



GREATER NEBRASKA
WORKFORCE DEVELOPMENT AREA

October 24, 2019 Meeting

York, Nebraska

Opportunity + Innovation

A proud partner of the american**jobcenter**® network

Schedule

October 23, 2019

STRATEGIC PLANNING MEETING

DURATION: 2:30pm-5:00pm

LOCATION: Kilgore Memorial Library, 520 Nebraska Avenue, York, NE

ROOM: Meeting Room

SYSTEM COORDINATION MEETING

DURATION: 2:30pm-5:00pm

LOCATION: Kilgore Memorial Library, 520 Nebraska Avenue, York, NE

ROOM: Meeting Room

EVENING RECEPTION

DURATION: 5:00pm-7:00pm

LOCATION: Holiday Inn Express & Suites, 4020 S. Grand Avenue, York, NE

October 24, 2019

BREAKFAST

DURATION: 7:00-8:15am

LOCATION: Holiday Inn Express & Suites, 4020 S. Grand Avenue, York, NE

COLLINS AEROSPACE

DURATION: 8:30-9:45am

LOCATION: 2800 N. Division Avenue, York, NE

- ◆ No high heels, no open toe/open heeled shoes, no shorts, no pictures.
-

WORKFORCE DEVELOPMENT BOARD & CHIEF ELECTED OFFICIALS BOARD

DURATION: 10:00am– 12:30pm

LOCATION: Holthus Convention Center, 3130 Holen Avenue, York, NE

ROOM: Meeting Room I

Board Agenda

CHIEF ELECTED OFFICIALS
WORKFORCE DEVELOPMENT

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

1. Call to Order
Lisa Wilson
Pam Lancaster
2. Roll Call
Lisa Wilson
Pam Lancaster
3. Notice of Publications
Yvette Montes Jung
4. Approval of Minutes Joint Meeting Minutes 5.23.19***
Lisa Wilson
Pam Lancaster
5. New Business
Administrative Entity
A. Labor Market Information
B. Regional Updates
C. Performance
D. Infrastructure Agreements
Appointments **Pam Lancaster**
E. Appointment to Workforce Board
F. Re-appoint Workforce Board Member
G. Appointment to System Coordination Committee **Lisa Wilson**
H. Non-board Member Appointment to Strategic Planning Committee
I. Customer Survey Results **Ashley Mathers**
J. Sector Strategies **Karrissa Jyles**
Strategic Planning Committee Updates **Roy Lamb II**
Finance Report
K. Finance Report
Program Update
L. Dislocated Worker to Adult Funds Transfer*
M. Request for Proposal***
System Coordination Committee Updates **Stacey Weaver**
Program Updates
N. Enrollments
O. Active Participants by County
P. State Monitor Review
Q. Federal Audit Review
R. One-stop Operator Service Agreement
S. Memorandums of Understanding*

Policy Revisions

T. Monitoring Policy*

U. Adult & Dislocated Worker Program Policy*

V. Youth Program Policy*

W. Priority of Service Policy*

6. Public Comment

Lisa Wilson

Pam Lancaster

7. Upcoming Meetings

Lisa Wilson

Pam Lancaster

8. Adjournment***

Lisa Wilson

Pam Lancaster

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

Thursday, May 23, 2019

LOCATION – Lied Lodge & Conference Center

2700 Sylvan Road, Nebraska City, NE

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

CALL TO ORDER:

GNWDB Chair, Lisa Wilson called the meeting of the Greater Nebraska Greater Nebraska Workforce Development Board to order at approximately 10:00 am. on Thursday, May 23rd, 2019.

CEOB Chair Pamela Lancaster called the meeting of the Greater Nebraska Chief Elected Officials Board's Executive Committee to order at approximately 10:00 am. on Thursday, May 23rd, 2019.

ROLL CALL:

Staff Assistant, Lori Neukirch individually called the roll for the GNWDB and CEOB. A quorum was established for each board.

GNWDB Members Present (15):

Elaine Anderson
Cliff Barley
Wayne Brozek
Ann Chambers
Matt Gotschall
Gary Kelly
Greta Kickland
Roy Lamb II
Charlene Lant
Dan Mauk
Denise Pfeifer
Jill Smith
Stacey Weaver
Lisa Wilson
Stan Zimbelman

Members Absent (3):

Erin Brandyberry
Alicia Fries
Kim Schumacher

CEOB Members Present (5):

Bryan Bequette
Hal Haeker
Joe Hewgley
Pamela Lancaster
William Stewart

Members Absent (3):

Stanley Clouse
John Fagot
Christian Ohl

Nebraska Department of Labor (NDOL) Staff in Attendance (4):

Stan Odenthal, Director of Employment and Training
Kelsey Miller, Workforce Services Administrator
Ashley Mathers, Program Coordinator, Greater Nebraska Workforce Development Area
Lori Neukirch, Staff Assistant

Guest (19):

Dawn Carrillo, Nebraska Department of Labor
Pat Comfort, Nebraska Department of Labor
Bernie Hansen, Nebraska Department of Labor
Josh Hanson, Nebraska Department of Labor
Randy Kissinger, Nebraska Department of Labor
Lisa Laws, Nebraska Department of Labor
Becky Maggart, Nebraska Department of Labor
Susan Nickerson, Nebraska Department of Economic Development
Karen Stohs, Nebraska Department of Labor
Mary Kay Versen, WNCC Adult Education
Erin Heckerth-Brown, ResCare
Jody Stutzman, Proteus
Jan Norlander-Jensen, GLWDB
Gary Targoff, GLWDB
Jody Easter, Nebraska Department of Labor
Kayla Stege, Nebraska Department of Labor
Emily Meyer, Nebraska Department of Labor
Allison Hatch, Nebraska Department of Economic Development
Erin Porterfield, ResCare

NOTICE OF PUBLICATION:

Lori Neukirch announced that adequate legal notice of this meeting was posted in the Grand Island Independent, Beatrice Daily, and the Scottsbluff Star-Herald. Let the record reflect that the notice was published in accordance with the open meeting law requirement and published in the Greater Nebraska area. A copy of the Nebraska Open Meetings Law is available at this meeting and can be obtained from the legal counsel or administrative staff.

