establish term limitations and stagger term appointments to ensure only a portion of membership expire in a given year, in accordance with CFR 20 679.310 (g) (2).

It is proposed that the Chief Elected Officials Board appoint the following individuals to the Greater Nebraska Workforce Development Board (GNWDB) for a three-year term ending October 25, 2023.

|                                    |                  |
|------------------------------------|------------------|
| Local Area Business Representation | Lisa Wilson      |
|                                    | Mindie Druery    |
|                                    | Charlene Lant    |
|                                    | Denise Pfeifer   |
|                                    | Stacey Weaver    |
|                                    | Kim Schumacher   |
| Workforce Representation           | Erin Brandyberry |
| Education Representation           | Matt Gotschall   |

## Agenda Item **CEOB 6F**: Motion to Appoint New Member to GNWDB

**Background:** The Local WDB is appointed by the chief elected official(s) in each local area in accordance with State criteria established under WIOA sec. 107(b), and is certified by the Governor every 2 years, in accordance with WIOA sec.107(c)(2).

20 CFR § 679.320(d)(3) requires at least one representative from each of the following governmental and economic and community development entities: (i) Economic and community development entities; (ii) The State Employment Service office under the Wagner-Peyser Act, (29 U.S.C. 49 et seq.) serving the local area; and (iii) The programs carried out under title I of the Rehabilitation Act of 1973, other than sec. 112 or part C of that title;

It is proposed that the Chief Elected Officials Board appoint Emily Duncan to the Greater Nebraska Workforce Development Board (GNWDB) for a three-year term ending May 23, 2021.

# Agenda Item **GNWDB 6G**: Motion to Appoint to System Coordination Committee

**Background:** To comply with Article V, Section 3 of the bylaws, the Chair of the Greater Nebraska Workforce Development Board shall appoint the members to all other committees from the general membership.

It is proposed that the Chair of the Greater Nebraska Workforce Development Board appoint Emily Duncan to the System Coordination Committee for a three year term ending May 23, 2021.

## Committees

### Strategic Planning Committee

\*Requires motion and vote.

**Location:** Bosselman Enterprises

**Duration:** 2:30—4:30 pm

**Committee Chair:** Roy Lamb II

**Committee Members:** Alicia Fries; Kim Schumacher; Matt Gotschall; Dan Mauk; Roy Lamb II; Erin Brandyberry; Denise Pfeifer; Mindie Druery

**Non-board Committee Members:** Pat Comfort, Randy Kissinger, Josh Hanson

**Duties:** Employee Engagement, Sector Strategies, Developing Career Pathways, Grant Development, Financial Monitoring, Board Bylaws, Regional Planning; One-Stop System

- |                           |   |                 |
|---------------------------|---|-----------------|
| 1. Welcome                |   | Roy Lamb II     |
| 2. Roll Call              |   | Randy Kissinger |
| 3. Review of Minutes*     |   | Roy Lamb II     |
| 4. New Business           | A. Finance Report                                 | Bobbi Jo Howard |
|                           | B. Next Steps for One-stop Operator*              |                 |
|                           | C. Beatrice American Job Center Certification*    | Randy Kissinger |
|                           | D. TET Grant Update                               | Ashley Drake    |
|                           | E. Transitional Jobs Update                       | Randy Kissinger |
|                           | F. Continuity of Service                          |                 |
|                           | G. Letter of Support: Northeast Community College |                 |
|                           | H. Letter of Support: Southeast Community College |                 |
| 5. Public Comment         |   | Roy Lamb II     |
| 6. Upcoming Meeting Dates |   | Roy Lamb II     |
| 7. Adjournment*           |   | Roy Lamb II     |

# Agenda Item **Strategic 3:** Motion to Approve Minutes

## Strategic Planning Committee Meeting Minutes

**Date:** Wednesday, May 27, 2020

**Location:** WebEx Video Conference

**Duration:** 12:30 p.m. – 2:30 p.m.

### CALL TO ORDER

Roy Lamb II called the Strategic Planning Committee (SPC) Meeting to order at approximately 12:31 p.m. (CST) on Wednesday, May 27, 2020.

### ROLL CALL

Ashley Mathers called the roll for the Strategic Planning Committee and a quorum was established.

#### **SPC Members Present (8):**

Erin Brandyberry  
Pat Comfort  
Alicia Fries  
Matt Gotschall  
Josh Hanson  
Randy Kissinger  
Roy Lamb II  
Dan Mauk

#### **SPC Members Absent (3):**

Mindie Druery  
Denise Pfeifer  
Kim Schumacher

#### **Nebraska Department of Labor (NDOL) Staff and Guests in Attendance (5):**

Ashley Mathers, NDOL  
Lisa Wilson, Chair  
Ashley Drake, NDOL  
MaryAnne Bradfield, NDOL  
Karen Stohs, NDOL

### REVIEW OF MINUTES:

All members received and reviewed the January 29, 2020 Strategic Planning Committee Meeting Minutes. No discussion or corrections were made. Matt Gotschall motioned to approve the January 29, 2020 Strategic Planning Committee Meeting Minutes. Dan Mauk seconded. A voice vote was taken and the motion carried.

### NEW BUSINESS:

### FINANCE REPORT

Ashley Mathers reviewed the Finance Charts located on pages 29-31 of the meeting booklet. Discussion was held on when the local area will receive our PY20 youth funds.

### ACCEPTING PROGRAM YEAR 2020 FUNDS

Ashley Mathers reported NDOL released Notice 19-04 which provides the Boards with estimated PY2020 funding levels for the local

youth, adult, and dislocated worker programs. Ashley Mathers reviewed the budget plan worksheets created by the Administrative Entity.

**NEXT STEPS FOR ONE-STOP OPERATOR**

Ashley Mathers reviewed the options available to fill the One-stop Operator (OSO) role. The options include sole-source procurement, issuing an RFP, or issuing a third party RFP. The committee discussed the options and what options will bring the Board into compliance as soon as possible.

**GRAND ISLAND AMERICAN JOB CENTER CERTIFICATION**

Ashley Mathers provided an overview of the certification committee’s results including recommendations provided to meet all required criteria. Ashley Mathers included all suggested recommendations will be addressed at the Joint CEOB and GNWDB Meeting on May 28, 2020 to bring the centers and system into compliance.

**BEATRICE AMERICAN JOB CENTER CERTIFICATION**

Ashley Mathers provided an overview of the certification committee’s results including recommendations provided to meet all required criteria. Ashley Mathers included all suggested recommendations will be addressed at the Joint CEOB and GNWDB Meeting on May 28, 2020 to bring the centers and system into compliance.

**MEMORANDUMS OF UNDERSTANDING**

Ashley Mathers reviewed the drafted Memorandum of Understanding, Infrastructure Agreement, and Funding Matrix Chart. Ashley Mathers continued that all partners have provided their customer served numbers for the chart and once the Boards approve the agreements they will be sent to partners for review and approval.

**TET GRANT UPDATE**

Ashley Mathers introduced Ashley Drake, TET Employment Services Supervisor. Ashley Drake reported that TET has 144 co-enrolled participants with Greater Nebraska. Ashley Drake continued reviewing the specific numbers for each training program, successes, and filing for a grant extension.

**TRANSITIONAL JOBS UPDATE**

Ashley Mathers reported with the Covid situation Career Planners have not had the opportunity to focus on enrollments. Ashley Mathers continued she is hopeful when businesses open back up that we can begin a couple Transitional Jobs.

**LETTER OF SUPPORT: JOBWORKS**

Ashley Mathers briefed the Board on JobWorks and the letter of support provided to them. The letter of support is to be submitted as part of the USDOL Youth Apprenticeship Readiness Program grant they are applying for.

**LETTER OF SUPPORT: GRAND ISLAND PUBLIC SCHOOLS**

Ashley Mathers briefed the Board on the letter of support provided to Grand Island Public Schools. The letter of support is to be submitted as part of a grant request for youth apprenticeship. Matt Gotschall commented that Central Community College also applied for the youth apprenticeship grant.

**PUBLIC COMMENT:**

No public comment was received.

**MEETING DATES:**

Roy Lamb II reviewed the upcoming meeting dates:

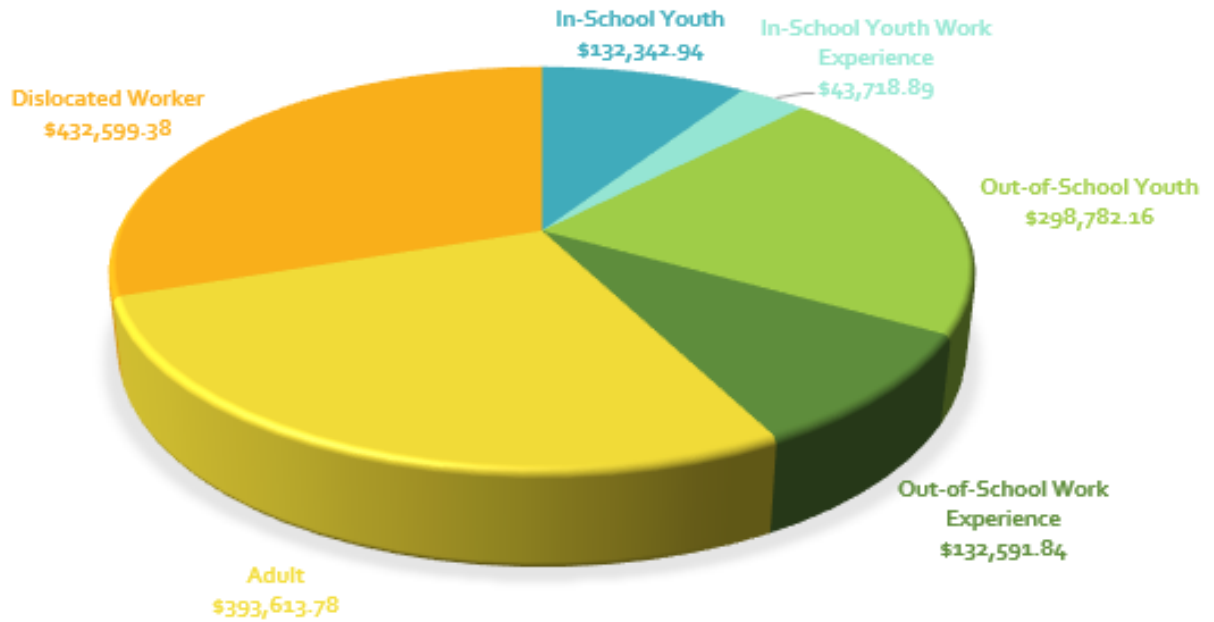
|                  |                      |                   |              |
|------------------|----------------------|-------------------|--------------|
| October 22, 2020 | 9 a.m. - 2 p.m. (CT) | TBD, Grand Island | GNWDB & CEOB |
| January 28, 2021 | 9 a.m. - 2 p.m. (CT) | TBD, Kearney      | GNWDB & CEOB |
| May 27, 2021     | 9 a.m. - 2 p.m. (CT) | TBD, Valentine    | GNWDB & CEOB |

**ADJOURNMENT:**

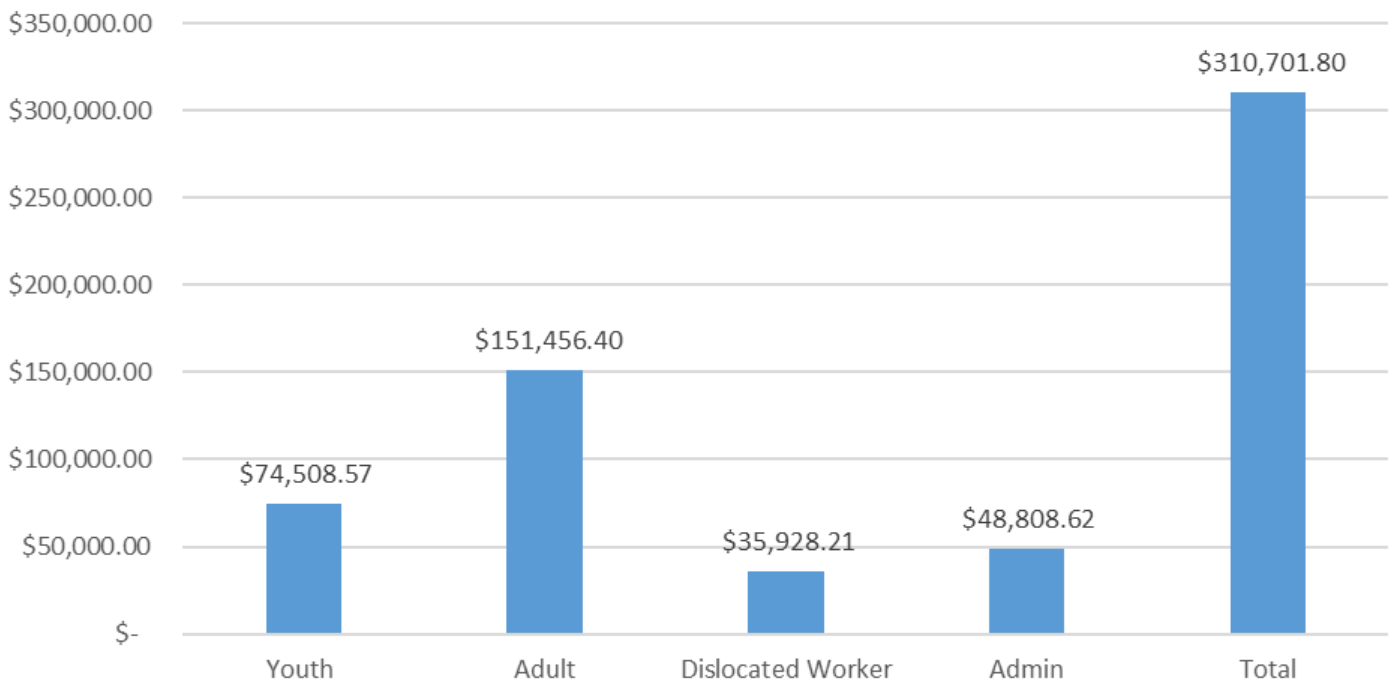
Roy Lamb II requested a motion to adjourn. Dan Mauk motioned to adjourn the meeting. Alicia Fries seconded. A voice vote was taken and the meeting adjourned at 1:30 pm (CST).

# Agenda Item GNWDB 6J/ Strategic 4a: Finance Report

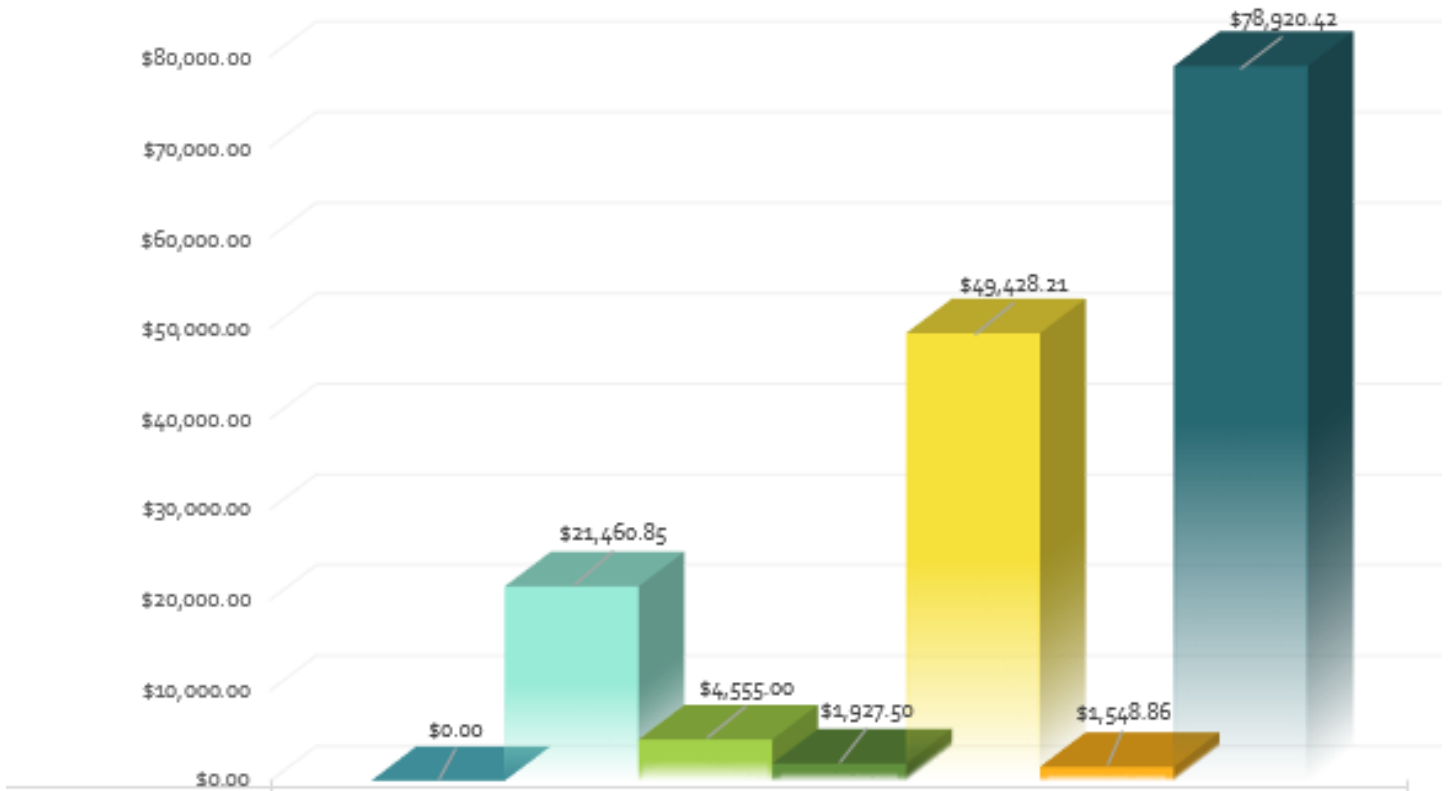
**CURRENT FUNDS AVAILABLE AS OF AUGUST 31, 2020**  
**\$1,433,648.99 AVAILABLE FUNDS**



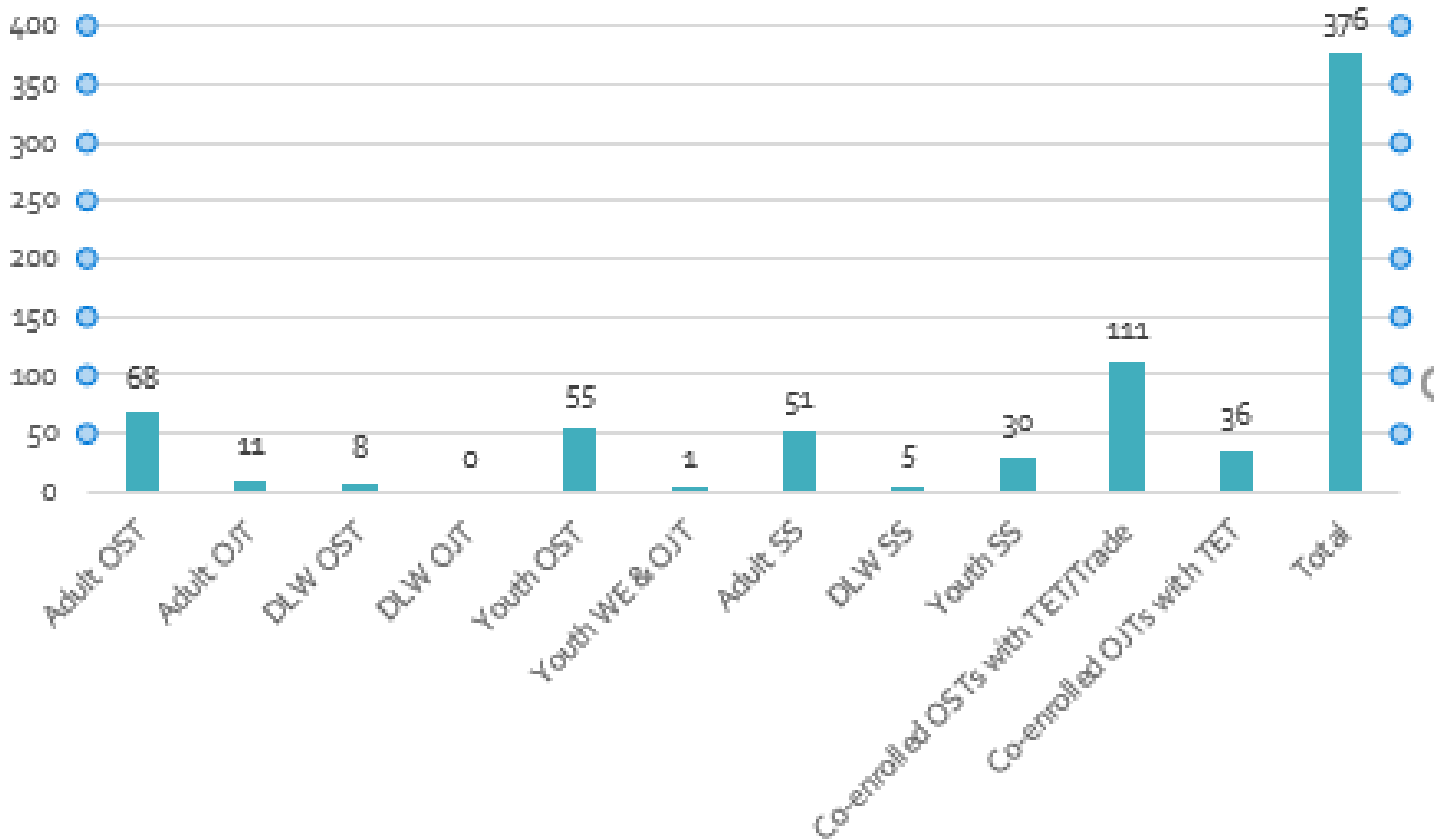
**Projected 6 Month Staffing Expenses**



## CURRENT OBLIGATIONS BY PROGRAM



## Current Funded Activities as of 9/15/2020



## **Agenda Item GNWDB 6K/ Strategic 4b: Motion to Approve Next Steps for One-stop Operator**

**Background:** Each local workforce development boards (local board) must use a competitive process for the selection of a one-stop operator for the local workforce delivery system and ensure the recompetition of the one-stop operator occurs no less frequently than once every four (4) years.