APPROVAL OF MINUTES:

Lisa Wilson motioned to approve the minutes for the January 24th, 2019 of the Joint Greater Nebraska Workforce Development & Chief Elected Officials Board Meeting Minutes. *They can be found on page 5 of booklet. Matt Gotschall made the motion and Gary Kelly seconded. All members present voted by a voice vote to approve the motion, which carried unanimously.*

Pamela Lancaster motioned to approve the minutes for the January 24th, 2019 of the joint Greater Nebraska Workforce Development & Chief Elected Officials Board Meeting Minutes which can be found on page 5 of booklet. Joe Hewgley *made the motion and William Stewart seconded. All members present voted by a voice vote to approve the motion, which carried unanimously.*

ANNOUNCEMENTS:

Kelsey stated we could no longer provide a working lunch for the board meetings. Will provide time to take lunch if the meetings are at noon. Are looking for sponsors to host the lunches in the future if anyone knows of a business who would like to sponsor let her know. Stan Zimbelman is a board member who works for Kearney Works. He previously worked for NDOL for 26 years and is retiring in June. Wanted to thank him for his services.

NEW BUSINESS:

Administrative Entity

Ashley Mathers provided an update on Labor Market Information. In January unemployment rates by county are on page 13. Statewide unemployment rate is holding steady at 2.8%. Business Openings and Expansions are listed on pages 14-17. November to February, Nebraska had 58 business openings or expansions. On pages 18-20 areas of substantial unemployment are listed. NE qualified four areas of substantial unemployment for 2019, Douglas-Sarpy, Lancaster, Hall and Scottsbluff. ASUs assist in determining funding allocations for WIOA. To qualify as an area must meet three requirements.

1. Must have a 12-month average unemployment rate of at least 6.5%
2. Have a contiguous geography. (NE ASUs are determined at the census tract level)
3. Must have a population of at least 10,000

Elaine asked for examples on how the businesses were tracked. Ashley said are recorded by managers to labor markets. If not informed of them, then all may not be included. If hear of any in area please report them to administration or local managers.

Performance

Ashley directed the board to the screen or pamphlet have in booklet for Quarter 3 performance. Quarter 2 performance exceed all goals for the Adult and DLW programs except the credential rate. Youth programs exceeded Employment, Education or Training Placement Rate and Credential Rate. Since booklet was created received Quarter 3 performance. The credential rate has increased dramatically from quarter 2 to 3. Adult and DLWs are exceeding all goals except quarter four employment rate that is both only off a percent or less. Youth are exceeding all goals.

During the last meeting we discussed credential attainment rate being low. It was an area of concern during a federal audit. Provided training to staff to ensure this data was being entered correctly and based off of the most recent results. Believe inaccurate data entry was the cause. Plan to provide more in depth training to truly understand performance and the impact it holds and how to enter it correctly. Can see measurable skills gains percentages are low but don't have a set performance measure in place to measure gains but will soon. The feds are tracking the data to set goals and believe with training these numbers will increase.

One-stop Operator

Lisa Wilson introduced Valentina Obafunwa from the NDED to update the boards on Sector Strategies. Currently there are 5 partnerships. 3 manufacturing partnership & 2 healthcare partnerships. Workforce is a big issue and challenge in the state. All partnerships address workforce issues in region. They work better with schools & community colleges.

SE Region/Greater Lincoln (Healthcare Partnership) includes CHI, Tabitha, St. Elizabeth – Showed video put together last year on how to come together and figure out how to make sure the wonderful healthcare facilities are properly staffed with type of individuals that want to take care of yourselves and family members. Working together can help achieve goal than individually. Leader of Bryan health committed to provide health care for generations to come. Tabitha is a leader in community. Investing now will make jobs easier for the future. All facing the same issues. Includes Seward, Beatrice and outside Lincoln. Couple of items the group is working one: 1) Care Coordination Group committee - to help patients once they leave hospital that need further care and connect them to long term care facilities. Currently the system is disjointed. The partnership are wanting to purchase software or a subscription service for long term providers can keep track of how many beds they have available to provide patients with the correct information. 2) Another area focusing on is a Talent & Recruitment committee – to connect better with schools and provide internships. Surveys showed that the biggest need is CNA's so a documentation was created to provide students or anyone that are looking for a job the career path and what steps need to take and the education to go from a CNA from an RN.

Omaha Area (Healthcare) – Latest meeting was in September and plan to reconvene at the end of the month.

Central Region (Manufacturing Partnership) – Lisa's part of – Have 3 committees within – for schools, transportation & training.

NE Region (Manufacturing) – Norfolk, Columbus region – Have 3 committees to improve the image of Manufacturing, Talent Pipeline and Infrastructure.

SE Region (Manufacturing) Encompass S.E. NE, Hebron parts of IA & KS – the focus is on marketing manufacturing careers. How to change the image of manufacturing. The group is utilizing Southeast Community College video conference system in various cities throughout the region to reduce drive times for members.

Valentina spoke about the new industry partnership grant –for business partnerships to request funds to excel and propel there initiative for current and new partnership is in works and will discuss further at the next meeting. She asked if there were any questions -

Stacy Weaver asked – If there was a Sign on date if one of things considering is similar to when a student signs up for athletics. A manufacturing council, Namac used and was a success other regions are doing the same. Example what the southeast partnership is doing.