WIOA does not allow for the “designation” or “certification” of any entity as a one-stop operator, including a local board, without a competitive process.

## **Agenda Item GNWDB 6L/ Strategic 4c: Beatrice AJC Certification**

**Background:** Each local board must assess the effectiveness, physical and programmatic accessibility, and continuous improvement of its local one-stop delivery system at least once every three years. As part of that assessment, the local board must certify at least one comprehensive one-stop center. Initially the Beatrice Center was reviewed on May 22, 2020. Due to the office relocation in late June the state required it be re-certified at the new location. The certification committee completed the review at the new location on July 13, 2020

## **Agenda Item Strategic 4d: TET Grant**

**Background:** The Trade and Economic Transition Grant focuses on the reemployment of workers affected by major economic dislocations. The grant is intended to provide dislocated workers with intensive and innovative career and training services in order to place them into demand occupations. This is a statewide program ran by NDOL staff.

## **Agenda Item Strategic 4e: Transitional Jobs**

**Background:** The Workforce Innovation and Opportunity Act (WIOA) allows local boards to provide transitional jobs, defined as time-limited work experiences that are wage-paid and subsidized, and are in the public, private, or non-profit sectors for those individuals with barriers to employment who are chronically unemployed or have inconsistent work history as determined by the board.



## Agenda Item **GNWDB 6M/ Strategic 4f**/Continuity of Service Plan

# Continuity of Service Plan

### American Job Center Certification

The Greater Nebraska Workforce Development Board will adhere to all requirements of the Nebraska Department of Labor's One-stop Delivery System Assessment and One-stop Center Certification, Change 2. The Board will work with the One Stop Operator and the system partners to make every effort to achieve certification of the American Job Center (AJC). In the event the Grand Island or Beatrice AJC is not certified, the Continuity of Service plan will be implemented.

### Conditional Certification



Lisa Wilson  
Chair



Pamela Lancaster  
CEOB Chair

Should recommendation of conditional certification be the initial action taken by the Evaluation & Certification Team, the Greater Nebraska Workforce Development Board (GNWDB) will follow the steps as outlined in state policy by sending a signed letter from the Team to the one-stop operator, identifying deficiencies that must be corrected within ninety (90) days of the date of the conditional certification and will send a copy of that letter to:

WIOA policy mailbox at [ndol.wioa\\_policy@nebraska.gov](mailto:ndol.wioa_policy@nebraska.gov); and  
WIOA State Monitor at [ndol.state\\_monitor@nebraska.gov](mailto:ndol.state_monitor@nebraska.gov)

At this time, the Evaluation & Certification Team will schedule a 60 day review to determine the extent of progress being made by the one-stop operator and to work with the operator to resolve the findings. Immediately after the 60 day review, the Team will report in writing to the GNWDB with a forecast of the likelihood of all deficiencies being resolved within the next 30 days.

Once the one-stop operator informs the Chair of the GNWDB that all deficiencies have been resolved, the Chair or his/her designee will reconvene the Evaluation and Certification Team to conduct a follow-up evaluation using the same criteria and procedures in play during the initial evaluation in order to confirm correction of the deficiencies.

If the deficiencies are not resolved within the 90 days referenced above, the GNWDB will send a letter to the one-stop operator, signed by the Board Chair and by the Evaluation and Certification Team Lead, stating that conditional certification of the AJC has been revoked and a finding of non-certification will trigger the Continuity of Service plan.

### AJC Not Recommended for Certification

Should no recommendation for certification be the initial action taken by the Evaluation & Certification Team, the GNWDB will send a signed letter from the Team to the one-stop operator, with specific corrective action items and steps that must be taken within a time period not to exceed 60 days before certification can be approved and a copy of that letter must be sent to:

WIOA policy mailbox at [ndol.wioa\\_policy@nebraska.gov](mailto:ndol.wioa_policy@nebraska.gov); and  
WIOA State Monitor at [ndol.state\\_monitor@nebraska.gov](mailto:ndol.state_monitor@nebraska.gov)

Once the one-stop operator informs the Chair of the GNWDB that all deficiencies have been resolved, the Chair or his/her designee will reconvene the Evaluation and Certification Team to conduct a follow-up evaluation using the same criteria and procedures in play during the initial evaluation in order to confirm correction of the deficiencies.

Once the GNWDB approves the certification of the AJC, the Administrative Entity will notify the Nebraska Workforce Development

Board.

## Non-Certification & Continuity of Service

The Greater Nebraska Workforce Development Board's Continuity of Service plan is to be initiated in the event that the Grand Island or Beatrice AJC is not certified. Under this plan, the GNWDB and its staff assume the duties of the One-stop Operator, either by performing directly such duties or by executing a short term professional services agreement, for a period not to exceed six months.

During this six month period, a process for competitive selection of a new one-stop operator begins immediately as a top priority for the GNWDB Board and the Chief Elected Officials Board (CEOB).

## One-stop Operator

The GNWDB will adhere to all requirements of the Nebraska Department of Labor's One-stop Operator Competitive Selection policy. The GNWDB will work with the CEOB to make every effort to ensure the One-stop Operator role is filled utilizing a competitive bid process and the One-stop Operator role is clearly articulated. In the event the One-stop Operator role becomes vacant for any reason, the Continuity of Service plan will be implemented.

## Continuity of Service

The Greater Nebraska Workforce Development Board's Continuity of Service plan is to be initiated in the event that the One-stop Operator role becomes vacant for any reason. Under this plan the Administrative Entity assume the duties of the One-stop Operator, either by performing directly such duties or by executing a short term professional services agreement, for a period not to exceed six months.

During this six month period, a process for competitive selection of a new one-stop operator begins immediately as a top priority for the GNWDB Board and the Chief Elected Officials Board (CEOB).

## Agenda Item **GNWDB 6N/ Strategic 4g**: Letter of Support: Northeast Community College

**Background:** Northeast Community College has been invited to participate in a Department of Education grant request in which it is their intent to expand its CDL training programs. As part of the application, they asked for a letter of support.

## Agenda Item **GNWDB 6O/ Strategic 4h**: Letter of Support: Southeast Community College

**Background:** Southeast Community College is applying for a U.S. Department of Labor's Strengthening Community College Grant and requested a letter of support. They are partnering with several agencies and organizations to expand technical education in stackable credentials in manufacturing.



August 19, 2020

**Northeast Community College**  
**Kent Warneke**  
**Director of Grants and Contracts**  
**801 E Benjamin Ave**  
**Norfolk, NE 68701**

**Dear Mr. Warneke,**

On behalf of the Greater Nebraska Workforce Development Board, I'm delighted to express our support and commitment to Northeast Community College for the reVision Action Grant through the Nebraska Department of Education and its Career Technical Education program.

As Nebraska faces shortages in the transportation industry workforce organizations across Nebraska have been working closely to find solutions to address these needs. We have found success related to career and technical education, focusing on the needs of the local employers. Developing training through our community colleges will assist in meeting the demands of Nebraska employers. We feel that this project will have a positive effect on communities, business and industry in Nebraska.

The Greater Nebraska Workforce Board is willing to actively assist Northeast Community College in the implementation of this project through the following activities:

- Providing Labor Market Information to determine training needs that meet employer demand.
- Promoting Northeast's career and technical education programs through our American Job Centers.
- Encouraging potential participants to take advantage of the training opportunity utilizing WIOA Title I funds.
- Providing local board support to this initiative.

The Greater Nebraska Workforce Development Board is committed to providing the above services and shares Northeast's mission to assist in the development of job skill training in order to create well-paying careers.

Sincerely,

Lisa Wilson  
Greater Nebraska Board Chair

**Lisa Wilson, Chair**  
**Pam Lancaster, Chief Elected Officials Board Chair**

[ndol.greaternebraska@nebraska.gov](mailto:ndol.greaternebraska@nebraska.gov)  
(402) 471-9878  
550 S. 16th Street, PO Box 94600  
Lincoln, Nebraska 68509-4600

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GREATER NEBRASKA  
**WORKFORCE DEVELOPMENT BOARD**

**Pete Ricketts, Governor**



September 30, 2020

Audra Podliska, Resource Development Specialist  
Southeast Community College  
301 S 68<sup>th</sup> St. Place  
Lincoln, NE 68510

Dear Ms. Podliska:

On behalf of the Greater Nebraska Workforce Development Board (GNWDB), I am writing to express support for Southeast Community College's application for the U.S. Department of Labor's Strengthening Community College's grant.

Working closely with Nebraska's business community to find solutions to address the needs of skills gap shortages in the workforce is key to success. You have demonstrated this commitment by your partnership with the SE NE Manufacturing Partnership group by identifying areas within manufacturing to focus on. This group has been active in helping to identify key areas of skills gaps by its commitment to regularly meet and discuss issues that arise within each of their areas of business.

The Greater Nebraska Workforce Board is willing to actively assist Southeast Community College in implementing this project through the following activities:

- Provide Labor Market Information to determine training needs that meet employer demand.
- Build on successful sector strategies to meet workforce needs.
- Encouraging potential participants to take advantage of the training opportunities utilizing WIOA Title I funds.
- Promote Southeast's career and technical education programs through our American Job centers.
- Provide local board support to this initiative.

The Greater Nebraska Workforce Development Board is always excited to partner with our community colleges. Working with Southeast Community College on this project will not only lead to stronger economic stability in our manufacturing sector but, also build a stronger workforce in Southeast Nebraska.

Sincerely,

Lisa Wilson, Chair  
Greater Nebraska Workforce Development Board Chair

Lisa Wilson, Chair  
Pam Lancaster, Chief Elected Officials Board Chair

[ndol.greaternebraska@nebraska.gov](mailto:ndol.greaternebraska@nebraska.gov)  
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Lincoln, Nebraska 68509-4600

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## System Coordination Committee

\*Requires motion and vote.

**Location:** Bosselman Enterprises, 1607 S Locust Str, Grand Island, NE 68801

**Duration:** 2:30pm-4:30pm

**Committee Chair:** Greta Kickland

**Committee Members:** Elaine Anderson, Wayne Brozek, Ann Chambers, Gary Kelly, Charlene Lant, Mike Gage

**Non-board Committee Members:** Bernie Hansen, Becky Maggart, Lisa Laws

**Duties:** Performance; Youth Program; Accessibility, Equal Opportunity, and Non-Discrimination; Policy Alignment; Local Plan

|   |                |
|---|----------------|
| 1. Welcome                              | Greta Kickland |
| 2. Roll Call                            | Karen Stohs    |
| 3. Review of Minutes*                   | Greta Kickland |
| 4. New Business                         | Karen Stohs    |
| A. Performance                          |                |
| B. Performance Negotiations             |                |
| C. Enrollments                          |                |
| D. Active Participants by County        |                |
| E. Internal Audits                      |                |
| F. Youth Eligible Provider List         |                |
| G. Customer Satisfaction Survey Changes |                |
| H. Customer Survey Results              |                |
| 5. Public Comment                       | Greta Kickland |
| 6. Upcoming Meeting Dates               | Greta Kickland |
| 7. Adjournment*                         | Greta Kickland |

## Agenda Item **System 3:** Motion to Approve Minutes

### System Coordination Committee Meeting Minutes

**Date:** Wednesday, May 27, 2020

**Location:** WebEx Video Conference

**Duration:** 2:30 p.m. – 4:30 p.m. (CST)

#### CALL TO ORDER

Greta Kickland called the System Coordination Committee (SCC) Meeting to order at approximately 2:33 p.m. (CST) on Wednesday, May 27, 2020.

#### ROLL CALL

Ashley Mathers called the roll for the System Coordination Committee and a quorum was established.

**SCC Members Present (7):**

Wayne Brozek  
Ann Chambers  
Bernie Hansen  
Greta Kickland  
Charlene Lant  
Lisa Laws  
Becky Maggart

**SCC Members Absent (3):**

Elaine Anderson  
Mike Gage  
Gary Kelly

**Nebraska Department of Labor (NDOL) Staff and Guests in Attendance (3):**

Ashley Mathers, NDOL  
Stacey Weaver, Vice Chair  
Karen Stohs, NDOL

**REVIEW OF MINUTES:**

All members received and reviewed the January 29, 2020 System Coordination Committee Meeting Minutes. No corrections were made. Charlene Lant motioned to approve the minutes. Wayne Brozek seconded. A voice vote was taken and the motion carried.

**NEW BUSINESS:**

**ENROLLMENTS**

Ashley Mathers presented the New Enrollments by County chart located on page 41 of the meeting booklet.

**ACTIVE PARTICIPANTS BY COUNTY**

Ashley Mathers presented the Active Participants by County chart located on page 41 of the meeting booklet.

**INTERNAL AUDITING**

Ashley Mathers presented since January 10, 8 files have been reviewed. All 8 files had findings. The majority of the findings are inconsistent IEPs. Priority of Service report was ran on 4/1/2020 and covered January 2, 2020-April 1, 2020. There were 21 Adults enrolled and all of them met the low-income requirements.

**PY18 EQUAL OPPORTUNITY & NONDISCRIMINATION REVIEW**

Ashley Mathers reviewed the PY18 Equal Opportunity & Nondiscrimination Review on pages 42-47. The review started August 2019 and completed April 2020. There were three findings in the report and all have been resolved.

**WORK-BASED TRAINING: ADULT & DLW POLICY**

Ashley Mathers presented the Work-Based Training policy including the top three policy revisions. The committee discussed the customized training section and defined significant portion.

**YOUTH PROGRAM POLICY**

Ashley Mathers reported the Youth Program policy was revised and approved on October 24, 2019. The only revision made to the policy is combining the current Incentive Payments policy with the Youth Program policy.

**BASIC SKILLS DEFICIENCY POLICY**

Ashley Mathers reported the Basic Skills Deficiency policy was last updated in 2017. The policy is covered in the Adult, DLW, and Youth Eligibility policy and this one is redundant and would like to remove.

#### EQUAL OPPORTUNITY & NON-DOSCRIMINATION POLICY

Ashley Mathers reported the Equal Opportunity & Non-discrimination policy was updated in January 2020. The only revision to this policy was removing a specific person as the EO Officer and listing the generic Greater Nebraska Administrator to alleviate continuously updating the policy due to staff turnover.

#### MONITORING POLICY

Ashley Mathers reported the Career Planning policy was last revised and approved in October 2019. The only revision to this policy was adding a section to include the required annual physical and programmatic assessment of the One-stop Career Centers.

#### CUSTOMER SURVEY RESULTS

Ashley Mathers directed the committee to the employer surveys results beginning on page 64 of the meeting booklet. The surveys were sent out in March to all employers who received a staff assisted service in the prior year. Ashley Mathers continued to review each chart including the top celebrations and opportunities. Committee discussion was held regarding the celebrations and opportunities.

#### PUBLIC COMMENT:

There was no public comment.

#### MEETING DATES:

Greta Kickland reviewed the upcoming meeting dates:

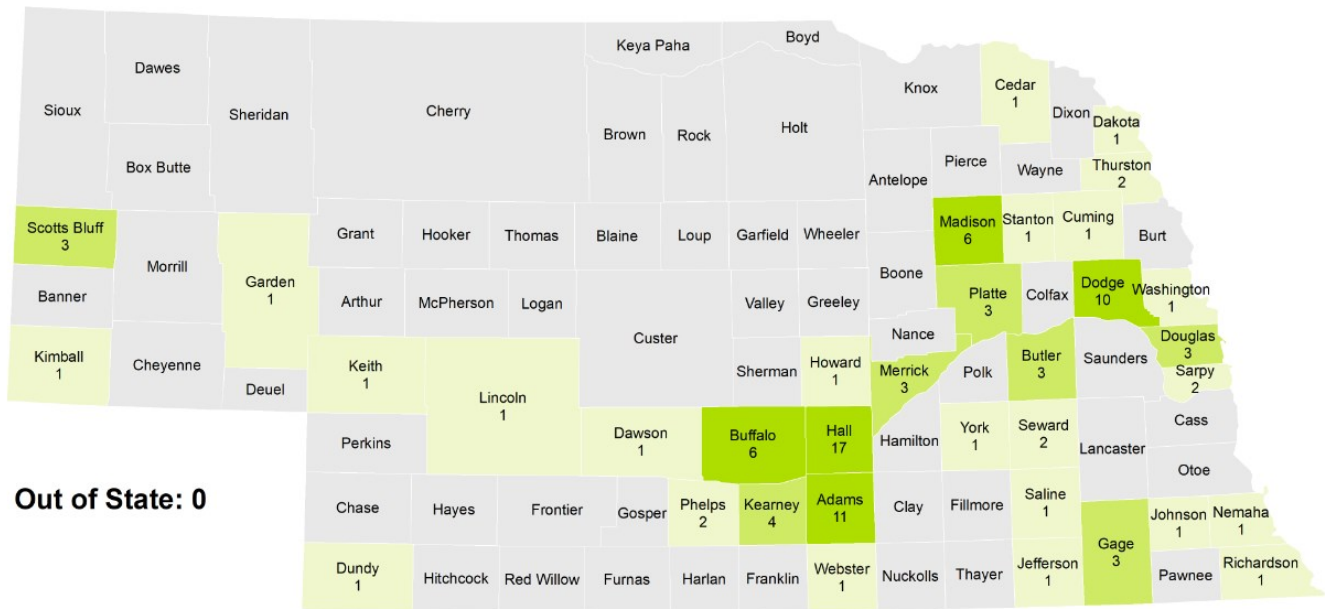
|                  |                      |                   |              |
|------------------|----------------------|-------------------|--------------|
| October 22, 2020 | 9 a.m. - 2 p.m. (CT) | TBD, Grand Island | GNWDB & CEOB |
| January 28, 2021 | 9 a.m. - 2 p.m. (CT) | TBD, York         | GNWDB & CEOB |
| May 27, 2021     | 9 a.m. - 2 p.m. (CT) | TBD, Valentine    | GNWDB & CEOB |

#### ADJOURNMENT:

A voice vote was taken and the motion carried. Greta Kickland adjourned the meeting at 3:37 pm (CST).

# Agenda Item GNWDB 6P/System 4c: New Enrollments by County

\* Total new enrollments by county 4/16/2020—9/11/2020: 99

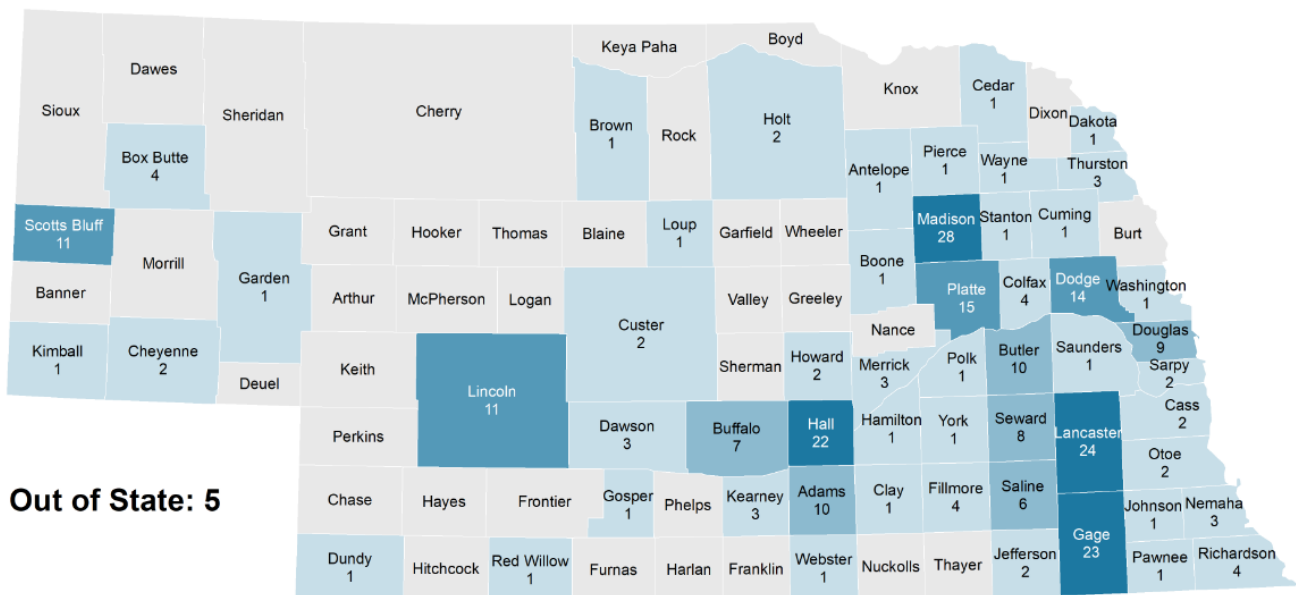


## Number of New Enrollments

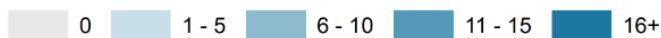


# Agenda Item GNWDB 6Q/System 4d: Active Participants by County

\* Total active participants by county as of 9/11/2020: 274



## Number of Active Participants





## **Agenda Item GNWDB 6R/ System 4e: Internal Audits**

**Background:** Monitoring and technical assistance are integral parts of Greater Nebraska's oversight responsibilities. As part of the programmatic monitoring one file review is completed bi-weekly. Each file review includes a comprehensive review of a participant's file. A report is provided to the Career Planner and their Supervisor and any corrective actions must be completed within two weeks of receiving the review.