Lisa Wilson introduced Laura Hart for the next item of business on Business Outreach.

Laura Hart from the NDED is on field staff team connecting businesses with workforce solutions. New primary business startups and expansion projects were 28. Moved and closed projects were 38. Business retention expansion visits were 69. Goal was 250 ends in February 1st and have exceeded it at 267. Field staff community development visits were to 66 different communities. 11 different counties were visited. 33 unique contacts initiated strictly for workforce visits where they were called and had issues, 18 were businesses. For example, a business from Beaver city contacted Ashley and Laura directed them to the North Platte office where some workers were needed. The team is looking forward to reaching more rural areas.

Lisa Wilson introduced Susan Nickerson for the next item of business is the Customer Satisfaction Surveys. Completed second round of customer satisfaction surveys for participants. Results can be found on pages 51-58 in booklet. Survey results are from the last 3 months, September through November. 1200 fewer participants than last time 28.5 fewer responded. First survey yielded 5.98% and this survey 16.2% response. Was in range per the experts. Response rate was a lot higher and happy with results. Will be sending customer service surveys twice a year and employers once a year. Added 2 questions to survey. Did participant come in to file for unemployment and use no other services if said yes was out of results with a thank-you. Other question was which location accessed services. Can sort by sight other than region like first survey. Results done by region added locations together and present them. So can compare the surveys. Questions about surveys on pages 51-57 rating of services, job search ne works by region results. Average rating by region help with resume and cover letter by region, help with job application, help with finding veterans services, Labor market info, help with job interviews, unemployment insurance benefits, help

with testing and assessments, help with finding information on training opportunities, overall how satisfied or dissatisfied were with employment services provided, how professional or not staff at AJC were, How accessible or not staff at AJC were, How likely would recommend our services to others. How did hear about jobseeker services. Feel like are on a roll. No assumptions based on 2 survey trends will be doing more surveys and can follow up.

Joe Hewgley stated that one person didn't have access to internet in North Platte, but there are resources there that could off helped there.

Strategic Planning Committee

Lisa introduced Ashley on the next item of business of Spending Trends.

Turn to 41 in books. Number as of November. 30, 2018 had a total of \$1,672,773.52 program funds available. Projected staffing expenses for a 6 month period total is \$269,788.31. Current obligation for all programs is \$523,170.93 and currently funding 282 participants. Question from the strategic meeting was why Dislocated Worker fund obligations so high, Fast Global who bought out Aarons received \$250,000 for On the Job Training. There were 41 done and all successful and employed. Good number and helped a lot of families. Matt Gotschall asked does the government shutdown have any impact on funding. Ashley said received money before shutdown and are not affected at this time.

Lisa introduced Ashley on the next item of business on Returned Funds.

GNWDB must return \$595.35 in PY 2016 youth out of school funds because a returned bill and funds expiring before the money was placed back in our account. Returning \$4,212.80 in PY 2016 youth out of school work experience funds. With our 75% OSY 25% ISY enrollment requirements makes it hard to expend these funds appropriately and in a timely manner. As discussed in yesterday's meeting that the state is currently working on a waiver to change enrollment requirements to 50/50. If happens should provide more flexibility in youth enrollments and make it easier to expend all youth funding appropriately. Must return \$1576.14 in FY2017 DW funds due to a returned bill and funds expiring before the funds were returned to us. Lisa said returned funds go back to the state to be allocated. Ashley states has 2 years but state has 1 year to recapture money. Money goes to state to be used in the 3 local areas.

Program Update

Lisa announced the next item for business is Regional Plan modification update Roy Lamb will address the board on.

The GNWDB in partnership with the CEOB is required to submit and obtain approval for a four-year plan for the planning region and 2 year modification of that plan. The plans support the vision and strategic and operational goals of the state's plan and modification. The regional plan will include regional labor market and economic conditions affecting implementing the plan. Not limiting changes in the financing available to support WIOA title 1 programs & services. Admin staff will schedule an Executive committee meeting in February 2019 to review the modification. Regional and local plan modifications are due no later than April 1st, 2019 to the state. Will recap what was discussed during the committee meeting in a skype call.

Lisa introduced Roy Lamb to speak on the next item of business the E & T Grant Update.

The Project Manager, Scott Asmus started January 21. He previously was the Registered Apprenticeship Program Coordinator and did an incredible job building apprenticeship programs in NE. He will lead a team of five workforce coordinators that will be located in Kearney, Columbus/Norfolk, Scottsbluff and 2 in Lincoln Administration. These positions closed in January and interviews began last week. A grant was received for 2.7 million so can do this for a 2 year period. A question was asked what happens after that period Stan has a plan in place. First 2 years focused on apprenticeship. The 5 New positions will be cross trained on. Once funds run out have plan in place to keep them on.

Lisa introduced Roy Lamb to speak on the next agenda item Articles of Incorporation GNWDB Motion.

Proposed by the committee that the GNWDB approve the revised Articles of Incorporation to include the following changes; He highlight the changes listed on pages 43-44 of the booklet. Discussed article 7 thought should be Incurement but was actually correct should be Inurement. Is a legal term.

Lisa Wilson motioned for the GNWDB to approve the revised article of incorporations. Stacy Weaver made the motion and Roy Lamb seconded the motion. All board members present voted by a roll call vote to approve the motion, which carried unanimously. Pam mention CEOB don't take any action.

Lisa introduced Susan Nickerson to discuss the next agenda item. Senior 50+ Initiative. She brain stormed at meeting where to find people to fill jobs. Talked to some seniors that want to come back to the workforce part time. Some seniors leave jobs that are physically demanding, have care giving responsibilities, retired early, got bored and looking for another opportunity. Think there's an opportunity to tap into this group. Called together a group to discuss idea with. Put together some labor marketing materials for brochures and added it to the State Fair volunteer packets and a booth at the senior expo. Next event working on is an expo for 55+ seniors Heartland 50 plus expo in GI on April 4th at Heartland event center. Will be an education program on travel, healthy eating & nutrition, continuing education, ID theft. Will have vender booths. Reached out to retired federal group and retired teacher group for feedback. Discovered a workshop through AARP KS, has seven strategies, 50+ job seekers has been used through the US. Planning on 4 similar workshops and goal is to employee 20 people through it. Also idea came out of joint meeting for a mature worker round table. Randy Kissinger spoke with staff to offer it at a Community college. A number of other things could do will discuss at future meetings. Are adding people to group and will send employers a follow-up survey.

Lisa commented when have the expo should put survey together for employers might ask them if they can partner with the group. Pamela commented that the CEOB members may pick up brochures.

System Coordination Committee Policy Revision

Lisa asked Ashley to give an update on the Supportive Service Policy revisions that are on located on Pages 64-70.

Currently have 27 policies in GN one main goal is to streamline and combine a number of policies and cut them by half.

Top 3 policy revisions: Created maximum spending cap for specific services, created more in depth descriptions of services, combined the DLW mass Layoff Policy, Relocation Assistance Policy, and supportive service policy into a single document. A lot of discussion in meeting. When Mass layoff policy was originally wrote board was allowed to define what is but can't do that now is done federally so had to take out at the state level.

Stacy will elaborate on the changes. Committee spoke in depth of maximum spending in supportive services. Is on pages 65-70 of booklet. On page 66 there was major discussion on limits with assistance with transportation. Will change some, on auto repair payment cap will change to \$800 from \$500, transportation limit for participants limit from \$2000 to \$2500. Mileage reimbursement will reflect on page 68 – #12 changed the wording to eliminate some school supplies.

Lisa is there a motion from the workforce board to approve the revision of the Supportive Service Policy. Gary Kelly made the motion and Wayne Brozek seconded the motion. All board members present voted by a roll call vote to approve the motion, which carried unanimously.

Program Updates

Lisa stated the next agenda item is Snap – Re-employment Pilot Program Update that is found on page 59. Stacey gave an update of what was discussed at the System Coordination committee meeting. Snap is a partnership designed to focus on individuals and families receiving snap who are working, but lack the skills or resources to further their careers and achieve income independence. In Stage 3 of program which will run

thru June 30th, 2019. Program expanded to the North Platte office November 5th, 2018. Currently piloting GI, Hastings, Columbus, Norfolk, Scottsbluff and North Platte. Plan to expand to Sidney and Lexington during phase three. A task force was created to partner with TANF.

Lisa announced the next agenda item is Youth Brochure and asked Stacey to give an update on this topic. There are 2 separate Youth Brochures. They can be found on pages 59-63. One is youth targeted and one is employer targeted. These are available on the dol.nebraska.gov website under area resources. One aspect that needs updated is some of the office locations. Ann Chambers commented that the 100% needs to be corrected. Kelsey said that they are going to check to make sure that is accurate. Lisa asked if the program year is 2017 or 2018? Ashley will check on getting an up to date current statistic.

Lisa noted the next item of business is State Monitor Review. Stacey updated the board on this topic. Wendy Sieler, State Monitor, completed an Adult and DLW program review on December 21, 2018. Submission of our response was on January 14th, 2019. Review the findings on page 71-75. Corrections required are on page 74-75. The response is located in the member's folders to review. On January 17th, the State Monitor sent a Resolution Letter stating the findings were resolved as correction action plan was sufficient to meet standards.

Lisa said the next item of business is American Job Center Certifications. Stacey updated the board on this topic.

The local board is required to assess the effectiveness and to continue to improve local one-stops and every three years has to certify/re-certify at least one. The GI & Beatrice AJC's were last certified in PY17 and next one due June 1st 2020. Are recertifying GI and goal is to certify the Scottsbluff & Columbus career centers into AJCS.

Are asking for volunteers to serve on the committee. Plan to do all four offices in a two-day period. Committee consists of Lisa Wilson, Susan Nickerson, an Adult Ed Rep, Vocational Rehab rep and a Wagner-Peyser representative. If want to volunteer or know of someone who would like to serve on the committee let Ashley or Kelsey know as soon as possible. Some discussion of a conflict of interest for Ann Chambers to serve and will check into it at this time and now just looking for individuals to help with process. Elaine helped out last time. Lisa said got GI & Beatrice in one day adding 2 more areas will split up more. Ashley will have a much more streamline checklist done. Last time was the 1st time certified and was a learning experience.

Lisa said the next business item is the Equal Opportunity Update and asked Stacy to update the board on it. Continues to be a hot topic with the committee. At this stage Kelsey decided where we are at was something discussed a while ago since it was a hot button and is on the back burner at this point was decided by committee members to continue and vote to proceed with that change.

Lisa next item up for business is where are we going? During each meeting there's a discussion where we are going as a board? Stacey will update what was discussed in the system coordination committee meeting. What looking at is creating a youth council. Checking past experiences of what's been done and worked. Looking at surrounding states to compare to like Kansas. Looking into options. Don't want to duplicate efforts already being done in GI, Kearney & North Platte. Evaluate structure and what options are. Utilize technology since it's a broad area. Figure out how would look and what goal would be. That's the direction considering going.

Lisa asked Roy to update the board on what discussed in the strategic planning meeting. One item discussed Ashley brought up a Youth committee to involve students in group. Still coming up with a scope have a lot of idea for projects. Stan suggested grant writing 101 course. The phone in skype meeting in February will come up with scope and what kind of projects need. Lisa said that needed volunteers for committee.