Priority of service is also monitored to emphasize access to individualized career and training services for higher need populations. Priority of service must be assessed at the time of eligibility determination, and participants must be informed if they are to receive priority.

## **Agenda Item System 4f: Youth Eligible Service Provider List**

**Background:** The Greater Nebraska Workforce Development Board (GNWDB) is required to submit a list of its youth service providers to Nebraska Department of Labor (NDOL) by July 1 of each program year. The list must include the provider's name, complete address, phone number, and the name of the provider's primary point of contact. The list was reviewed and approved by the board at the May meeting and submitted by the required July 1st date.

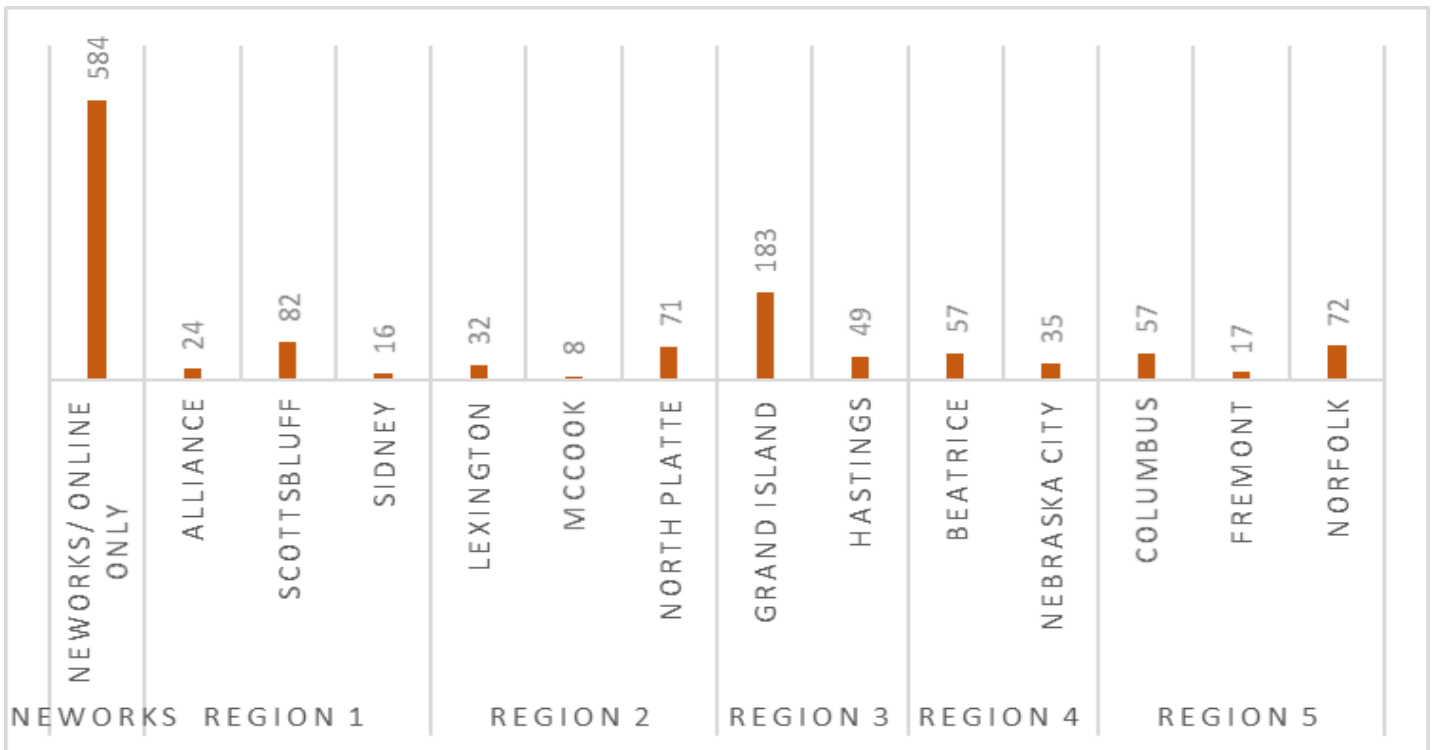
## **Agenda Item GNWDB 6H/System 4g: Customer Satisfaction Survey Changes**

**Background:** Currently Greater Nebraska conducts voluntary customer surveys three times a year to extend customer the opportunity to provide feedback. Surveys are issued twice a year to customer who received a service with the last 90 days and once a year to employers who received a service within the last year. The results are compiled into a single report to the Board for review. Any customers requesting further assistance are followed up with by the local office.

# Agenda Item GNWDB 6I/ System 4h: Customer Survey Results

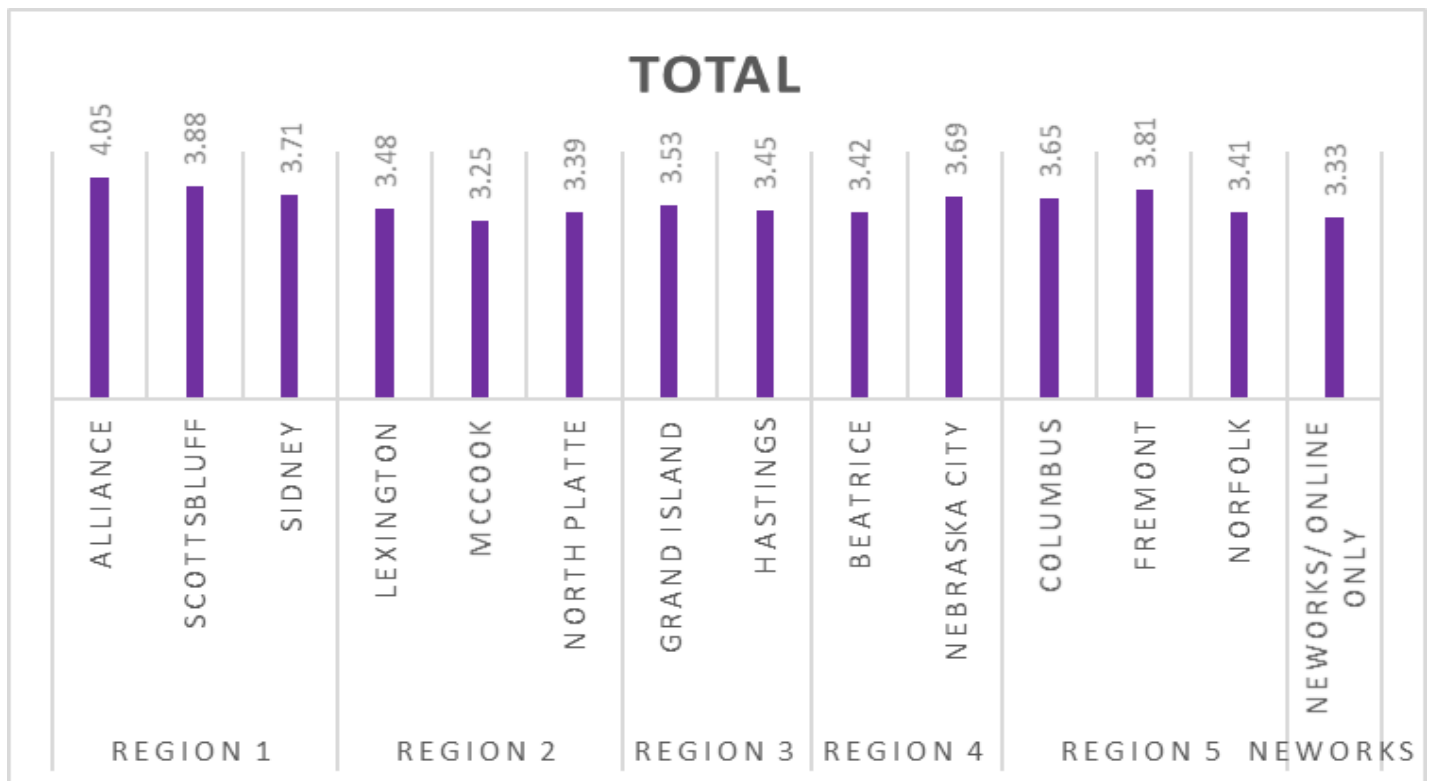
1. Which American Job Center (AJC)/Career Center location did you visit for assistance?

\*There were a total of 1,287 responses received. The survey was sent to 4,915 individuals.

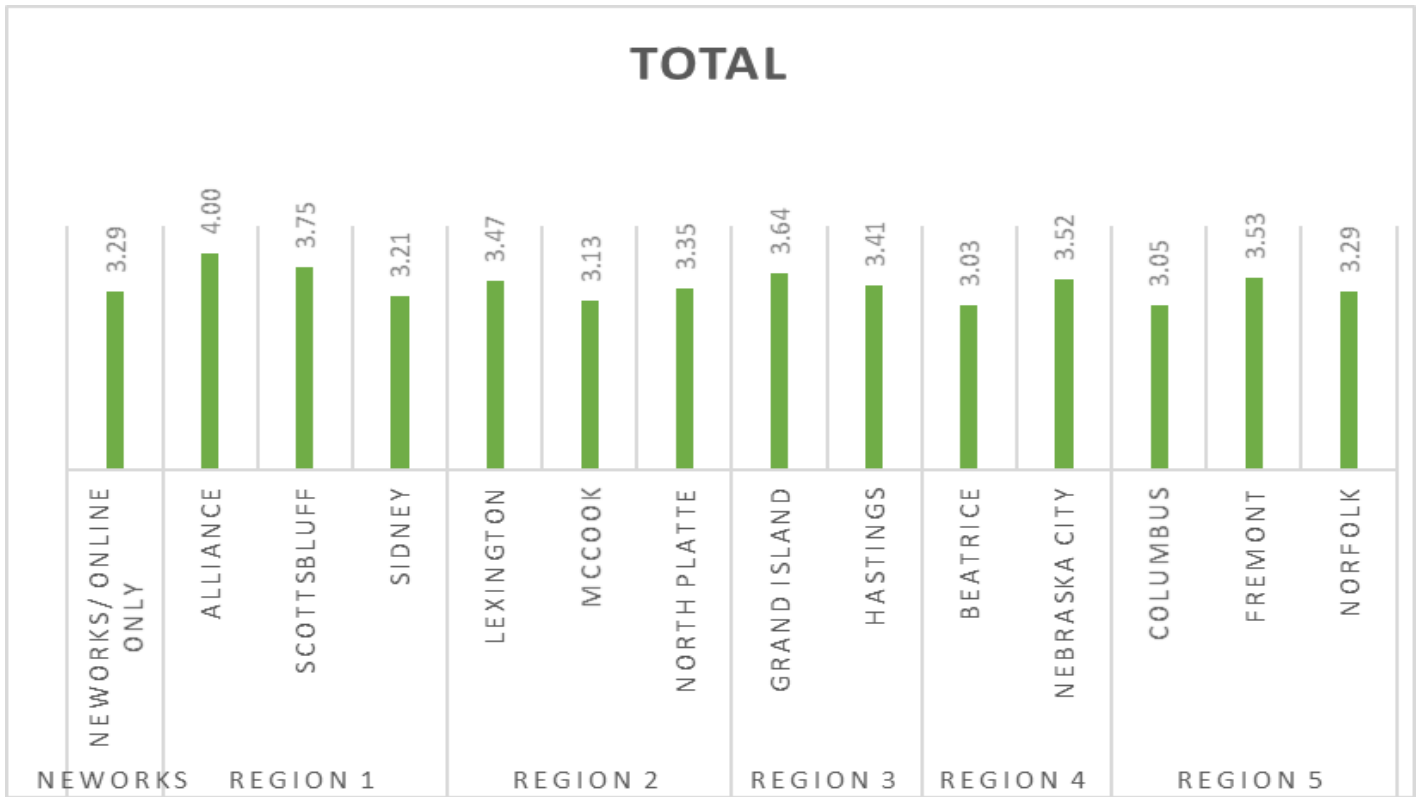


2. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:

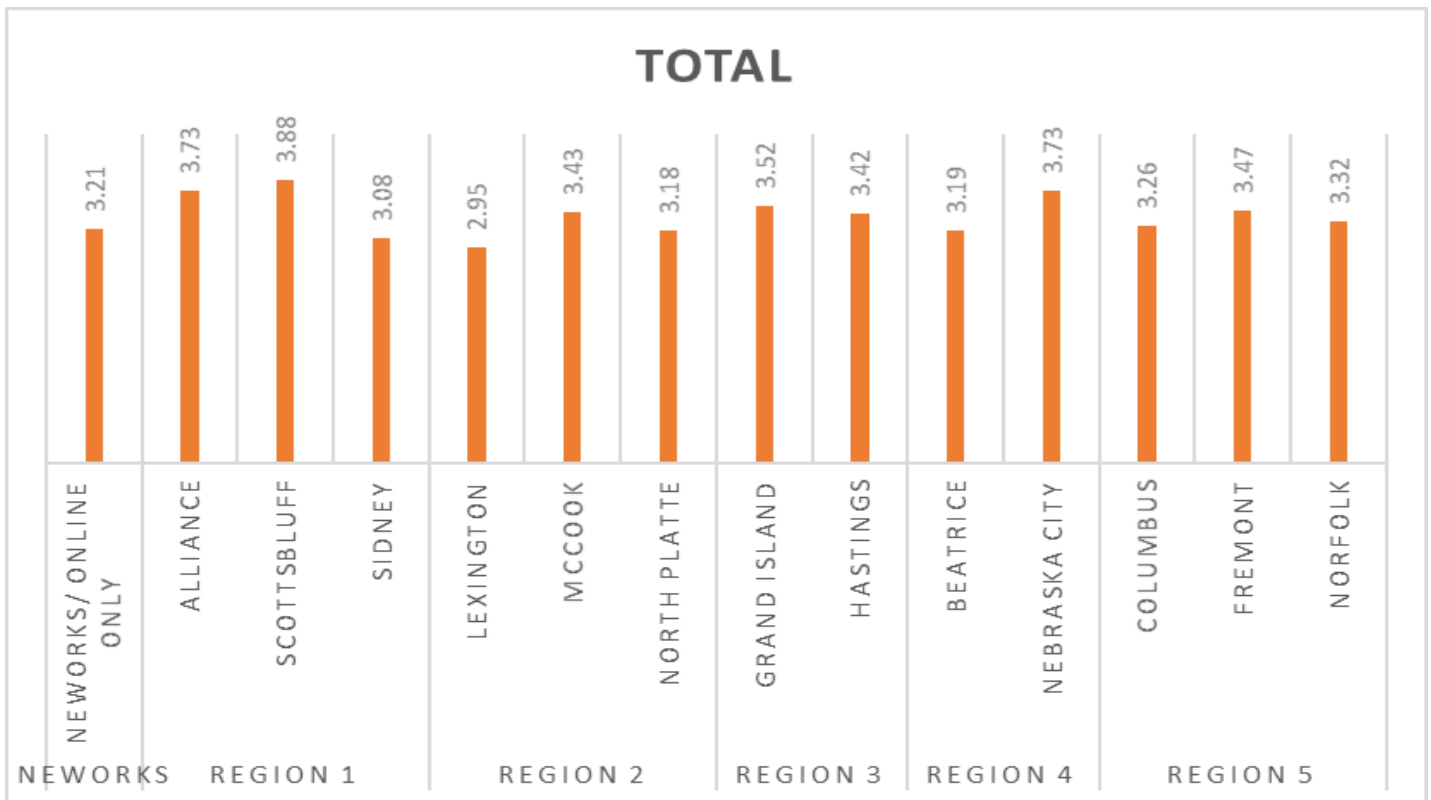
a) Help with job search using the NEworks website (NEworks.nebraska.gov)



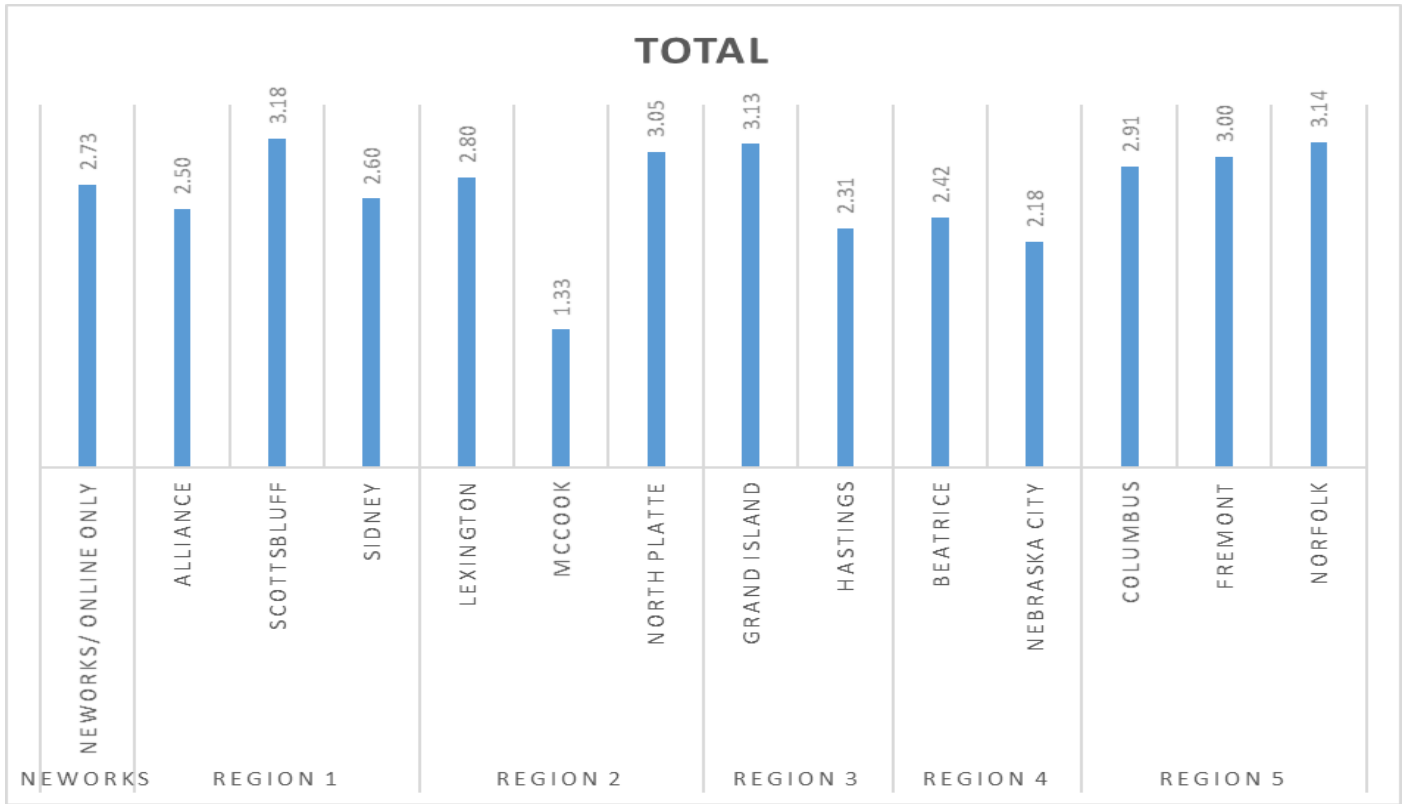
3. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:  
 b) Help with resume and/or cover letter



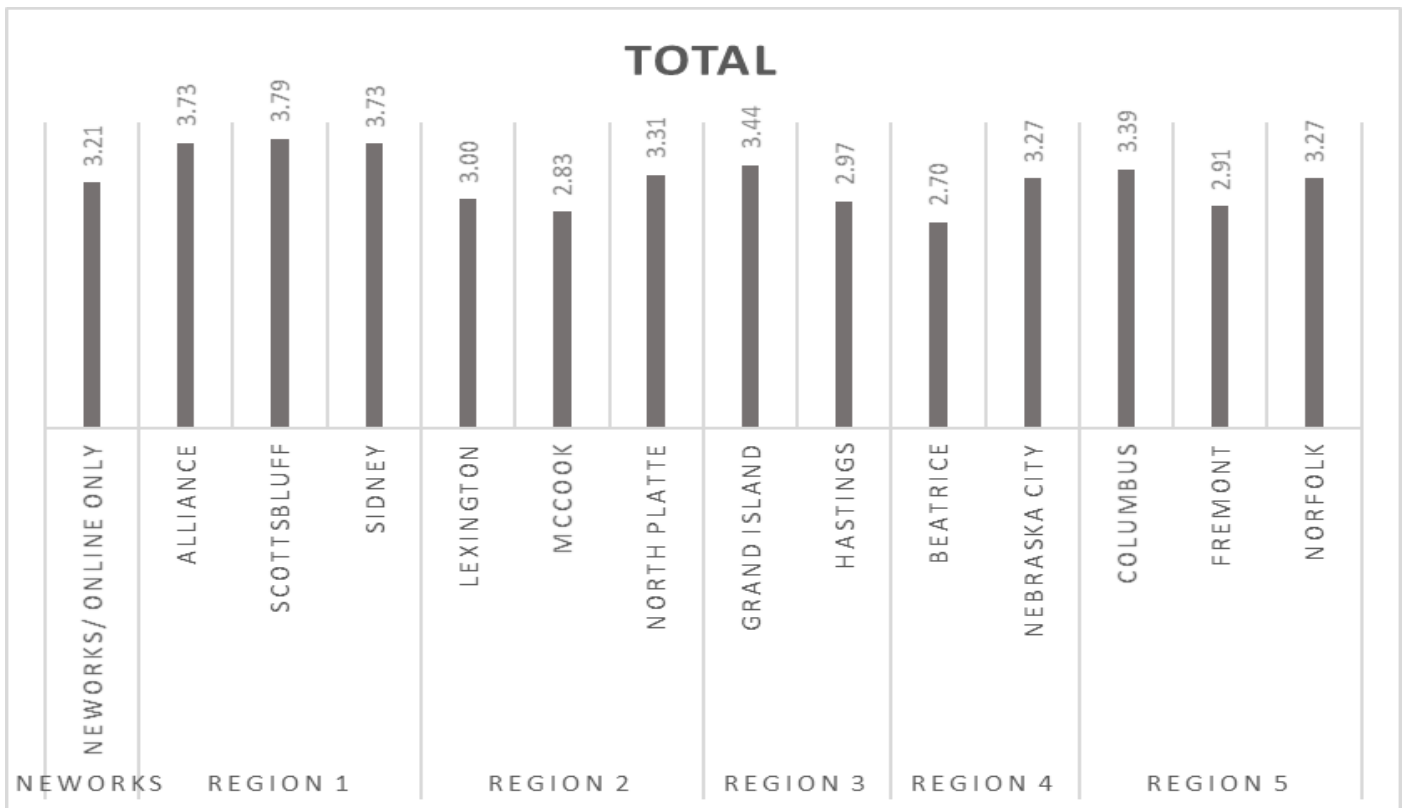
4. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:  
 c) Help with job application