PUBLIC COMMENT

Lisa the next item of agenda is public comment. Any public comment for the GNWDB? John Fagot brought up about apprenticeships to take a look at bill LB667 and form opinions just introduced has lots of positive

aspects. Lisa asked what was it about - John said to strengthen and grant processes for employers and other organization about apprenticeships. Lisa said would be a good thing, personally talk to a lot of employers and Denise said yesterday some of obstacles on employer side for youth is workers comp taking on risk in manufacturing getting money budgeting outside production index so don't go against productivity levels. Lisa will look at if she can so can write grants to offset concerns. John will talk to senators about.

MEETING DATES:

Lisa announced upcoming meeting for GNWDB & CEOB
October 24, 2019 – Hampton Inn, Kearney

Ashley wanted to schedule the next meetings for 2020. Talked about changing the months. Ashley will send out survey about topics, dates and times.

ADJOURNMENT:

Lisa Wilson motioned to adjourn the Greater Nebraska Workforce Development Board Meeting at 12:22 pm. *Roy Lamb II made the motion and Gary Kelly seconded. All Board members present voted by a voice vote to approve the motion, which carried unanimously.*

Pamela Lancaster motioned to adjourn the Chief Elected Officials Board Meeting at 12:22 pm. *William Stewart made the motion and John Fagot seconded. All Board members present voted by a voice vote to approve the motion, which carried unanimously.*

New Business

Agenda Item 5A: 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.

Nebraska's Labor Force by County

Openings & Expansions

Rural Nebraska: A Demographic Snapshot

Nebraska's Labor Force by County

Lenora Castillo, Research Analyst

Each month, the Nebraska Department of Labor's Local Area Unemployment Statistics (LAUS) program releases updated labor force data. While this data is often analyzed at the metropolitan or statewide level, this article will instead focus on Nebraska's 93 counties, and consider how each county's employment and unemployment patterns changed over the four-year period from 2014 to 2018.

Key Terminology

Labor Force - The labor force is the total civilian, non-institutionalized population, age 16 years old or older, who are either employed or unemployed but actively seeking employment. Labor force estimates exclude military personnel and all persons confined to institutions including nursing homes, mental institutions, and prisons. (1)

People are counted where they live, not where they work, so a person who has more than one job will only be counted once. In other words, a person living in Scottsbluff, Nebraska but

working two or more jobs in Torrington, Wyoming would be counted as one person in the labor force estimate for Scotts Bluff County. A person who lives in Iowa but works in Omaha, Nebraska is counted in Iowa. (1)

Employment - Employment in a particular area is defined as the number of people, age 16 and older, who, during the reference week that includes the twelfth day of the month, did any work as a paid employee, were self-employed, worked on their own farm, or worked 15 hours or more as an unpaid worker in a business operated by a member of their family. (1)

Unemployment - A person is classified as unemployed if they are available for work (except for temporary illness) and has made a specific effort to find a job during the four-week period ending with the reference week. A person who is temporarily laid-off, but who expects to be recalled to their job, is considered to be unemployed during the time they are not working. A person who is waiting to start a new job, but has looked for a job within the last four weeks, would also be considered unemployed. (1)

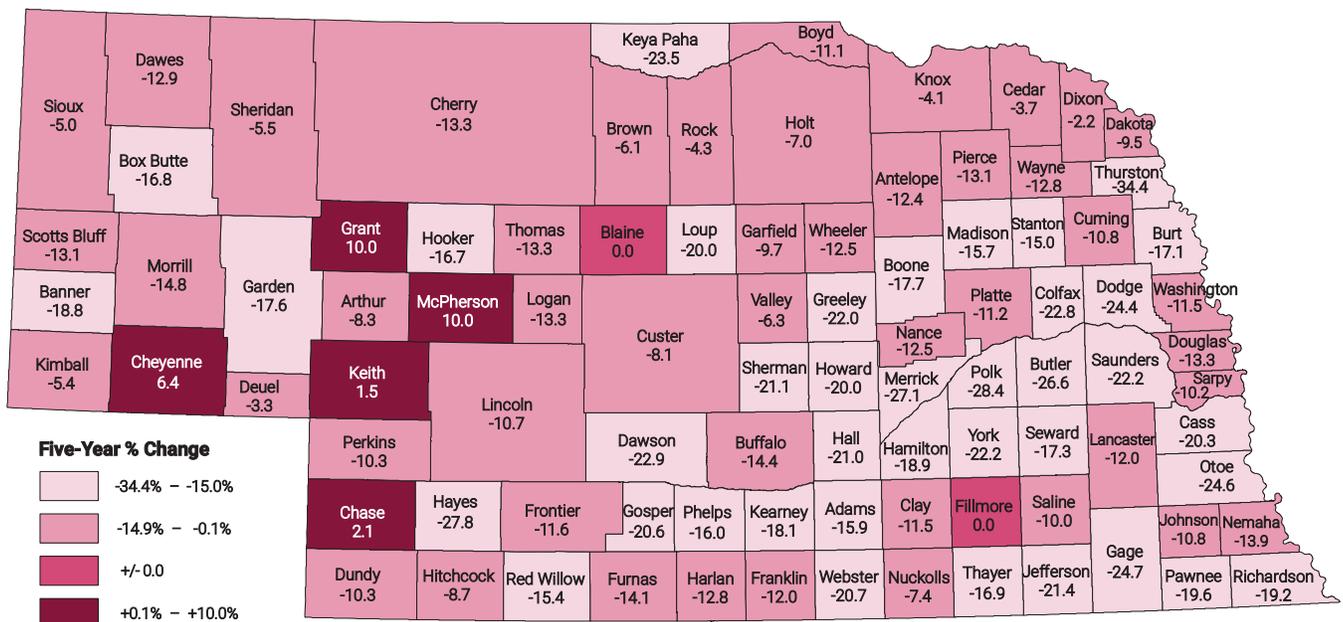


At the county level, unemployment increased in five counties— Chase, Cheyenne, Grant, Keith, and McPherson— during this time period. Counties where unemployment increased from 2014 to 2018 are highlighted in dark pink in the map below. Unemployment in Blaine and Fillmore Counties was unchanged between 2014 and 2018, while the state’s remaining 86 counties saw unemployment declines. The largest decrease occurred in Thurston County, which dropped by 34.4%, for a total of 63 fewer unemployed individuals. (2)