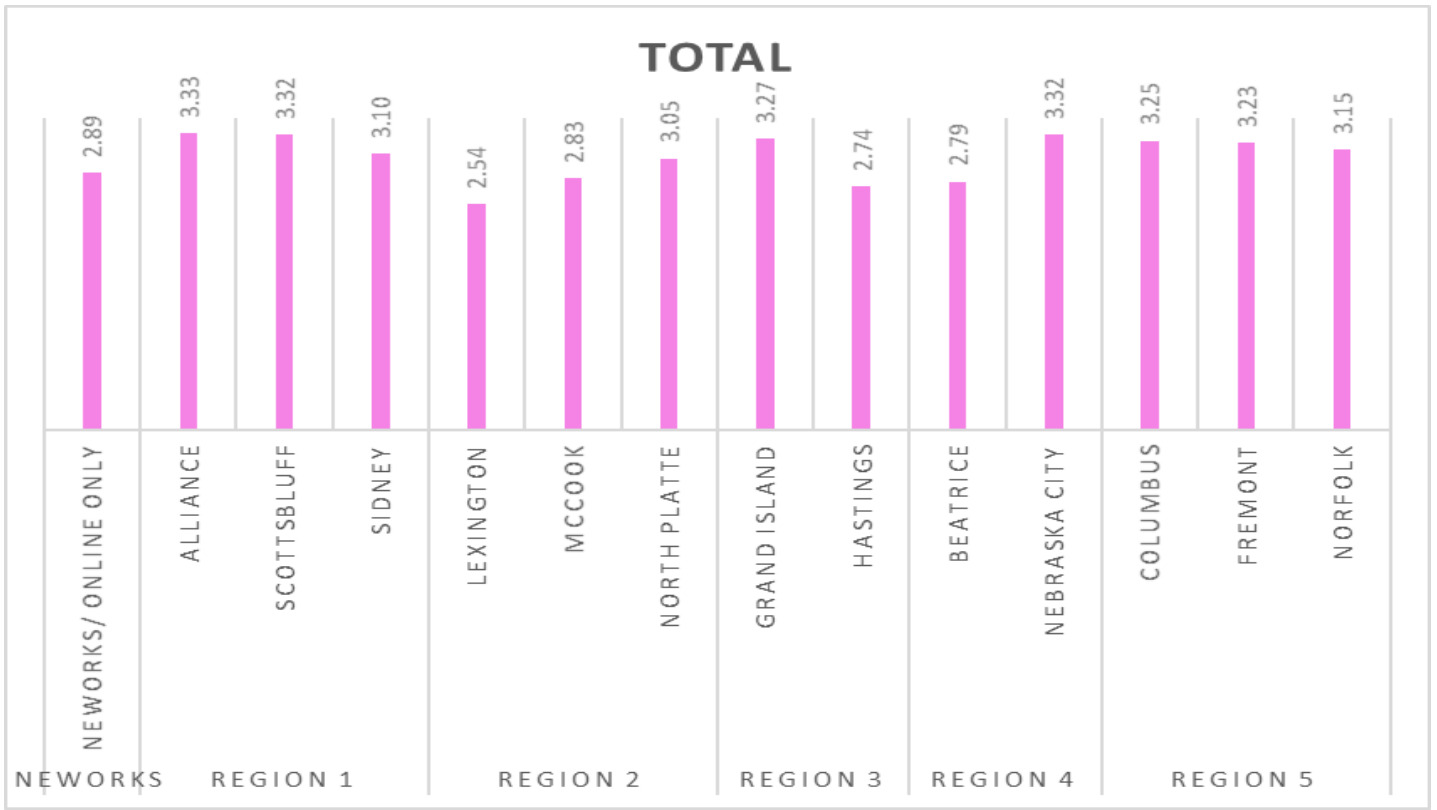
5. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:  
 d) Help finding Veteran services



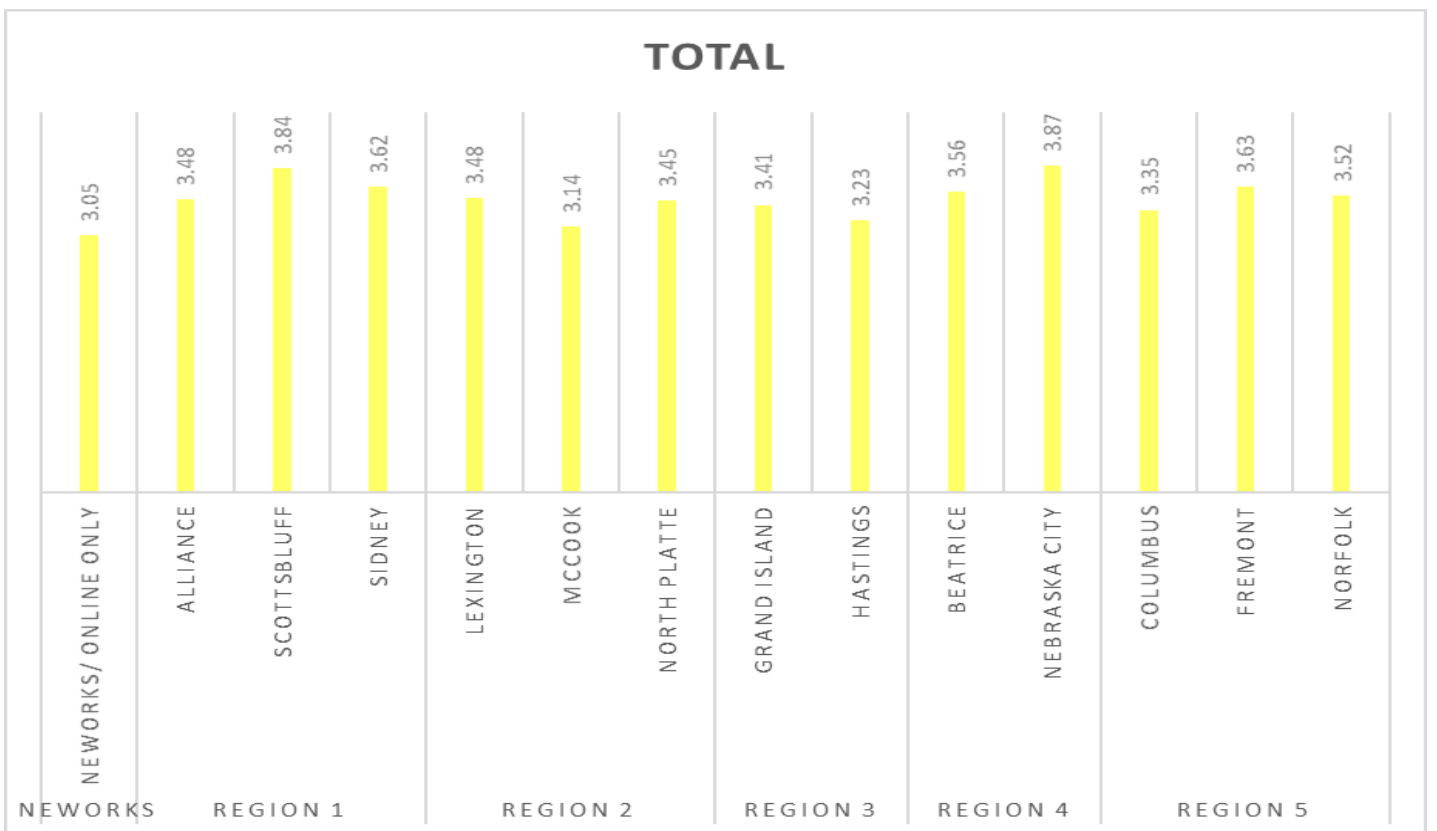
6. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:



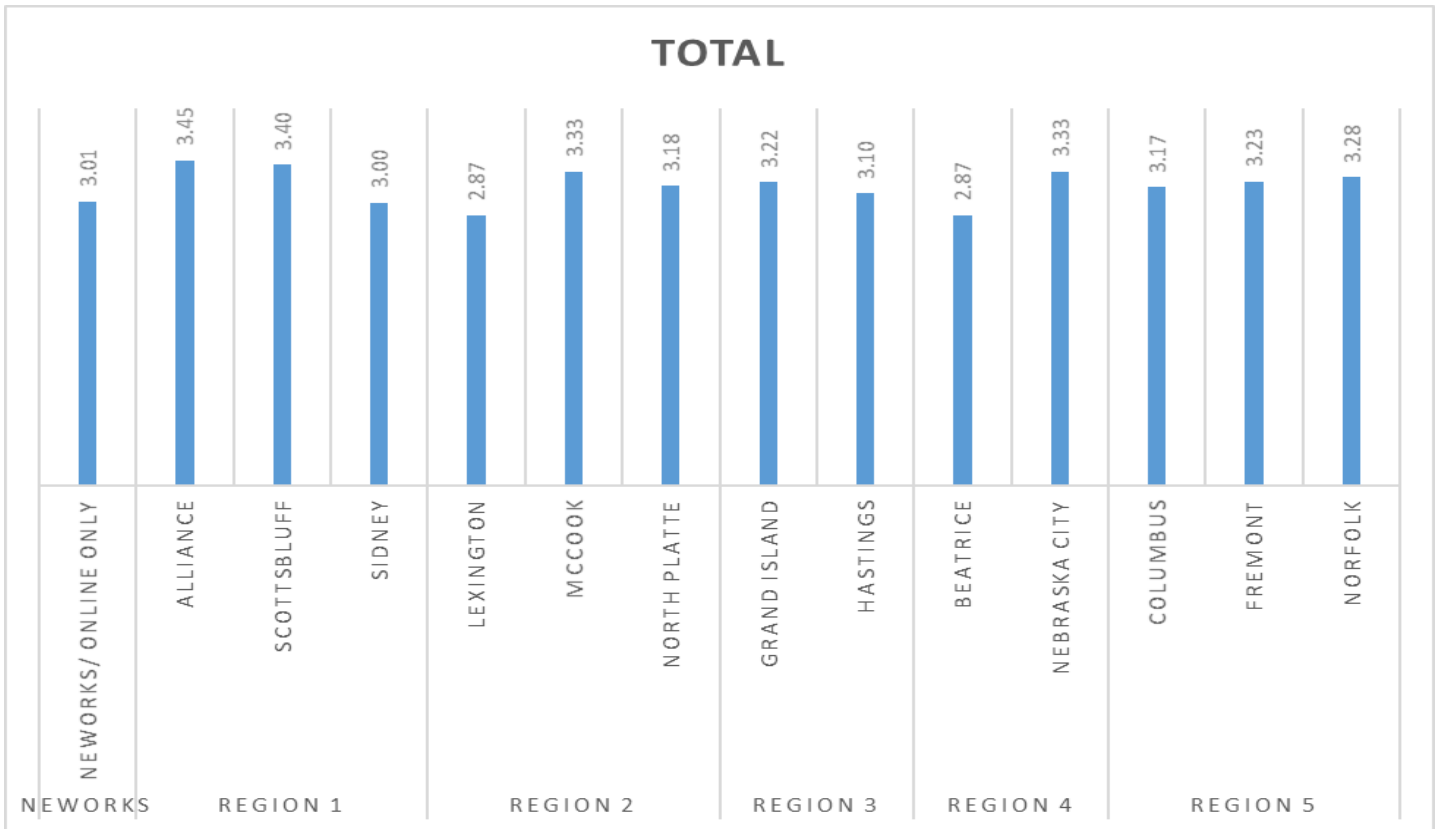
7. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:  
 e) Help with a job interview



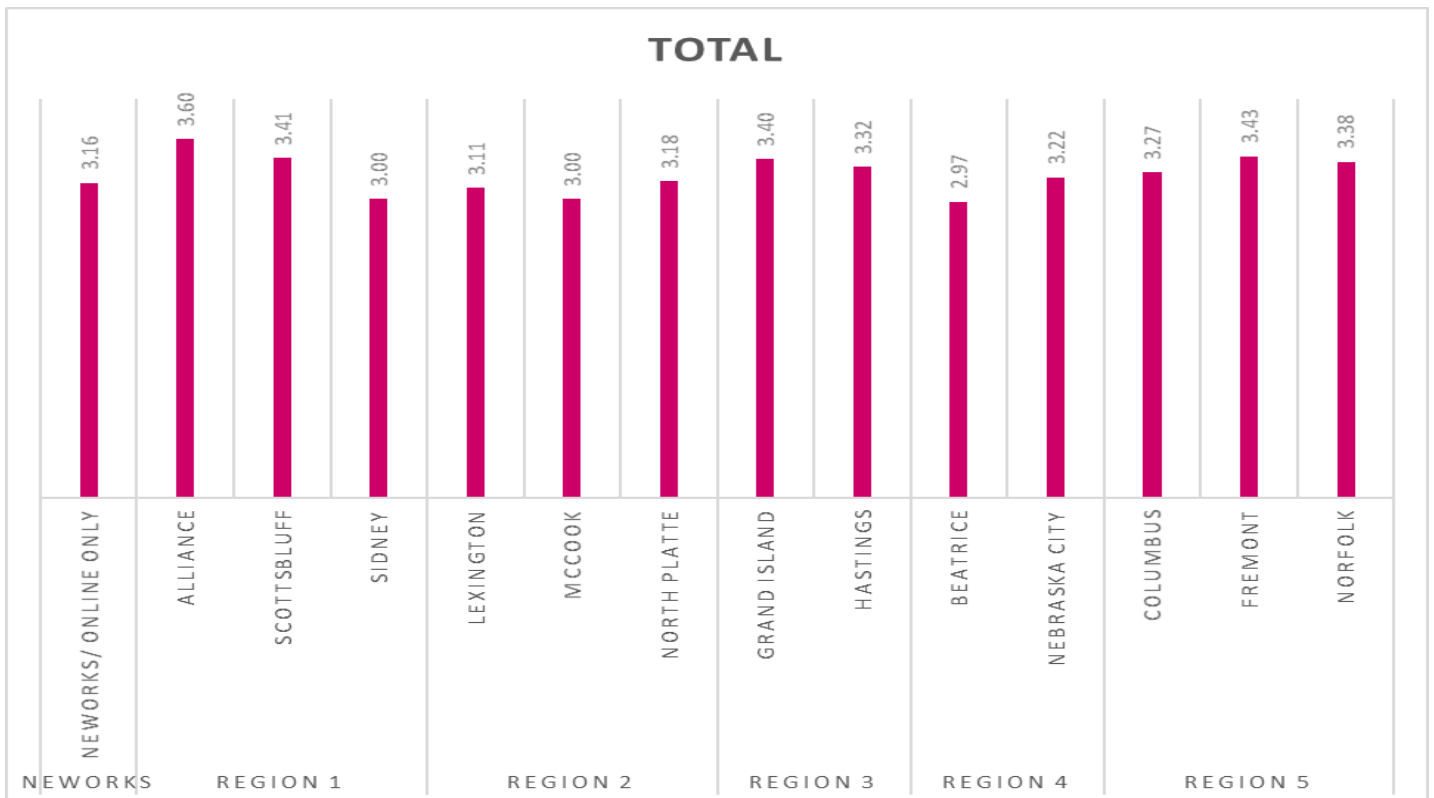
8. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:  
 e) Help filing Unemployment Insurance (UI) benefits



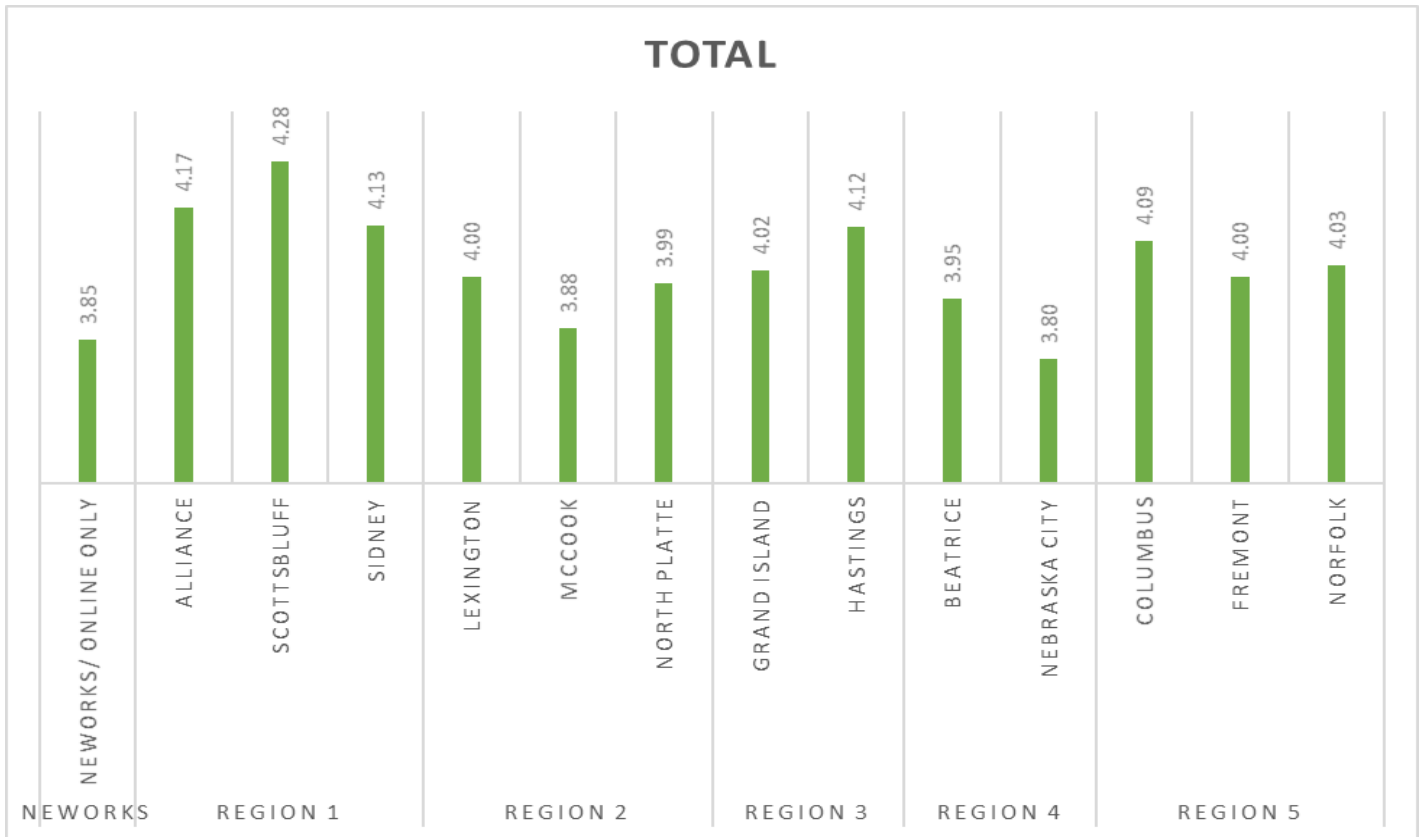
9. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:  
 e) Help with testing and/or assessments