Almost two-thirds of Nebraska’s overall decline in unemployment came from the metro-area counties (-2,899), compared to a drop of 1,789 throughout the other 82 non-metro counties. (2)

From 2014 to 2018, annual average unemployment rates remained unchanged in Cedar (2.3%), Dixon (3.0%), Hitchcock (3.4%), and Sheridan (2.6%) Counties. Unemployment rates increased by 0.1 to 0.6 percentage points in ten counties, including Blaine, Chase, Cheyenne, Deuel, Fillmore, Grant, Keith, Kimball, McPherson, and Sioux Counties. The largest increase occurred in Cheyenne County, which increased from 2.2% to 2.8%. The remaining 79 Nebraska counties saw declining unemployment rates from 2014 to 2018, with drops between -0.1 percentage points and -2.1. The largest decrease was in Thurston County, which dropped from 6.1 to 4.0%. (2)

2014-2018 Unemployment Change by County



Source: Nebraska Department of Labor, Local Area Unemployment Statistics

Sources:

1. U.S. Bureau of Labor Statistics. Local Area Unemployment Statistics (LAUS) Program. [Online] www.bls.gov/lau/laumthd.htm.
2. Nebraska Department of Labor. Local Area Unemployment Statistics (LAUS) Program. [Online] networks.nebraska.gov.

Openings & Expansions **March**

Kermit Spade, Research Analyst



Business Category	Business Name	Location
Food & Entertainment	Cracked Basket Café	Sidney
	Pato Loco Mexican Restaurant (Re-Opening, Under New Management)	Papillion
	Tavern 180	Lincoln
Health & Fitness	Elite Urgent Care and Family Medicine	Scottsbluff
	Seniors Helping Seniors	Nebraska City
	Witte Physical Therapy	Plattsmouth
Retail/Sales	Courtesy Ford (New Ownership)	Norfolk
	Harbor Freight	Scottsbluff
	La Bodega Cuban Food Market	Norfolk
Real Estate & Rental	NextHome Signature Real Estate	Omaha
Manufacturing	Merck Animal Health (Expansion)	Omaha
Other	Paws-a-Palooza	North Platte
	RDG Planning & Design- (Expansion/New Headquarters)	Omaha
	Showtime Photography (Relocation)	Bellevue

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.



Openings & Expansions **April**

Kermit Spade, Research Analyst

Business Category	Business Name	Location
Food & Entertainment	McDonald's (Remodel/Reopening)	Nebraska City
Health & Fitness	Columbus Community Hospital (Expansion & Renovation) Norfolk Family YMCA (Expansion)	Columbus Norfolk
Retail/Sales	Bluffs Sports Cards Genny's Sewing and Crafts Harbor Freight Donna Jean's Boutique The Gorgeous Hanger Johansen Greenhouse (Expansion)	Scottsbluff Scottsbluff Scottsbluff Beatrice Beatrice Norfolk
Real Estate & Rental	Wolffpak Realty (Expansion)	Sidney
Other	Donald E. Nielsen Career & Technical Education Center West Point Nail Salon G.L. Huyett Technology Center Western Nebraska Community College Innovation & Entrepreneurship Center	West Point West Point Sidney 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.

Openings & Expansions **May**

Kermit Spade, Research Analyst

Business Category	Business Name	Location
Food & Entertainment	Legends Bar & Grill	Beatrice
	Mac's Creek Winery and Brewery (Expansion)	Lexington
Health & Fitness	Diabetes & Wellness Clinic (Expansion)	Norfolk
Retail/Sales	Bugs & Pets	Beatrice
	Cartridge World (New Location)	Norfolk
	Casey's General Store	Cozad
	Dollar General	Elwood
	Heartland Motors and Wrenchman Auto (Merger & Expansion)	Beatrice
	Re-Barn	Beatrice
	Sonny's Super Foods Deli	Cozad
	West Point Auto & Truck Center (Expansion)	West Point
	Wireless World	Sidney
Other	Fairbury Municipal Waterpark	Fairbury
	G.L. Huyett Technology Center	Sidney
	North Fork Outfitting (Expansion)	Norfolk
	UST Global/Xpanxion (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.

Nebraska Workforce Trends is published by the Nebraska Department of Labor in cooperation with the U.S. Department of Labor, Bureau of Labor Statistics.

This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The product was created by the recipient and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.