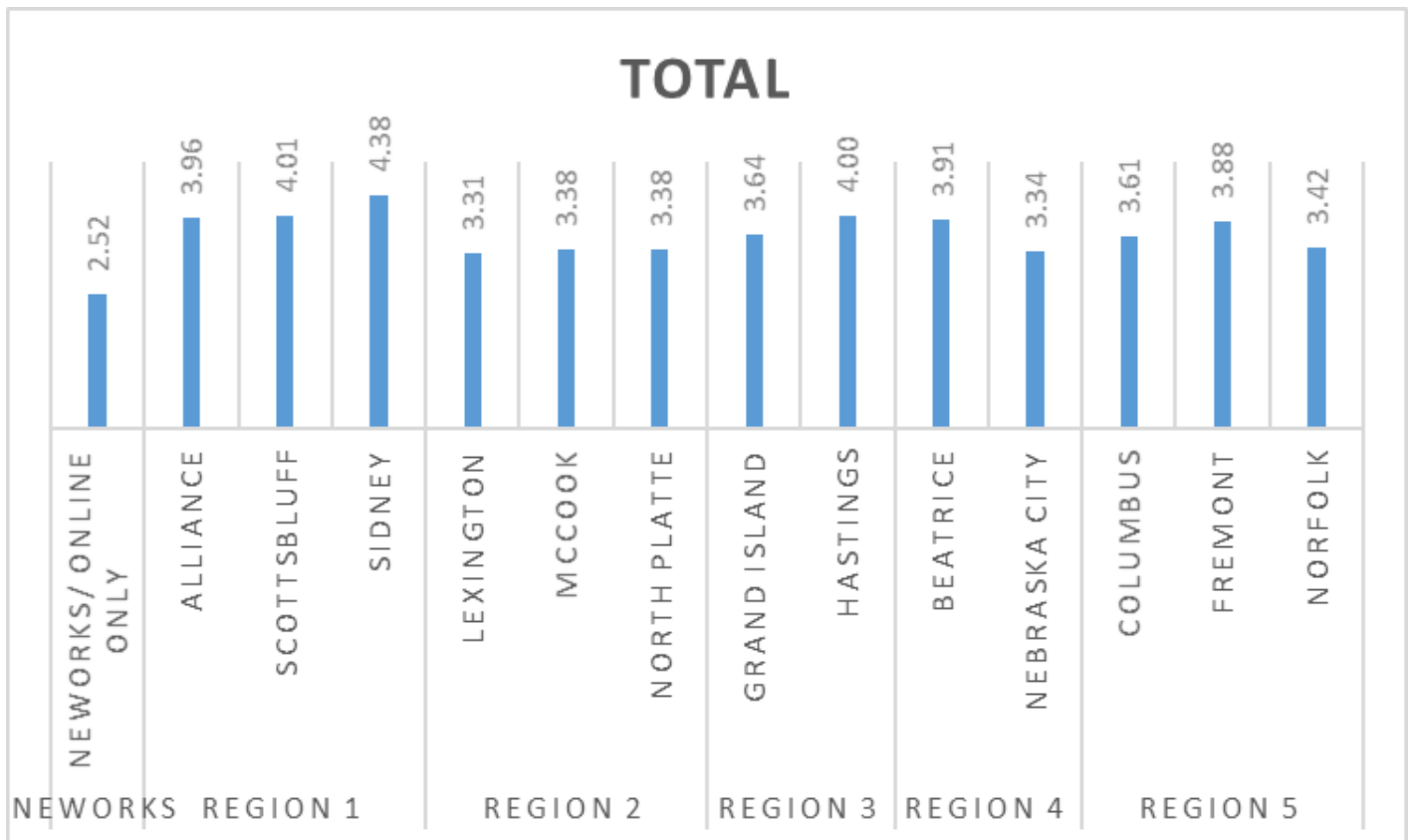
10. On a scale from 1 to 5 with 1 being the lowest and 5 being the highest, how would you rate the provision of the following services:  
 e) Help finding information on training opportunities



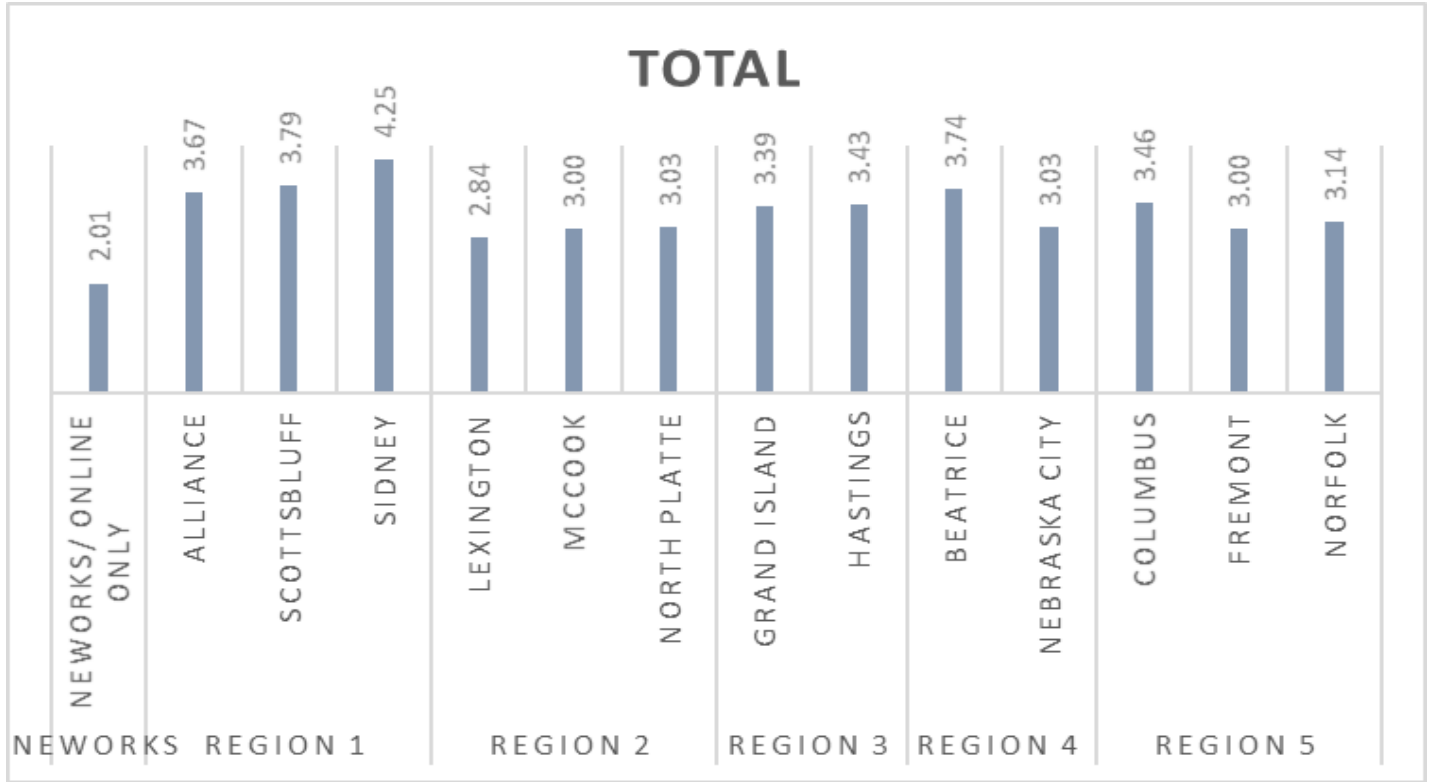
11. Overall, how satisfied or dissatisfied were you with the employment services provided to you?



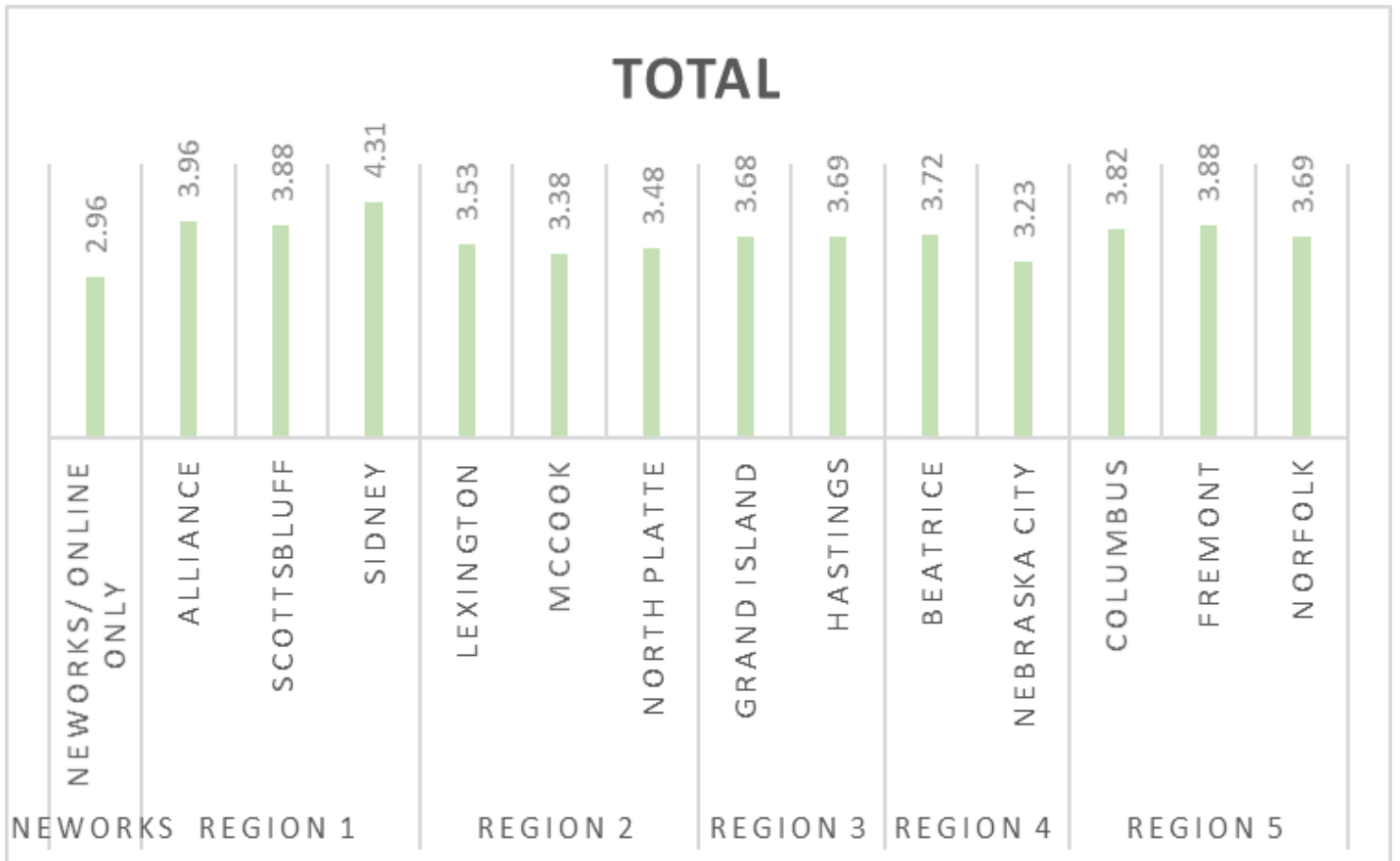
12. How professional (prompt, accurate, and businesslike) or unprofessional (impolite, inaccurate, and unbusinesslike) were the staff of the American Job Center (AJC)/Career Center?



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

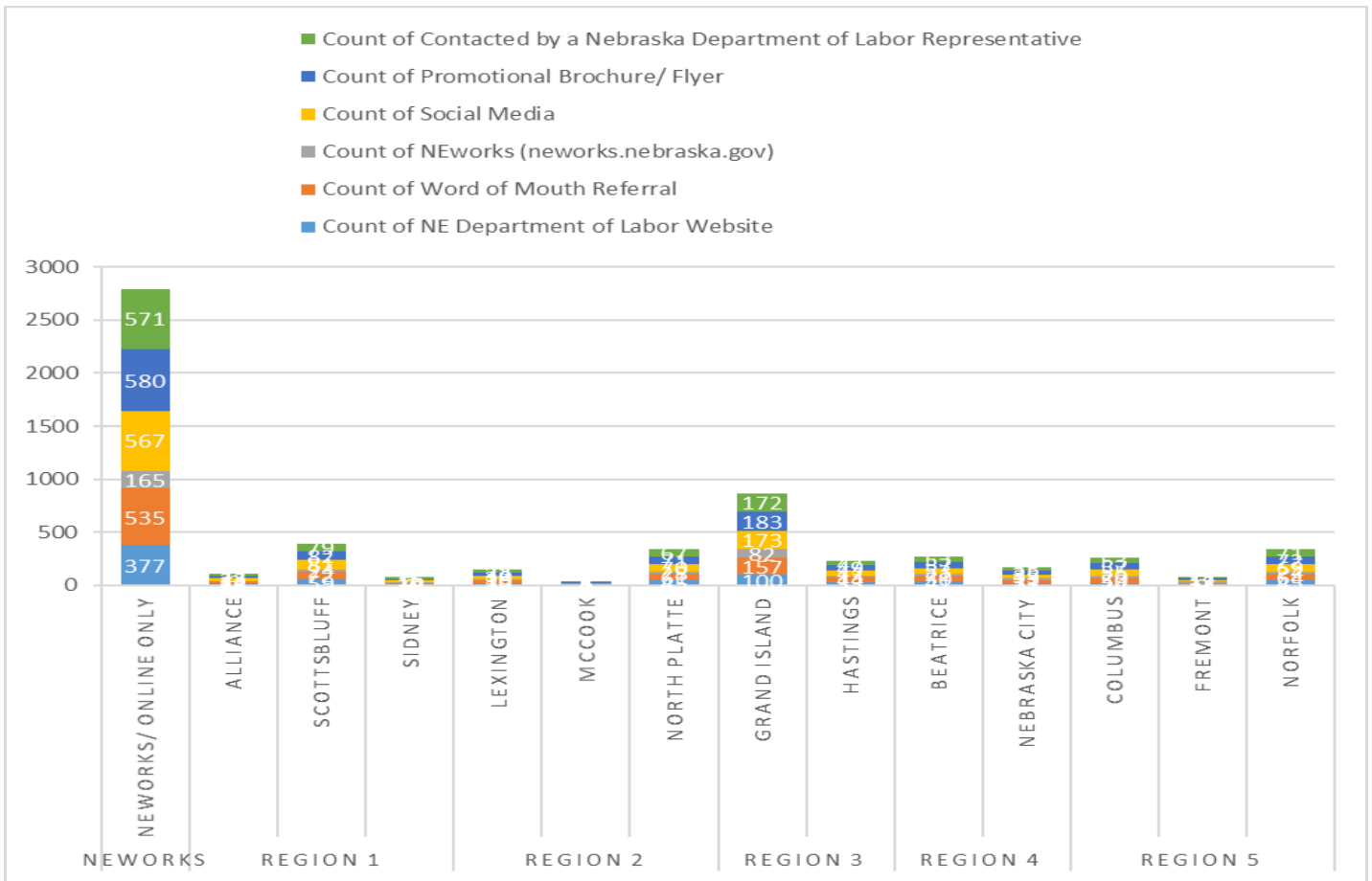


14. How likely or unlikely are you to recommend our services to others?

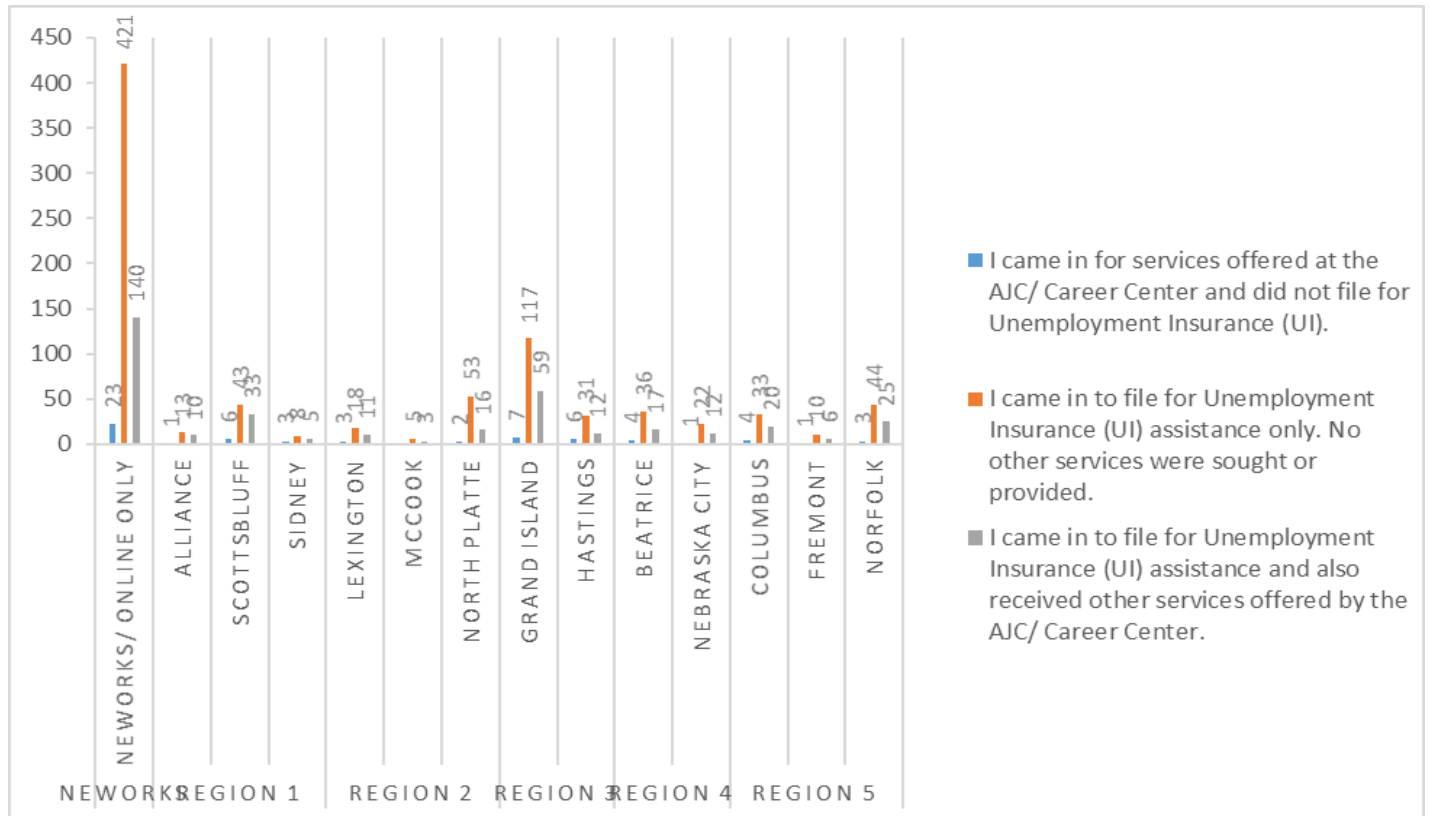




15. How did you hear about the job seeker services? (please check all that apply)



16. Why did you come to the American Job Center for Assistance?



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

**NEworks/ Online Only**

- CALL Me ! Iam Dieing OverHere!
- ABSOLUTELY HORRIBLE!! I applied for unemployment after losing my job because of Covid and trying to claim unemployment was a nightmare. No contacted me back when I had questions. I spent hours or even days waiting for replys. And once I finally received an email saying I was accepted for unemployment benefits, I still never saw a single cent!! Thanks for not helping the American people when they really needed it!!
- Actually very useful site. Not too complicated.
- All I've done is occasionally check the website. I've had no contact with anyone
- Appreciated the help. Was very professional and helpful.
- As far as I am concerned, your website is not that user friendly. Especially when setting up a resume and then going through the job services. So much seems redundant and unnecessary. I used NEWorks because I knew it was there and at no cost to me. I would like to discontinue use, but cannot find a way to get off of your system.
- Been trying to get help with approved extended unemployment insurance. Have been approved but no payments in account yet?
- Better knowledge of jobs viewed
- Call back times and consistency is pretty bad. This makes not being able to go in and take care of case business to a development center much more difficult.
- called about appeal for back payment dating back to beginning of eligible weeks due to pandemic and still haven't received an answer Thank you.
- Covid took my job.
- Difficult times even before covid. Grateful for the assistance provided which has assisted in not only keeping my house, car, utilities, but also in keeping funds going into child support payment which is set very high due to my previous W2 earning reported. Thank you.
- Don't agree with the job search requirements when I have a job to go back to. And now that I am working again but only a few hours a week until clientele is built back up.
- Don't think any of this applies to me
- Email, no calls please.
- Every number I called I was directed to email ndol.nebraska.gov of different variations and without an option to speak with a representative. I emailed ndol several times and never got a response. I had important and very relevant questions I needed help with. Luckily I was able to figure it out by myself. And it was mostly luck too because I was legitimately guessing.
- Everything is so complicated and stressful to apply to get my money and is ridiculous
- Getting someone to call back is a joke
- Good
- Great experience
- Great work guys
- Haven't been able to get check since having to provide job search info. No one to talk to. On phone hold for ridiculously long times. My phone automatically hangs up after 3 hours
- Help Me! I need to get my appeal decision!
- Horrible and confusing
- I am currently unable to work as I am under medical advisement from my physician that I am considered high risk for covid 19. I have been very frustrated with the process to obtain benefits.
- I am still awaiting answers for unemployment not received from March thru June 2020, including the appeal process, etc.
- I applied for benefits in Feb reapplied in March because of no response. I put in my employment for the past year it never registered no matter how many times I tried to fix it. I am now fighting eviction and my electricity getting shut off due to these mistakes by unemployment. My husband is a business owner who was approved in may still hasn't received a check. So do I think Nebraska unemployment is doing a good job. XXXX NO! THANKS
- Great experience
- Great work guys
- Haven't been able to get check since having to provide job search info. No one to talk to. On phone hold for ridiculously long times. My phone automatically hangs up after 3 hours
- Help Me! I need to get my appeal decision!
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- I am currently unable to work as I am under medical advisement from my physician that I am considered high risk for covid 19. I have been very frustrated with the process to obtain benefits.

- I am still awaiting answers for unemployment not received from March thru June 2020, including the appeal process, etc.
- I applied for benefits in Feb reapplied in March because of no response. I put in my employment for the past year it never registered no matter how many times I tried to fix it. I am now fighting eviction and my electricity getting shut off due to these mistakes by unemployment. My husband is a business owner who was approved in may still hasn't received a check. So do I think Nebraska unemployment is doin a good job. XXXX NO! THANKS
- I believe all of the Nebraska job Service and Unemployment services were impacted heavily buy the Covid Pandemic. They in my opinion all did an admirable job considering the circumstances.
- i call and call and yet to get my back pay for unemployment get diffrent answers every time
- I can't get help from anyone I've tried and tried and been laid off for a couple months now with no unemployment and 3 kids to take care of
- I did not use any of the above services, but you keep emailing it to me and telling me tio fill it out.
- I didn't experience any helpful assistance from NeWorks, I wasn't told if the information I submitted was completed correctly or not.
- I don't know how to change the area of search for jobs because there are no jobs available in or close to Hebron NE. And no jobs in my specialty.. I'm a certified Hazmat Handler.
- I don't know what a formal warning means.
- I feel it would be unfair to give my opinion at this time for UI from 6-25-20 to present until I file an appeal and have my hearing. However.....prior to 6-25-20 there were issues. Although I did finally get the debit card that is issued by NDOL it was sent to an address that was not occupied by me for several years. This address was updated when I filed for UI benefits and still was sent to wrong address. I have sent several emails about retroactive pay for the dates of 3-19-20 through 5-20-20 never heard a word back. I also talked to a rep at the grand island office and never heard anything back. Reminded me of all the problems I had with California. I will be addressing this in the near future. I would like the opportunity to give a final opinion after my appeal is done. But please... Make mention of issues for dates prior to 6-25-20. Thank you.
- I file unemployment ever summer as I am a preschool teacher! This year I was told to play the game and had to job search even though my paperwork stated my return date!
- I filed for ui I was told I was eligible for pua a week after that was 4 months ago I still have not received a penny
- I filed for unemployment months ago and was denied. I haven't received any money. I was told to file an appeal which I have and have had no one contact me on it. I have called repeatedly and have had no response. I am extremely frustrated with your system and lack of help. I have been unemployed since March and need the financial help!! I just need to be helped by someone!!!!
- I filed on July 26, 2020 and still have not received a dime! I'm starving an about to be homelessd
- I filed unemployment after losing my job after 13 years. Getting signed up was a nightmare, the whole website was not user friendly. We live in a rural area so having to make contacts and apply for jobs was very trying. This system is designed for the more populated areas where there are more job choices. I did not receive any help or advice from the staff; I know that there isn't much that they can do either other than follow the rules. I am thankful that I was able to receive the benefits while I was unemployed and am doubly thankful that I didn't have to make contacts during the Covid period because that is a fiasco in our area to be truthfully honest. The only jobs listed on your website for our whole county was for truck driving and feedlot workers so what am I supposed to do? The gal from unemployment who I had an online meeting with asked me if I would be interested in taking some classes; I told her I would like to. I filled out a FAFSA for financial aid several months ago; I have yet to hear back from the college I listed on the application. I am sorry that I seem ungrateful but this experience was terrible and I really did not want to have to go on unemployment in the first place but was forced to after a couple months of not working. I hope other people have had a better experience than I have had; I finally got a job even though I have to drive 40 mile one way to work. I realize that there are people who take advantage of the situation but I am one who doesn't; I want to make an honest living and I was employed at the same place for 13 years. Shouldn't that have earned me the right to collect benefits without going through all of that? Thank you for your time.
- I found it very convenient and private to file for unemployment through Nebraska works and have not had a problem with comprehension as far as instructions or guidance on maneuvering through the website. The creation of this website is far above standards and is absolutely ingenious. Compared to the old way filling over the phone.
- I had to quit my job back in mid March due to parent health issues and daughter/baby issues both at the same time I was on FLMA and my manager told me I had to be back to work and HR cut off my Access to my time card so with the pandemic starting I felt it best to take care of my family members I have not received any unemployment at all I don't know why am not being paid any benefits as of yet after five months. I need some sort of help soon to get my vehicle fixed and pay for prescriptions that I need please let me know what I am doing wrong or why I'm not qualifying for unemployment thank you. The last person I talked to was very nice and told me just to keep filling out my unemployment I have given a bad rating because I feel I'm being ignored or punished for some reason

- I have a job and am returning to work 9/9/2020. No one listened when I called so I lost all my unemployment money since the middle of July forward. I have been trying to file every week using NE Works but your system only lets me go so far. I am upset because I have called your center 3 times, and got 3 different answers. But I still did not receive my unemployment checks.
- I have been filing for unemployment benefits since May and keep getting a "disqualified week" even though I called the customer service line multiple times and got no answers as to why I was not receiving benefits. I was told an adjudicator would contact me if I had any open issues with my claim. I never received a call from them and I am still without benefits.
- I have been living in nebraska most of my time and the time I needed the help of nebraska state I didn't meet what I needed
- I have been off work since 7/6/20 without any unemployment for that time. I now have Covid 19. The system allows you to mark you are off for covid but still requires 5 applications. I did send proof of employment and my positive test. IT will be interesting if I receive any payment or if I will be required to cash in a 401 K.
- I HAVE BEEN WAITING FOR PUA ASSISTANCE AND HAVE YET TO GET ANY. I CALL AND IF THEY FEEL LIKE IT THEY CALL ME BACK IN A WEEKS TIME. MEANWHILE IM OUT HERE TRYING TO HANG ON!
- I have filed an appeal on a claim that wasn't paid and should have been and it's never been resolved. I've never heard back. I've tried calling and emailing. I would appreciate it being resolved.
- I have made several calls and left several messages regarding my unemployment overpayment and NOONE HAS EVER CALLED ME BACK! It's been 2 weeks since my last message! My unemployment was disqualified because I didn't fill out enough job search info because I HAD FOUND A DAMN JOB, but had not yet started at the time of my last 2 weekly certifications! These services for unemployment are impersonal and the fact that there is no to call and talk to and that not ONE person attempted to call me back is crappy! I shouldn't have been disqualified and now I am past the appeal date! COMPLETELY RIDICULOUS! This system is set to work AGAINST people in need!!!!
- I have no idea what I am doing for the unemployment insurance. This is the first time I've ever had to do anything like this.
- I have not heard back as to my eligibility for unemployment financial assistance, although I believe I completed all the online requirements 5 weeks ago.
- I have not heard from anyone other than I was disqualified for benefits. It's been over 8 weeks and still no answer on my appeal.
- I have not received any benefits from unemployment and i have been filing every week since March. I need assistance but every time i put in a request to have someone call me they never call, and when I email to appeal i get no response.
- I have sent numerous messages asking for assistance because I can't get through on the phone. I HAVE NOT RECEIVED ONE RESPONSE!
- I have still received NO HELP from Nebraska Dept of Labor.
- I have tried to get unemployment since April 1st due to the covid. I have called and messaged numerous times that you had the wrong social security number for me and NOBODY would help me so it has left me and my family struggling beyond belief. thank you so much
- I know you guys were slammed with all the COVID stuff, but as far as I'm concerned, you rock!!!
- I missed a call from the representative and called right back. I got the voicemail saying they would return my call within 48 hrs. It has been 2 weeks and I can't get ahold of anyone.
- I need help It would be nice to talk to someone
- i need help anyway i get help its better nothing i i know you doing you job some every onle else totalley undersatand that
- I need to file appeals. I have anxiety so need a little help. The website is not user friendly and is discriminatory in how very bad it is set up.
- I needed help with filing a weekly claim... Staff was busy going in and out of meetings several people needing help... They was even asking the young lady hired to sanitize and clean the computer stations. She told them she couldn't answer their question. I needed help and no was was available i tried my best and now my claim was denied. Very frustrating being unemployed and can't pay my rent or utility bill... 3 weeks worth of unemployment not getting paid... I called and finally spoke with a lady in Lincoln and she explained that i kept opening a new claim every week and making me wait 1 week. Since i didn't call within the 2 week period was told i wouldn't get paid. I just figured with Covid 19 it was taking longer or else i would have called sooner... No help at the center hence me calling Lincoln office...
- I never was able to speak to someone. I sent 5 messages. There was one week I couldn't even apply for unemployment because no one would answer my question.
- I obtained gainful employment by filling out an application I found on NETWORKS for a position I heard about through a friend.
- I reached out by email about how to fill out paperwork August 11 I have NOT HEARD ANYTHING back as of today 8/27/2020 Some help would be great...
- I recommend explaining the filing process in more detail for first time applicants.
- I still have not received my pandemic unemployment benefits

- I realize Covid-19 played a huge part in my experience that made me figure out everything without any "human" help. I tried calling for assistance and was told by the recording that my wait would be one week. Ridiculous. No one was ever in the Fremont office to assist me with questions and my messages always went unanswered. I have been totally on my own trying to figure out how to file Unemployment for the past 27 weeks. No way to run a business. I apologize for the negative comments but this has been so frustrating. The one positive comment I have is my one conversation with Heidi Young who helped me with RESA but I have not been able to contact her since March 24, 2020. Like I said, I know Covid is a huge factor but after 27 weeks, something should have improved. Thank you.
- I still haven't received unemployment and I've tried to call several times. I also left a call back number for my spot in line and never was called back.
- I understand that during that time, it was very difficult to contact via phone to ask questions. However, it would have been nice to have someone respond to emails
- I understand we are in a pandemic, but honestly the way this business is handling peoples request for unemployment is unacceptable. people are needing assistance and are desperate for help. we cant talk to anyone unless we are on hold for hours or if someone calls us back, and people over here in the meantime are losing their homes, not able to buy food or pay basic necessity bills. This program has fallen very short of its intended purpose. Something has to change or someone else needs to take charge and come up with a plan and implement it for the good of the people, people who have been working for years until all of this chaos. Give people results, hire more help and train employees well so they know their job inside and out. We are real people that need assistance, not excuses as to why its taking so long. Fix it please.
- I visited the job center at SCC in Lincoln Nebraska
- I waited 3 hours on hold to get help on phone but was told there was no upskill opportunities or classes...but I found NE Community College did have some but by then it was late...I really need to brush up on skills to be able to get the clerical job I am used to doing
- I want to know if I can file an additional claim
- I was approved in May for unemployment in May because of Covid. I have had nothing but trouble since I was approved. I have not received any money as of today Aug 29. I was not told how to file my weekly certification until I made phone calls. Then I was told I wouldn't need to do the job applications because I was going back to work. I was told to download a letter from employer that I would be going back to work. I did that but I still can not file the weekly certification with out have all of the job applications. I am very frustrated as of right now. Thank you Denise Sis
- I was denied a unemployment payment because when an employer contacted me and told me that I could move forward with an interview but only if I was willing to work nights or weekends, and when I refused I had to make that as a contact but the only thing available was refusal so I was denied my weekly benefit payment. The jobs listed that were available was poor it was mostly for people with other types of degrees and experience, very few jobs through the department were actually jobs that would be appropriate for me to apply to, I had to use other employment sites.
- I was just disappointed that it is so hard to talk to an actual person about why I cannot get any help with my unemployment money.
- I was thankful for the help I received and the people on the phone were were very courteous and helpful although I had to wait on the phone for a very long time.
- I would like help navigating the website online to help me look for jobs. I would also like any information regarding the weekly payouts that I missed when I first got terminated on July 6th 2020. I suffer from anxiety and I didn't understand on how to do the claim portion and tried calling for assistance but nobody contacted me in time.
- I would like to acknowledge the wonderful assistance and friendliness of Kendy Gomez of the Lincoln office. She was great to work with, and I appreciate the help. Thank you NDOL for helping my family and I through a difficult time.
- I worked one week and earned \$40. However, I could not for the life of me figure out how to report my earnings. Could never get through on the phone, so I gave up. I was afraid of committing fraud, so I did no more gig work. I'm not stupid: the website is incomprehensible
- I'm frustrated because it is literally impossible for me to meet the requirement of making 5 different job contacts each week. I live in nance county and there aren't that many employers out here much less that many job opportunities out here. So I now lose my benefits, now bankrupt and my cancer is back. Thanks anyways for the help I did get, I really did try but now I'm applying for disability due to my recent cancer diagnosis a couple weeks ago with subsequent hospitalization. Asked for help but nobody ever responded to emails sent, EVER! Hoping I never have to apply for unemployment again, would much rather be working but with covid keeping economy shut down that is impossible.
- I've had technical issues with my claims, have been disqualified because of the technical issues and can't get any help with it.
- I applied for WIOA and needed my birth certificate. I have sent the application for a certified copy. Will this hold up my approval? Thank you, Michelle

- I'm just confused about one thing. I'm in my 5th week of filing for weekly benefits but have yet to receive any benefit. Is this normal because of COVID?
- I'm still waiting to receive my weekly checks.
- Impersonal and found that I was just a file rather than a person experiencing my own unique unemployment situation.
- In the middle of the pandemic, you guys really decide that its still necessary to search for a job? Fantastic, sure we will totally flatten that curve real soon.
- Is all good, we understand due to the pandemic offices are closed, sometimes makes it hard
- It is not user friendly...I asked for help and the lady at the unemployment office was rude...she gave me a number where they do not answer the phone I was waiting for 2 hours. very disappointed in the service. I spend probably 15 hours trying to figure out this crazy website. For a \$134.00 dollars...I asked myself, " is it worth it?" I guess, some money is better than no money. I am trying desperately to find a job..it is very hard to pay bills on nothing. It is just that this website is un-describable. This is the first time I have had to break down and try to get unemployment.
- it is very unprofessional to have people call and they are on hold for hours, upon hours. I could not call from my cell phone because of this. after 2 hours my cell would cut off. this has been the most stressfull time and then get no help. I had to hope-fully answer questions right and not hang myself. When I did get someone on the phone the people were not confident enough to answer my questions. Bad review. Bad times.
- It took me a week to get a call back from your services and it took another week and a half for me to be able to file a out of state claim and then it took another 3 weeks for your staff and offices to get my claim okayed and began payments, leaving me about 3 weeks in arears and that hurts so I wasn't very pleased with the service at your offices and I am still waiting to hear on the 3 weeks that it took me to file and see if I get back payments for the delay of action on Nebraska's unemployment end.  
Sincerely, Shelley Timmer
- It was fairly straight forward as to how to initially apply for benefits, but there were a couple times where I missed a few weeks of filling out the weekly claim and I had no idea how to reopen my unemployment claim. I feel like there should be a FAQ on how to do that.
- It was impossible to talk to a person. On hold for hours! FAQ did not match what I was told. Inconsistencies.
- It was very hard to get anyone on the phone to talk to. I would sit on the phone for hrs or until my phone was dead & still not get to talk to anyone! very discouraging! I am almost 60 yrs old & have never filed for unemployment benefits before. My experience has not been real positive! I have found the whole process to be scary, intimidating, frustrating and overwhelming a good share of the time. When I did occasionally receive a callback, for the most part, they were courteous & helpful. That meant a lot!
- It was very hard to get the pandemic insurance. Also I could not download my 2019 taxes so it looked like I made \$0. I might have gotten a different amount. System was hard to use for people self employed
- It would be nice if you would actually answer emails and messages sent to you. It would also be nice if you would return calls that I have been told that I would be receiving and never do!!
- Its been a nightmare waiting to get issues the system genrelated with my claim fixed im 8 weeks i. And stillInno pay
- I've been getting messages about getting a virtual recruiter. I would like to do this, but beyond the suggestion that I should get one, no information has been provided as to how to facilitate that.
- I've had trouble saving my job searches and have contacted Neworks numerous times and noone calls back. Thank you
- I've never heard back from anyone the last 2 times I've sent an email through the service.
- I've sent 8 claims and have not been paid any benefits. The unemployment system is supposed to help people but has failed me. Me claims say there are active issues but no one can tell me what they are. I've been told someone would contact me, weeks ago.
- Jobs lined up in the system were low do to Covid-19. Having to apply for jobs that made no sense was difficult. Please keep that in mind.
- Just went over my background and job information for my profile.
- Karen Stohs was great. I hope I get my back pay as she said I would.
- Long phone call wait times. Staff can't get information on questions asked. The website is not user friendly. When filing an appeal no response for over 2m even though it says 5-7 business days.
- Love the help
- My application for UI benefits has been pending under appeal since June 3, 2020, and there still has been no decision.
- Need help finding a job soon
- need more directioning on NEworks website of what is where, contact info about someone you can call or email directly. I have emailed before and never got a response. Calling the dept takes a long time for anyone to answer. I have waited over 1 hr before.

- My experience on trying to file for unemployment took forever, and did not start out good. After calling every week for over 3 months and telling my situation to a different person every week of how I could not get started online cause it said my social security # was already used by someone. I needed help and never did receive help. I got told every week someone would call me back. I never received a single call in all that time. I finally called the governors office and explained what was going on, within a couple hours they had this amazing women named Sharon call me back and by the next day everything was taken care of n fixed and filed. She was amazing and saved me I was at the end and about to loose everything. Then here when the stimulus money ran out I kept trying to put in a claim n got denied because I wasn't meeting the 5 job search and 2 applications requirement. Which when I callled networks to find out how to enter the jobs I was applying for in my ar- ea, I was informed I couldn't do that n get credit for them. I had to go thru networks only. Well as I explained there were maybe 2 or3 jobs close to me listed on there. After going around trying to understand it came to the conclusion. That if I wanted to get my 173 dollars every week I was to apply for jobs that I would never take or wasn't qualified for. Well my mo- rales will not let me do that. To me that's cheating. So I don't think the system is perfect and doesn't work for everyone. So I guess if the president doesn't offer the 400 stimulus again I will just do a lot of praying I can figure out something to get my bills paid n not loose my home.
- needed help navigating through website
- Never did get an email response to my question about why I have not received benefits since I have been filing weekly since May 30th. It says disqualified week on every week. I have asked if there is something I need to do different.
- No body will answer phone. When I finally reached my local Job Service Center, I discovered they could not help me. The lady was very nice and supposedly sent information to a supervisor who was supposed to call me this week. I still haven't heard from anyone. Additionally, I have send 3-4 emails starting back in April/May - August which no one has ever got back to me! Unacceptable, even with the business of the UI claims.
- no one could answer any of my questions
- NeWorks website is confusing, Especially if you have never filed a claim before.
- No one is answering the phone calls for 3 hours, each days I have tried to call. My number is 402-313-9465 and my email address is annts85@yahoo.com Please and thanks.
- No puedo dar mucha opinión ya que no he podido contestar con un especialista para aclarar dudas
- Not sure why I received this survey. I have only utilized the NeWorks website to file UI, market analyses, and search/apply for jobs.
- One of the questions when I called was that when I called back I asked if I was going to get the stimulus money that was on my prior claim, before my new claim started. I had two weeks on that I put in a claim for but did not receive the stimulus amount while my extended benefits were being reviewed. I talked to Roger the last time who said he would put out an email to that department to see if they could pay me those two weeks as he could see them on my prior claim. I had called about it before filing for the extended benefits and was told by the lady I spoke with to download the claim so that it would still show (which we could not get to work so I printed it). She said I should get those benefits as they were showing on the claim and I went ahead and kept filing as instructions on the chart said to do. She told me to start a new claim but that would be picked up from the old claim. I did that but never received those benefits. I called back and talked to Roger who was going to email someone to see if they could extend those to me; never heard anything back. Can someone help me with this? Appreciate it. Both representatives and the ones I spoke with in the North Platte office on job information and the benefits were all very polite and tried to be helpful. North Platte told me they had lost the other help now so would have to contact the Lincoln office for further information.
- Replies to emails are 0
- site difficult to find jobs
- Still have not responded to any of my questions. No response to my appeal for unemployment. The site is not user friendly & Not helpfull at at!!!  
Still haven't gotten any feedback on my open case.
- Overall site not cellphone friendly
- Probably need to update the format more, make pop with bright colors
- Questions on umemployment payments are 100% not avaiable. No service or response. Three days spent on hold for over 4 hours- no response. It has been 26 days since a REFILLED.
- Questions still unanswered
- Still waiting for unemployment benefits from my original filing in March, 2020.
- still waiting if i,m getting it or not 6 weeks and no answer yet
- Taken a long long time for claim about to lose alot I have worked so hard to get and keep
- Tank you God bless you.