Openings & Expansions **June**

Kermit Spade, Research Analyst

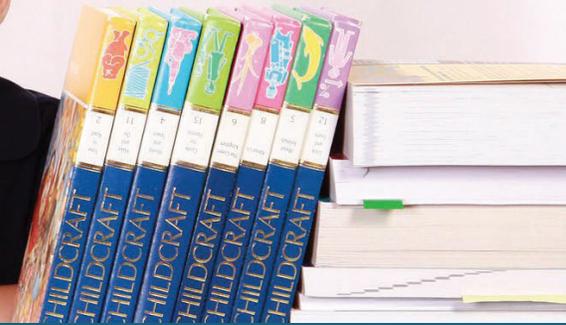
Business Category	Business Name	Location
Food & Entertainment	5168 Brewery (Opening)	Lincoln
	Cosmic Eye Brewing (Opening)	Lincoln
	Cultiva Coffee (New Partnership/Expansion)	Lincoln
	Dollar Tree (Opening)	Scottsbluff
	Gobs and Gobbs of Fun (New Location/Expansion)	Norfolk
	Native 32 Winery (Opening)	West Point
	Phil's Fish N Chips (Opening)	Lincoln
	Yia Yia's Pizza (New Location/Expansion)	Lincoln
Health & Fitness	Authier Miller Pape Eyecare Consultants (Expansion)	Norfolk
Retail/Sales	Cruise Custom Golf Carts (Opening)	Norfolk
	Dawg's Hut (Expansion)	Beatrice
	West Point Apothecary (Opening)	West Point
	West Point True Value Hardware and Lumber (Opening)	West Point
Finance & Insurance	MetLife (Expansion)	Omaha
Manufacturing	Agri-Plastics (New Facility/Expansion)	Sidney
	Omaha Steel (Expansion)	Omaha
Other	Langer Industrial Services (Expansion)	Scottsbluff
	Legendary Travel (Opening)	Crete

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.

Image by Ruby and Skitterians from Pixabay



Openings & Expansions July

Kermit Spade, Research Analyst

Business Category	Business Name	Location
Food & Entertainment	Culver's (Opening)	Grand Island
	Forever Addicted to Fun (Opening)	Beatrice
	Paper Moon Pastries (Opening)	Cortland
	The O Lounge (New Ownership/Expansion)	Norfolk
Health & Fitness	Kastl Family Eyecare (Opening)	Norfolk
	Nebraska Health & Wellness Clinic (Opening)	Norfolk
Retail/Sales	Bluestem LLC (Expansion)	North Platte
	Brown's Shoe Fit (Expansion)	Beatrice
	DB Trailer Sales (Opening)	Norfolk
	Lauby Plumbing, Heating, & Air (New Location)	Wymore
	Pictures & Petals (Opening)	Fairbury
Manufacturing	Veramaris (Opening)	Blair
Other	A & J Automotive (Opening)	Norfolk
	Comfort Inn (Expansion)	North Platte
	Heads to Tails Dog Grooming (Opening)	Winside
	Juliette Gourdét Hair, Nails & Braids (Opening)	Norfolk
	Mick's RV Repair (Opening)	Beatrice
	Right At Home (Opening)	Norfolk
UST Global (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.

Rural Nebraska: A Demographic Snapshot

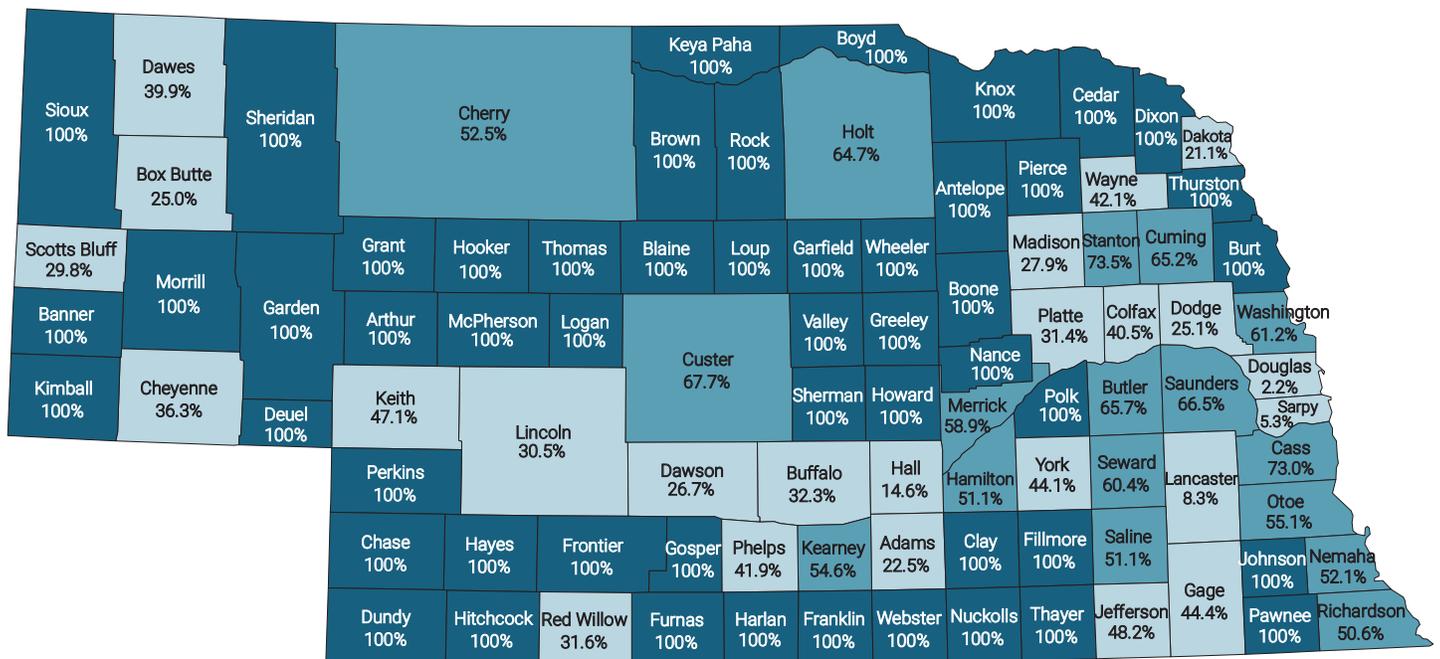
Scott Ferguson, Research Analyst

When people think of Nebraska, its rural geography and agricultural economy are often among the first things that come to mind. This article presents a brief snapshot of the people who inhabit Nebraska’s rural areas, and the agricultural producers that fuel our state’s economy.