- Terrible service! we have to wait 45 minutes and over, and then when somebody answer the phone, they are almost always in a bad mood and are impolite. And if we ask for another language, they say that they speak it, but they know a little, therefore nobody understand. Would be great, if you put qualified people on customer service (respectful, polite, accurate, etc) and have everything in English, that way every body could have their own interpreter in their language. This is for the person that I spoke when I called, it was a man...but I am thankful for the lady that I spoke before him, (because I called two times that day) She was awesome, I think, she have been the only one in your customer service that is kind, polite, accurate, patient....etc. the one that is needed in this difficult times, when all the people feels no good. Thank you
- thank you
- Thanks for your help, during the Covid 19 Pandemic. The funds made were a GREAT HELP, THANK YOU VERY MUCH!!!
- Thanks for your help, during the Covid -19 shutdown. You have Helped my Family , Will Forever Be GREATFULL. ALICE BENTLEY.
- Thankyou for helping me out during Covid
- The department of labor misled me and screwed me over!!
- The dissatisfied services were actually with NEWorks
- the entire system in a bit convoluted. there should be a clearer road to success. for example. i am 50 yr old, disabled vet. If there are options for schooling to get certifications for more job availability with better wages the path should be clear.
- The instructions for some one who has never filed for unemployment, the instructions on what to weekly were t very clear...I read the handbook like it said to do and the handbook was even really confusing, to me anyways. I understand unemployment shouldn't be something easy to obtain I understand good amount of people on unemployment take advantage of it. But I have no desire to take advantage of it and struggled with even making myself try and get it. My job market where I live is very limited and I just think the instructions and maybe more communication could be worked on.
- The NEWorks web site is terrible. Navigation is confusing and it's extremely difficult to find information. There are a number of questions I have about my unemployment claim but I couldn't find any answers on the site.
- The only issue I had l'd that my first week I had made several contacts but didn't always apply for a job at contact and I got a formal warning. It kind of stunk because I had been on the site everyday looking at jobs available. I also had to call local office to find out how to stop my claim.
- The people in Grand Island Nebraska really care help with anything
- The phone call and emails have been ver helpful and the staff were just great and made me feel relaxed. I think our state and there unemployment staff and other extensions of this office have done great through the COVID.
- The process itself was not difficult however I did not receive any unemployment due to the appeal process being a JOKE!!! It said 7-10 days and I'm still waiting!!
- The resume upload is ridiculous. If I have a resume to upload, I shouldn't have to add additional information that is the same as my resume. It makes no sense
- The staff needs to be more understanding of the stress the unemployed are having and have answers ready. Living paycheck to paycheck was hard enough and now not having a full paycheck and still trying to get all bills paid with the LITTLE bit of money we get, the stress is compounded. Get answers for the people needing help.
- The system was difficult to navigate through. No response when I emailed for assistance. When I put in the location area that I needed to seek work a popup would redirect me to areas to far to drive or they were not in within an hours drive. Not monetarily acceptable. Never had input from staff except for the the very first time I signed, a nice lady called me and then never heard from anyone even when I requested.
- The unemployment was a joke I waited 4 months after I appealed and nothing I even had a note my doctor gave and nothing so I gave up because I can not go back to work with the public at this time
- The website is a joke, nobody ever gets back to you.
- the website is frustrating! During covid the chat feature was inactive except for a couple days. When i did ask a question, i needed to talk to someone else who was not available. The virtual recruiter is a mess! It won't save the info i enter or run according to its stated parameters and you can't edit your recruiter you have to create a new one. It has defaults that you are unaware of and cannot access to change. The results cannot be sorted so that it stays in that order; you have to keep resorting it if you click on something and want to come back to the list you were working with. There is no ongoing consideration of older vulnerable job seekers who are still social distancing and looking for online jobs and need training or help in this area. The scholarships are very limited in number, and are geared towards getting a degree, not brushing up on or extending existing skills for the online environment. The Alison courses are a joke. One of the ones I looked at was by some guy in India and I couldn't understand what he was saying or magnify the screen enough to see the visuals. Overall, I am disappointed.



- The website is so obtuse it's very hard to use.
- the website is too confusing, I can not figure anything out or what to do, I have had people try and help and they couldn't, I called and got no help
- The website is very hard to use. I was disqualified 2 weeks in a row for not meeting requirements when I met all requirements and emailed and called repeatedly and never got in touch with anyone or a reply to an email or a call back.
- The website seems obtuse and hard to work with, I appreciate how easy it was to apply for benefits but I mainly used other sites to search for work for a reason.
- The whole unemployment process was very new and at times confusing but whenever I talked with someone even though a couple times I was on hold for hours literally, they were very helpful and reassuring. One day I was on hold for over 4 hrs. I started 71 in queue and when I finally hung up I was still 29 but my call was never returned as it said it would be. I did eventually get an answer elsewhere after I waited which was maybe what I should have done to begin with. Thank you all for your help as I am sure your job has been stressful, busy and not easy to deal with at all since Covid19.
- There are not enough employees to assist everyone. I also feel there is not enough training for the employees to effectively assist but with the employee working hard to assist me she was able to help me some so I could try and figure out the program. The program is not user friendly.
- there is no direction, contact phone call takes forever..., and have no idea for direction no follow up whatsoever
- This site is very helpful, but during a pandemic and in an area where there is not a lot of jobs around, it makes it harder to complete.
- To this date I have no idea if my claim qualifies, I applied for PUA assistance because I am self employed and work has been at a stand still since Covid-19 began. I don't know if the steps I have taken are correct or what is next.
- Trouble applying for jobs, said I needed to change my settings. even when changed would not let me apply. repeat notice to change my settings. also when could get it to get past that could not apply for jobs.
- Unable to add work history that is done by private higher. I worked and worked hard for from 2017-2020 for a lady 365 days a year on call 24/7 and I'm not able to put the work history into my file. My guess is well a lot of reason I suppose how ever it would still be nice to be able to add that kind of information because it is important. Not my work history just shows how long I have not had a job what is actually that's not at all true. I lost my job due to covid-19 and I may not continue to get the next stimulus pay. I have 2 kids I'm a single mother and do you think you would be able to live on 147.00 dollars a week heck no ya can't so why do I have to suffer and my children also.
- Unable to perform 5 job searches and 2 job applications due to living in rural area. No online job openings.
- Unemployment benefits ended early because my most recent job was only used not my previous work. The extension for the unemployment never came through.
- Unemployment services have been there in my desperate time of need. For the first time in my life I have found myself in a situation of which I can't explain and see no real light at the end of the tunnel. I never knew what it would be like as a 50 year old without an income of which I had been accustomed for years. I have found that at 50 years old I have very few options with employers. I believe I have to make a decision to leave my family behind and leave the state I have fallen in love with in order to attain employment that will give the income that my family needs. I have found that family courts really don't care about situations a person finds themselves and all they want is that you provide at the same level even though the person has lost a job as plant manager with a 6 digit yearly income and is now scraping to pay mortgage, lights and water. I'm grateful for the services provided in my desperate time of need.
- Using the NEWorks website proved to be difficult, even for someone with a Master's degree, such as myself. Many of the job listings were no longer available so it would be nice if the open positions were updated more frequently. Also, I found it very difficult to find information regarding questions about my unemployment claim, and emails were left either unanswered or responses took a week or more.
- Very dissatisfied with the unemployment services. I applied over a month and a half ago had 2 calls and no action. I filed due to testing positive for covid. I found that it was more of a waste of time if I'm not going to get the help I applied for.
- Very helpful
- Very helpful and makes sure you understand anything you have questions about.
- Very poor
- Waited 7 weeks to hear anything about my case, and after calling 3 times and waiting on hold for 14 hours total I finally got a phone call telling me I was denied. Explained me and another co worker quit because a driver tested positive for Covid and we drove his truck all day before being told he had Covid. No safety precautions were taken and when we talked to a manager he told us to not go to the doctor to be tested as we can't afford to lose employees for 2 weeks. Absolutely stupid

- Was hung up on and no one called me back! After being on hold for hours
- Was wondering when the stimulus was going to be added to the weekly claims
- Website is confusing. Times out often and often w/o warning. Doesn't save your work. Has chat, but difficult to find, and no response. Help with unemployment questions, non existent. Unemployment questions are not clear and understandable. Looks like it is set up, so applicant fails to receive benefits. Meeting job search criteria is difficult because it is difficult to figure out how to log, not because it is difficult to do.
- Website is not very user friendly needs an update to make it easier to use
- Website tendencies in most cases were difficult to access.
- What I have and am going through with unemployment, I wouldn't wish on anyone.
- When I could finally get ahold of someone they were an awesome help. I realize with Covid19 you were swamped so I was understanding but it was a very long day holding the phone on hold and when I did hang up to keep my place in line my call was never returned. Overall I am satisfied. Thank you!
- While trying to get on unemployment I could never get ahold or have anyone return my calls. Several times I was on hold for over two hours A time.hoping someone would answer or if I did get someone and got disconnected NO ONE ever called back.
- will discuss with person who contacts me
- With the covid issue and unemployment running out no one has emailed about extending my benefits just told to wait a reply
- Working with Nebraska VR I'M do I file them as a employment job or service?
- Would be more helpful at times to be able to speak to a person.
- yes I applied for 8 jobs last week alone and this system says I didn't meet the criteria
- Your website is very difficult to use. Information is very difficult to obtain. Rules of UI are very difficult to figure out. If your goal is deter people from getting their UI, in that you are succeeding.
- Your website it terrible to use. Hard to find the things you need and makes not sense. I am suppose to have 1 virtual recruiter and have no idea what that means or how to do it. The site is not user friendly at all. Its like this survey. I can't even answer the reason I came in...none of the options are correct! And the location doesn't even have the correct location to choose. I was at the Lincoln office and its not even a selection!!!! Horrible Horrible Horrible

## Region 1

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### Alliance

- I am self employed and I have been waiting for 8 weeks for a decision on my claim due to Covid. Everytime i call they never have any information for me and i am really needing income right now.
- I called to see if they could help me with UI because I have been trying to talk to a supervisor at UI for months and nobody calls me back. They are only for employment.
- I truly thank them for helping me in the unpredictable time
- Its an good system
- Kim was absolutely phenomenal! I didn't expect our meeting to be so helpful and thorough - way to go!
- Very nice and informative. Helpful.
- Was provided no services or help.

### Scottsbluff

- A few of the representatives that have called or whom i spoke with didnt really have answers to questions i asked or replied with that wasnt their dept
- AJ is very professional, clear and cogent!
- AJ Trook does a great job!! He has been willing to help way beyond expected! Excellent!
- Answered my questions so I could understand what was expected to continue to receive benefits until I am working full time job again.
- Applied a month ago and have received no response.
- Everything was ok
- Great Helpers
- Have tried for over 34 months to speak with an actual person or get a response via email to no avail regarding unemployment benefits.
- I am very disappointed in the people at Lincoln for not returning my calls or knowing their job. The people in the Scottsbluff location could know their job better too.

- Hello, This is nothing personal. The ladies who have helped me were wonderful. Its just the crazy times we are in right now. But I still have not received any unemployment at this time. I filed on Friday the 17th of July. The next day I got an email stating I had not met the requirements. That was frustrating. Then I was denied my third week. Still haven't heard back on that. I'm trying. If you look at my work history, I'm not a slouch, I've been working for over 45 yrs. But I'm over 55, COVID is still active and I get bronchitis and pleurisy very easy. I am a single lady with only me as income. But if i go out and get COVID, I will possibly loose my house. I HAVE to have a job. But I am trying to find remote data entry. I understand you all are very busy and appreciate what you do. But also please understand.... people are suffering something bad right now. Hire more people please & thank you. Have a nice day. Lisa Fox
- I have called or gone into the unemployment/NEworks every week to get some answers. I have either been lied to or not been helped with my situation or at least have not seen any results yet. I have not received any money for the last 4 weeks.
- It was a god experience.
- It was a NIGHTMARE that took WAY LONGER THAN IT SHOULD HAVE BUT FINALLY THE RIGHT SUPERVISOR STEPPED IN AND RESOLVED IT BUT ONLY AFTER I MENTIONED FEELING DISCRIMINATED AGAINST AND CONTACTING LIFELONG FAMILY FRIEND, Adrian Smith.
- It's just really frustrating g and hard because of covid. The system is not helpful or understanding due to the pandemic. Only 2 people are helping and you have to wait forever for a computer. They cant be too close because of 6 ft distancing. I still haven't received a dime and been applying since June!
- I've been claiming since april22 and show doc of prof and still hasn't not recieved a payment got kicker out of home living in my car due to the covid on top of that I'm a convicted falon
- Michelle Wyre with Nebraska Department of Labor was my Job Coach. She was very informative and personable, easy to talk to, got to know what I would like to do for work, so she could help me look for Job Opportunities. After getting to know a bit about me and my goals she had a position available that she thought fit what I was wanting to do. She gave me the contact information and even reached out to the company to let them know that she had recommended me to apply and to verify the position still being available. Michelle Wyre was the perfect, professional I wish everyone could experience. I applied for the position and landed the job that I actually wanted to do!!! Thank you Michelle Wyre for assistance in my time of need.
- My benefits was exhausted it will be 13 weeks this week and I have talked with and try to file my claim every week for the PECU 13 week extension as the department of staff advised since and before my benefits were exhausted . I really would appreciate a review on this claim as soon as possible .
- My original unemployment claim slipped through the cracks and it was 7 weeks before I heard anything. The people in Scottsbluff couldn't help with the issue. I find that frustrating. There should be an unemployment insurance specialist on this end of the state.
- Nice
- Still waiting to hear back on my unemployment money and its been over a month. My bills are going past due and im about to lose my home.
- Terrible. The lady is rude. Does not have a personality suited for this job. Plus the covid stuff on top of it, having to sign in and get yelled at as soon as u walkmin instead of greeted. Maybe 3 customers in there but "they are full". "all computers are in use" even tho 1 or 2 out of 6 are. And besides you dont need a computer. You need a person who is knowledgeable and helpful to assist you. Well this gal doesnt fit the bill. and she is the only one there. THEY NEED MORE STAFF. Tat gal couldnt help anyone. She said so herself. "Cant answer the phone if i; helping someone on computer, cant help me walking in cuz there is 1 other lady at the desk. oh and you need to go wait in the hall. Also have questions regarding unemployment and she cant help with thaty. only can say to use the phone they have to try to talk to someone. Which the phone is taken so youd have to wait. They NEED an UNEMPLOYMENT SPECAILIST WORKING THERE IN THE OFFICE. A REAL LIVE PERSON WHO CAN and WILL HELP YOU WITH ALL THINGS UNEMPLOYMENT. The entire process of UI is stressful and unclear and people have questions and no one to direct them to. And then challenges with denials etc which could be avoided if someone could just help people so things go right. I still fill the need for help and there is absolutely no one to go to for it. I have put it in messages on UI stuff about uncertainty, no response. Tried phone numbers that dont work. And going in person here that was awful. Wont do again. Sent a fax, no reply. It doesnt allow you to reply to messages in message center or that could be nice.
- The local services are great. It's just the state level that is always behind. Remember that us people really need help. We aren't just lazy and taking advantage. I graduated in 2018 with a bachelor degree in finance and I have been looking for a job for the last year and there is absolutely nothing to offer me. I spent so much money and have so many bills and a min wage job doesn't help me pay half of my bills. Please understand my sacrifices.

- thank you
- thank you for your services.
- The employees were very helpful and I really needed their help. I had trouble with the website and one Friday and Saturday it did not work for us. I went in on Tuesday to get help from the state through the phone system set up locally as it is the only way to reach the state. They did help but until the system did not work while they were on remotely with me, they did not understand the issues we were having. I believe that when the system did not work my husband and I were not able to complete job searches and/or apply for a job. Because of that we will likely not get unemployment for that week to no fault of our own. We were on the site for hours and until late a night with no success. In addition, I find the site not user friendly. It is complicated for an educated person. How is someone else expected to be successful?
- The office is closed, people there would not help, you had to get in line and wait to use their phone to call Lincoln which you were on hold for hours! However, the person in Lincoln was a great help and walked me through everything I needed
- The people at the center had all the answers I needed and they were kind and friendly. thank you again  
There is not a lot of personal attention at this time as the staff is trying to keep up with an enormous amount of filers. Many of the services, such as job coaching does not appear to be available. Career advice is not readily available....such as education service, what should one be taking in classes, etc. Rather on our own.
- There need to be shorter hold times on the phone, for people calling for help and they need to work on calling people back when they say they will
- This is ever good to find work
- Why does my claim summary only show my previous claim from years ago & not the current one?

### **Sidney**

- In regards to question 1, I have already filed for UI online per NDOL recommendations. This was a required job counseling meeting as a condition for receiving benefits.
- know they are busy but our office in Sidney does not seem to know any more than you read on internet or me calling myself so maybe they need more access

### **Region 2**

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#### **Lexington**

- I left a message to call me back as I had questions about my application and no one returned the call.
- I really like the Unemployment benefits still I'm doing Truck tradingtrainin but I'm looking for a job
- I think when people that apply for unemployment, but still have a job should not need to follow there requests of looking for work.
- I was denied my Ui because I did not put in that I applied for a job off the website. I told numerous members of staff that I started work on aug 13th and still told me to fill out applications.
- never been in the center. Do it on my own at home
- Not that many jobs out there
- Please I need somebody help about unemployment
- The office in Lexington did not know how I could enter some information on the web site and asked to go to another site..
- The websight of networks is the only problem I have had. Not being able to get into the sight or starting a weekly claim and getting knocked out over and over making file for a claim almost imposible

#### **McCook**

- I only had to do this due to Covid 19 & being cut from work IT IS THE MOST DIFFICULT NOT USER FRIENDLY SYSTEM. IT HAS BEEN IMPOSSIBLE TO FILE WITHOUT HAVING MUCH COMPUTER SKILLS
- In the beginning there was some confusion as to just who could answer our questions. Then we received a contact number and they helped us.
- no communcation. no one has any answers. and the ones susposable with the answers won't call u back.

#### **North Platte**

- Dunno y there contacting me i didn't ask for there services
- Have been waiting for 20 weeks to receive benefits after being let go because of covid. Still not a single payment. So far behind on bills and can barely feed my children much less myself
- I find the whole site very hard to navigate for jobs as so many pop ups and redirects to other sites. So confusing at times

- Hi! Some aspects of NEworks are great; but most need a lot of improvement. In rural areas, the website isn't set up for the labor market. Also, I believe employers are dissatisfied with the service because a lot of jobs aren't listed on NEworks. The method of pulling jobs from other places greatly increases the chance for job scams. Job seekers are intelligent and able to find out for themselves how the website works, but it's not very user-friendly (is THAT an archaic word!). Some links don't work; for instance, when I clicked on 'View' for the Schwartz Agency Sales Manager on my 'Applications' page I was taken to the 'Job Search' page. There was another similar situation, but I can't remember the details. I wasted a lot of time figuring out the contact logging and status page. Completing the page one week after the events isn't helpful. I started my experience when no contacts were necessary. When I asked a question through e-mail, I received a reply over three weeks later. When I called to ask a question, being 60th in line, the receptionist was easily flustered. (Sounded like what I would say is a female voice.) I didn't have assistance to log my contacts, and the center is over 50 miles away and I'm not able to get there easily. There are no instructions about logging contacts. The 'Virtual Recruiter' doesn't help me as stated in the information. It DOES eliminate duplicates when it runs, and I don't need to worry about logging in the four days to meet requirements (very nice). The male I talked with when I visited the North Platte center was very helpful and friendly, but I could tell he was new. The female was a bit edgy. (What I would consider a female and male; I didn't ask for gender preferences, so I apologize for not being specific.) I was happier with the job service in the 1980s. But I was in Lincoln, where it would make more sense to have the current structure.
- I have been trying to talk to a person and get assistance with filing a claim and about my the details of my claim for months. I even drove to North Platte and was told they didn't do that there to call in which I have tried and held over an hour before disconnected. I was caller 142 in line to wait to speak with a person last time I tried. Sent several emails but no reply.
- I think the appeals department is the one that needs the most help, I'm fight to get my meds for my heart and pay bills. Other than that, the market place was mainly in another part of the state.
- I was not able to secure a job in the field that I worked. I was forced to take a different job with low pay.
- I've never received one response to any messages I have sent with questions. Can't get through online chat to speak with someone. Nor can I reach anyone by phone.
- Most all job listings are in the Lincoln/ Omaha area and I live in the North Platte area with no intention to move. Also I had to figure out how to work the site on my own and I'm not computer savvy at all. Oh yeah... can't forget the repeat jobs that get posted all the time.
- none
- North Platte staff have gone beyond what is expected of them with my numerous phone calls. They are always professional, considerate and understanding. I appreciate all they have done for me.
- Not very easy to understand when you are confused, can be talk down to you as a person when you are already frustrated with out finding a job
- Overall the experience in the building was ok. What the staff could not tell me I got on the phone and found out.
- Service has been great, only once had a snobby interviewer. Extremely disappointed that NE has not applied for Fed benefits. I got laid off because of Corona and only make half of what I used to. Other than that I've never had a single issue. Staff always calls me if I file something wrong and walks me through how to do it correctly. I always get a payment on a tue mornings so I can rely on it being there. Very pleased with services.
- Stefani DenBesten is my representative from NEWorkforce Development in North Platte, NE. She has been so helpful, informative, professional, and kind to me. She has assisted me along my unemployment journey and is a hero for all the time and dedication spent helping not only myself through a very difficult time in my life, but so many others during this life altering pandemic. I am grateful for her and her team for showing up at the front lines economically, to provide us that were affected with services that were desperately needed.
- still haven't been back paid
- System seems antiquated. Very unrealistic requirements for residents of small, rural towns. Services for those 55+ are not matched properly.
- Thanks for the help
- The receptionist was very polite and easy to work with each time I came in.
- The North Platte office close soon after the Caronia virus, and they had to staff from other offices to help. the lady I talked to was very nice and helpful both times. This last time i called about the extension and I had to call the Lincoln office. The nice lady had no answers, but she did get answers and call me back. When this virus hit and places was closing down, I thought my business was safe, but i did not take into account some of the specialty suppliers i use in my products. Thanks to people stepping in to help fill positions when this hit us and took us into a new direction our country has been in. The state and federal government did actually help us and because of them working together. it will the only reason I will be able to survive and resume business soon. Thanks to all of you that worked so hard to help us.

- This is my experience with AJC: I had some questions with my job search log and filing for my weekly unemployment so I called the phone number in Lincoln and agreed to a "call back" while not losing my place in the "Q". I waited all morning and when I received the call back the person on the line said, "Oh, I think I ....." and hung up on me!!!! So I called our local office of AJC and the person who answered the call was "Kathy" and she said that if I would come down to the office I could call the Lincoln office from there and they would answer within about 10 minutes. I asked her if the phones and equipment is kept clean and sterilized because I am immune compromised. She told me yes that everything was cleaned and there was hand sanitizer and Clorox wipes available. So I headed down and when I walked in the door - there was very little direction on which way to go or what to do. There was a lady walking out for lunch and I heard her tell a gentleman that was there in a cubicle filing his unemployment that she was going to lunch and if he needed anything to ring the bell that was sitting on the counter. I stopped her and asked her for some direction and she told me to sit at one of the cubicles and the computer and phones were there. Again, no explanation or direction for someone who had been in the office before (I have never been out of work before!). So I filled out the COVID-19 form and went to use the "gallon of hand sanitizer" to clean my hands after touching the pencil, however it was "EMPTY"! Then I took several Clorox wipes and headed for a free cubicle. When I looked at the computer keyboard - it was not clean and was so dirty I was so upset after being told that every thing would be clean! So I took one of the Clorox wipes and cleaned the work station, the keyboard, the mouse, and then tackled the phone!!! Now that was so dirty - it could not have been cleaned in a very long time based on the dirt that I cleaned off of it . Needless to say, the Clorox wipes were totally grey/black with dirt! I will say again, I am immune compromised and was very distressed at what I encountered. There was no instruction on how to call out to reach the Lincoln unemployment office so I was calling: 1-855-995-8863 and it was not going through. I was also trying to get my personal account opened on the computer and could not get it open. So I got up and went to the counter to ring the bell. A nice lady came out from the back and helped me get
- Very out of date system. Very unrealistic requirements for claim qualification.
- Was very pleased with the lady who helped me update my resume n answer all my questions. Sorry didn't get her name.

### Region 3

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#### Grand Island

- Almost 2 months
- Because on the covid-19. i have struggled to keep a job and now jobless. when. i heard about the unemployment help. i sought it out i only got 6 payments on the covid19 help .everybody body i know has recived back pay since march i have and i have already exausted my unemployment claims. and i have not gotten any back pay what so ever . i going throw hard times i
- Customer service was great but in the case of recieving benefits if i could rate 0 i would ive been waiting 19 weeks and still
- Due to COVID applied for unemployment for self employed benefits. Thank you.
- Excellent services
- For people of my age group having to do it all on the computer is very stressful. Not being able to ask a human a question
- good site
- Great service answered all questions that I had and great communication
- Have still yet to receive payment for a week of unemployment from back in April 12th to 18th.
- I also called the Lincoln number and they kept saying I qualified for Covid-19 benefits and I kept telling them that I did not, and I didn't. After doing weekly benefit claims and job searches for 5 weeks I was finally notified that my claims were invaled.
- I am not very computer literate, and needed help from the Grand Island staff a couple of times in order to navigate your web-
- I am on lay off from the job I really like. I am forced to apply for jobs I have no interest in as I wait for Covid to end so I may
- I am satisfied with the service
- I attended the Department of Labor in Grand Island to use the BAT phone to correct a claim. The staff (Randy- who directed me over the phone to come in and use the BAT phone also acknowledged me while present) as well as the receptionist were very pleasant in directing me to where I needed to go and walked me through the quick process of using the phone. Linda on
- I didn't think they should make me look for a job when I already have one..... Just waiting for the covid-19 pandemic difficult time.....to ease up!!! But was DQ a little to soon. Finally going back to work next week.....08/28 /2020 But thanks for the help
- I filed for unemployment pandemic assistance in May. I was approved but never received the money. I have been desperately trying for four months to get this resolved and have spoken to many people. The last woman I spoke to admitted to me that I
- I filed weekly benefit claims for 5 weeks and always told them my job loss was not due to Civid-19. They insisted it was. I did job searches for 5 weeks and then was finally after all the effort I put out they said it was not Covid related. What a waste of
- I had a question it was not answered--still unsure about outcome so I just stopped filing

- I have been filing for benefits for 4 weeks with no payment. I talked to an individual over 2 weeks ago and was told that an adjudicator would need to call me. I have yet to receive a call and am very frustrated and desperately need my assistance!
- I have sent emails which never got an answer or response. Sent emails after calling many, many, many times where no one answers and can't even leave a message as the voice mail is full. I've tried from April through today with no avail of having an
- I haven't had a job in 3 months. The filing process is so difficult and getting anyone to answer the phone at unemployment office is next to impossible. Not impressed in the least with the whole process. My retirement savings has a huge hole in it
- I need to find out why I am still disqualified and how to apply for the two new temporary assistance programs
- I needed assistance because I am unable to work due to having an at risk child under 2 as well as having asthma myself and being a single parent with no support here. Keeping her home from Daycare and returning to online classes as well as applying for UI was the best choice during this pandemic. Our vehicle needed to be replaced in February and we needed to move
- I stopped on August 13th and had a question about the ability to repay unemployment. Randy Kissinger was who helped me. I described my situation and he sent an email to someone I believe in Lincoln. They were to have notify me by August 18th. I
- I think the site is very top notch it's easy and even exciting to use and understand I love all the information I can find about
- I used your website and Grand Island to file a claim under the Pandemic Act. I found your website terribly difficult to navigate and confusing. I found your office staff extremely helpful. my case was a bit different in that my case is seasonal and I worked on an on call basis, substitute teaching
- I wanted them to help me with the computer and process and they made me do it myself.
- I was very satisfied with my help
- If it wasn't for you guys me & my babies would be out on the streets!!! God bless you guys
- if you are going to have this all online then get help that knows something
- It is very hard to use this app on mobile phone. Some pages won't open. And snagajob is horrible!
- It took four months to receive communication from an email message
- My experience was one i wouldn't wish on anyone. I had to file an appeal because they said I left my job for not a good reason. The company I was working for was doing things that were illegal and I didn't want to lose my teaching certificate. I turned the preschool into HHS but before they could investigate it was closed down due to covid. Here I am 5 months later still waiting to get justice.
- Randy in grand island is absolutely amazing
- Realise una aplicacion para el desempleo desde el mes de Abril ,Primero no podia hacer los reclamos semanales porque me bloquearon en el sistema ,un agente de ustedes logro desbloquearlo y ahora llevo mas de dos meses haciendo mis reclamos y no he tenido respuesta .
- Single mother of child under 2 with Asthma. We do not receive child support, we have a good cause letter to explain why. Stimulus checks are still needed as we cannot go to daycare/work due to being high risk, and do not qualify for child care assistance with health risk factors.
- Sometimes it's hard to navigate in the system, but it's nt your fault, I'm not good on computers .
- Still have not received benefits that were approved over a month ago
- Thank you
- Thank you all for the opportunity you are giving me and others. I am very grateful for this life changing experience.
- Thank you for all the help did I receive.
- The form to file is overwhelming and i have a college degree. Can't imagine it for others. All the Weekly requirements the governor imposed Make no sense for those of us who will be rehired at our old job . Why would we be required to apply at other jobs ? I filed 6 weeks ago and still have no decision on my claim.
- The lady at the desk was very nice but she was more interested on whatever was entertaining her on her phone than helping me. When i asked her a question she handed me a paper and said it tells u what to do on here and went back to texting on her phone. Very unprofessional in my opinion
- The reason I am not satisfied is that, I felt my question was not heard. He assumed why I was there, and even if he was correct, he needed to allow me to ask the question and explain my situation.
- The staff at the Job Center were not able to help very much - because of COVID. Not their fault. The unemployment form to I had to file was totally confusing and overwhelming -- and I'm a college graduate. I filed in July and have still not heard anything more on my claim.
- Very difficult site to determine what was required. Spent hours waiting in line for a response. "Rules" seem to change every week.

- Very difficult to file for unemployment benefits
- Very helpful staff
- Very much appreciated the support and information given and provided by the messages.
- very satisfied
- Very satisfied
- We're self employed and still haven't figured out what to do. Been out of work since may
- With things being hard as they are how everything is so scary at these times it's so sad that when we call in to get information or have questions we get someone with the name Randy basically calling me lazy and and be very cut off with me I felt so insulted and humiliated it us very disappointing that being professional and kind is out the window and everyone is just being cruel
- Would be nice if you got a response to emails you send or phone call very bad at updating you

#### **Hastings**

- I appreciate the help they have given me
- I don't have any problems with this service
- I feel like I could use a lil extra income especially during thesetimes
- I have called my contact and left messages and have not received any response. I have an open claim and have not received any benefits for over a month. It's hard to survive without help and bills piling up. I was told I qualified for an additional extension and would appreciate some acknowledgement on my claim.
- I have not received any payments for six weeks. I wonder why it is taking so long. Other Substitute Teacher friends of mine are continuing to collect benefits.
- I never went to the office. I filed unemployment on line. the website will not let me file weekly claims. I was only able to file the first week. I have made several attempts for assistance. I am told that I should be able to file and they don't know why. The referred to tech support and they will call me in order of the requests and there is a backlog. In the meantime, I am unable to pay my bills!!!!
- It just seems like there's not a whole lot of jobs listed lately
- NE Works website is kind of jacked up. Among other things it automatically demand I put in 5 job searches even though I have been filing weekly claims showing I'm still employed by the same employer I've been with for 39 years, still working and getting paid every week. Why would it request I do a job search when I'm fully employed. The only reason I was filling out my weekly benefits was because our employer told us to because we didn't know the next time they were going to furlough us because of this "pandemic".
- not happy
- ok
- Thank You for all of your help and assistance
- the hastings office dont know anything to help people with their claims
- The job center does fine work but the department that does the eligibility is lacking in quite a few areas.
- The people at the Nebraska Department of Labor have been very helpful with getting my all the information that I have need in order to start up with college. Also they have been helpful with the issues that I have been having with the unemployment. My Case manager is very nice and extremely nice and helpful towards me.
- There still trying to figure my claim out
- would recommend more staff to help

#### **Region 4**

##### **Beatrice**

- Deb was very helpful and always had time to take my calls or answer my questions
- Good job
- Have worked my whole life but became unemployed due to Covid-19. Trying to receive UIB has been the most stressful, frustrating,exhausting experience I 've ever had.
- i am very unhappy with unemployment payment. they have left me in severe finance problems bcause i have not seen a payment in a month. i cant provide for my family i cant pay bills i cant buy groceries i feel like they do not care. i am very angry
- I find it difficult to find and complete job applications on this dite
- Sandy Greg was very helpful to me as the veterans representative and Beatrice. She help me understand the program and help me work through any works as it change from time to time.
- Thank you for all the help



- I filed for Unemployment and discovered after it was too late that I failed to click on a button and therefore I did not receive any unemployment benefits... When asked how to correct it I was told that it was too late..... So just like that, I am out a week of unemployment benefits just because I forgot to "click" a button... I mean really come on... The lady I spoke to in the Beatrice office could see that I filled everything out in time but then discovered my error.... I'm not very impressed with the
- I need more help that I didnt get
- I've had no luck getting any assistance with my unemployment claim. I believe it is on my employers side. I can't anyone to confirm that over the phone, they say I have to drive 90 miles to go to the office and then they can't guarantee that they can help. I was wrongfully terminated and qualify for the unemployment payments.
- The staff at NEWorks in Beatrice have been very helpful and appreciate all of there help.
- The website sucks
- Very helpful and knowledgeable staff.
- Very nice ladies, very helpful!
- Very pleasant environment very friendly an helpful employees
- Who ever looks at unemployment claims takes forever.
- your services are the worst out of any organization I have ever used. I would rather be thrown into a den of cobras than to rely on any help from your staff

### **Nebraska City**

- Although the COVID Pandemic has completely changed the job / career landscape. The confusing and hypocritical suggestions by the media / health "Professionals" has done nothing but scare people and cause issues for someone like me to find a reliable and decent wage job with a future during this societal meltdown... STILL trying to find a career / job that can cover bills. Not very simple right now... Especially if some schools arent going into session...
- Corie is always very helpful. She has made this difficult time a little easier for me.
- didn't get my money this week also my balance is almost over.
- Great help
- I had only called the office in Nebraska City. She answered my questions. But the website for unemployment is very hard to understand. I had a hard time looking for work, looking for online assessments. I also need to fine help with my learning disability. I have dyslexia and I have problems reading and comprehension. I cannot find anything to help with that, so I pretty much have been winging it. They need to make website more user friendly.
- I have been there on numerous occasions. They have been kind and helpful when I approach them. With Covid, the energy of the office is obviously different, but I have made my own way in their and found the computer usage and phone linked to Beatrice helpful:)
- I never went to the office. I called the office awhile back. So I don't think my answers account for this.
- I never went to the unemployment office anywhere for help with anything I have done all my unemployment benefits myself online confused on why I got this survey with continued follow up reminder emails to take the survey
- I was given false information
- I went in to use the phone that is a direct line to the Dept of LABOR. i FOUND IT FROM THE INFORMATION ON THE WALL AND WAS ALMOST DONE BEFORE ANYONE CAME TO SEE IF i NEEDED ANYTHING.
- I would like more information about schooling.
- I would like to see the website updated so that it is more user friendly and optimized better. There have been many times where I struggled to find the right place to do something, there have also been times where I have had to wait at least 5 minutes for the website to load properly.
- No I'm be was in the offi e and it was in the afternoon. Was there for two hours no staff on site
- none
- Thanks
- the website is horrible hard toe navigate and job searches are frustrating cause their are repeats of job even with the dont show duplicates is checked.
- very poor at answering my questions

## Region 5

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### Columbus

- Because of covid it was different and took a little longer and couldn't get all the info I went there for
- blessings tnk u fr ur patience nd servieses
- Call after 4:00pm thank you
- fail
- I am owed over 2000\$ from when I started unemployment and no one wants to talk with me about it!
- I file unemployment every week. I work PRN at my job, and pick up hours that I'm available and I report it. The week after I was told I still needed to apply for jobs I did, but I had to fill in two jobs manually. I put on there that the pay was too low compared to what I get paid now and since then my claims are "still in progress" and I haven't received any payments. Really hurts my family when I have shut off notices and I can't pay the bill because I don't have the income from the unemployment at the moment. I've been filing and applying for jobs actively. I have tried a number of times to speak to staff about my issue and I either can't get through or staff was unable to answer my questions. I'm not sure what to do at this point. :(
- I have an unemployment appeal that is still hanging in limbo that's going on 5 months old. I have been given no help at all. This whole experience has made my life and my circumstances far worse. I have nothing good to say about my experience.
- i really appreciate the staff of American Job center the support they provide
- I received unemployment benefits during the COVID19 shut down. I utilized online only services, no one on one contact. I was lucky to return to my position on 8/3/20. The website made the process very easy. Thank You!
- I was under the impression that the service would continue as long as I was looking for a job, and I have been looking just not directly on the website and I have been cut off. I don't know what to do i have been looking for work but it seems like no job is interested in hiring me. I have little ones to take care of and with the fact of not being able to get another place to stay since we don't have long in the current residence we are struggling badly with no income for awhile now due my benefits being cut.
- It is very hard to reach the staff when you are need to speak to them about your unemployment. It takes hours for a phone call and I have yet to receive replies from all the emails I have sent.
- my Blessings for everyones servieses nd doing thr best while th viruse passes all over th world thk u protection is th key wear ur mask thk u
- No puedo aserlo en internet
- none
- None at this time.
- The career coach was very friendly and helpful as well as encouraging.
- The staff at Columbus NEworks are very nice patient and help you through problems. I have already recommended their service to a friend and co worker.
- The website is done very poorly and makes it difficult to even perform basic tasks. There is very little help available and you have to wait hours or days to get an answer to simple questions. Emails go into a void and are not responded to.
- Unhappy because I not receive any help for unemployment.. thanks
- Very trying times right now for many people as i understand. I do feel that the staff at the workforce developement is doing all that they can.
- wish they could have helped more concerning Covid questions but they were told Not to help me

### Fremont

- After I filed for unemployment the fremont office closed. When I tried to find help or options they always told me to contact my local office which was closed. This gave me no where to go for questions. When i contacted the lincoln office the were very short and it took me 7 hours to get a case worker to call me back.
- Heidi in the Fremont office has always been there to answer my questions and help in anyway she can. She has made a very stressful time a lot easier. Thank you for your kindness
- still having problems with my unemployment need someone that can help me once and for all. This has really stressed and hurt my family and my self.
- Thank you. Still waiting on response for covid ui
- The local representative here in Fremont is very inaccessible. I have tried calling(leaving voice mails)as well as emailing and getting no response from her. When calling the help desk, you are put on HOLD for over 2 hours, which to me is very unacceptable. When you finally get to talk someone, they rush you through the conversation so fast that there are items that don't get discussed. When you try to call back, you are on HOLD for another 2 hours. VERY DISHEARTENING AND UNACCEPTABLE.

## Norfolk

- Bill was the only person that was helpful and the only person I really ever saw. The others stayed tucked away in cubicles. With the hard times going on right now I would think there would be most assistant's available. Years ago when I used your services there was a receptionist. There are people who are much more lost than myself and need help. It was very disheartening.
- Don't understand why my payments have become delayed since July 31st
- I felt the unemployment website was hard to understand what needed to be done each week. I had to have help and they had trouble understanding what was needed. numerous times I thought I had everything completed and turned in and then the next week I tried to certify they would say I hadn't did it the week before. Therefore I was out that weeks unemployment. Two full applications, and 3 resumes is a lot to have to come up in a week is a lot for someone like me , who is at high risk because I have an autoimmune disease and am older.
- I have a job to go back to but they are not ready for me to return. I hate to be filling out applications when I have a job to go back to.
- I have applied and done wehat is required for benifits since May 29- todate and stilll have not received any money why I was laid off becuz cornva I have aninterview/testing today 8-24 Thanks - Greg
- I like talking to a real person.
- I'm not happy with the services I have several times where some people have miss directed me to the information that I needed. I am right now going through the Workforce Training program and for some reason, this department has no clue that I have done this.. Why? I applied awhile ago through Workforce had been contacted, so far received the funding and still, Workforce is giving a hard time about going to school working and filing for Unemployment... I'm trying to better myself and I still get penalized..
- I'm very unsatisfied with the decision and services provided by the workforce and the unemployment benefits process
- Julie at unemployment services was extremely highful, always promptly on her call back/understanding in my corresponding letters back to her.
- My experience was was good. I'm very frustrated with unemployment right now. I have a job to go back to but they don't have any hours for me as of yet. So I have to look for jobs and apply for two. I feel it is a waste of time as I have a job....
- Networks website impossible to navigate, and expectations to find a job unrealistic
- The Networks website is difficult to manuver and often isnt working.
- this is the WORST web site to navigate go look how indeed site works take a hint from there. It takes days to contact any one and days for them to get back to you a few times no one ever did get back to me. So I rate it at Absolutely Terrible .
- throughout this process I've had to jump through so many hoops and have to find a decent job aspect. I recently started school and for some reason I had to answer a bunch of questions about 2018?
- Too many contacts to make i could see maybe 3
- Your staff was. Very helpful when the pandemic. Stared. Up ed me alot

# Announcements

## New Greater Nebraska Administrator



Bobbi Jo Howard is new to the Administrative Team and is the Field Office and Greater Nebraska Local Area Administrator. She has been in workforce services for seven years, working directly with high barrier clients as well as building a financial stability program for individuals experiencing homelessness and most recently overseeing the Greater Omaha WIOA program. She brings with her a collaborative and community focused nature. Coming from a small town and living in Omaha for close to 20 years, she has the perspective to see the impact of issues on both rural and urban communities to work with offices across the state. Her pride and joy are her four children, affectionately termed “bigs” (ages 22 and 18) and “littles” (4 and 18 months).

## Workforce Development Excellence Award



Through the Workforce Development Excellence Award Program, the Nebraska Workforce Development Board recognizes an individual or organization, on an annual basis, for exceptional contributions or achievements in the area of workforce development in Nebraska.

This year the award winner was Ann Chambers. Ann has been a member of the Greater Nebraska Workforce Board since its inception in 1998. As the Adult Education Director at Central Community College she not only assists adults in passing GED tests and improving literacy skills, she has worked on many projects that have assisted individuals return to the workforce.

Key projects that Ann has been a part of include setting up Pearson Vue GED testing centers in Grand Island, Kearney and Lexington; worked to provide mobile GED testing at the Hall County Detention Center; and worked on the Cargill project in Columbus. That project was a collaboration with the Department of Labor and Department of Education to provide ESL, literacy, computer skills and GED classes for employees during a layoff in 2015-16. This allowed 107 employees to gain skills prior to being brought back to work after a plant retrofit.

Ann is truly deserving of this award and her contributions to workforce development are only partially mentioned here. She is truly a wonderful caring person and her passion for her work has always shown in how she has helped others. Congratulations Ann!

# Meeting Schedule

| Date             | Time                 | Location       | Board(s)     |
|------------------|----------------------|----------------|--------------|
| January 28, 2021 | 9 a.m. - 2 p.m. (CT) | TBD, Kearney   | GNWDB & CEOB |
| May 27, 2021     | 9 a.m. - 2 p.m. (CT) | TBD, Valentine | GNWDB & CEOB |
| October 21, 2021 | 9 a.m. – 2 p.m. (CT) | TBD            | GNWDB & CEOB |

System Coordination Committee and Strategic Planning Committee meetings will be held at each GNWDB scheduled event.

## Agency Contacts

| Topic  | Contact   |
|--|---|
| Meeting Schedules, Communication, and Expense Reimbursement  | <b>Employment and Training</b><br>Nebraska Department of Labor<br><b>NDOL.GreaterNebraska@nebraska.gov</b>  |
| Board Planning/Support, Program Coordination, and Compliance | <b>Ashley Mathers</b><br><i>Program Coordinator</i><br>Greater Nebraska Workforce Development Area<br>Nebraska Department of Labor<br><b>PHONE</b> 308-221-6959<br><b>ashley.mathers@nebraska.gov</b> |
| One-Stop Operator  | <b>Employment and Training</b><br>Nebraska Department of Labor<br><b>Ndol.greaternebraska@nebraska.gov</b>  |
| Program Oversight  | <b>Bobbi Jo Howard</b><br><i>Workforce Administrator</i><br>Nebraska Department of Labor<br><b>PHONE</b> 402-471-9848<br><b>bobbjo.howard@nebraska.gov</b>  |

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

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