The definition of “rural” varies considerably across federal agencies, and is periodically recalibrated as urban and suburban areas evolve. The U.S. Census Bureau uses population totals, population density, land use, and distance from population centers to classify urban and rural areas on the census block and census tract level. This article uses the Census Bureau’s definition established in 2010. (1)

According to 2010 Census data and 2018 population estimates, Nebraska has 52 counties that are comprised completely of rural areas, with a combined total population of 174,244; 17 counties that are mostly rural (50.0% to 99.9% rural), with a combined total population of 203,981; and 24 mostly urban counties (less than 50.0% rural), with a combined total population of 1,551,043. (2; 3)

Rurality of NE Counties (2010 Census Definition)

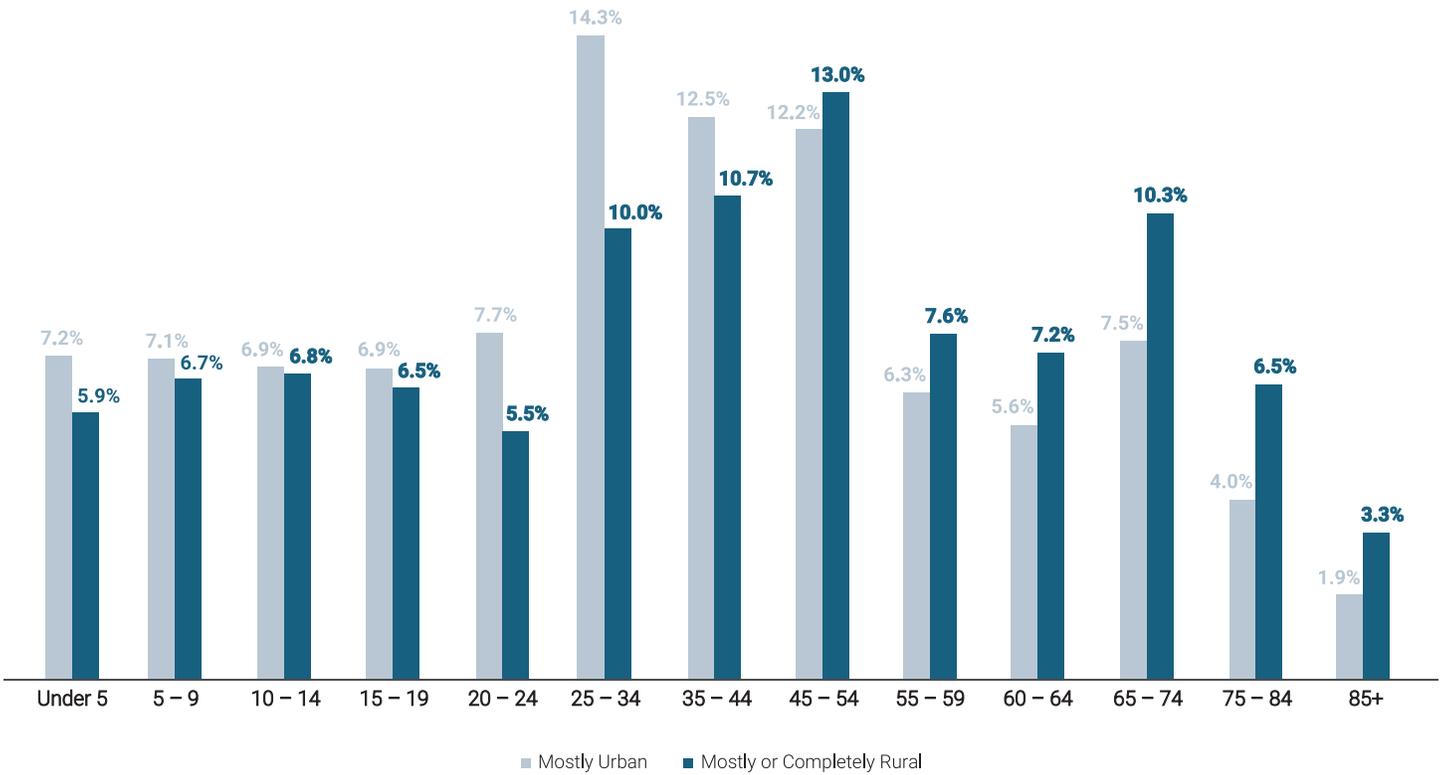


Rural % of County



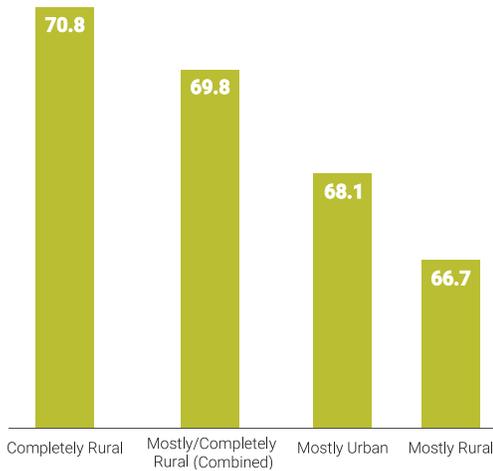
Source: U.S. Census Bureau. American Fact Finder. Urban and Rural Universe: Total Population 2010 Census Summary File 1.

Age Distribution of NE Counties: Mostly Urban vs. Mostly or Completely Rural



Source: U.S. Census Bureau. 2013-2017 American Community Survey Demographic and Housing Estimates. Table DP05.

Fertility Rate per 1,000 NE Women Ages 15-50



Source: U.S. Census Bureau. 2013-2017 American Community Survey 5-year Estimates. Table S1301.

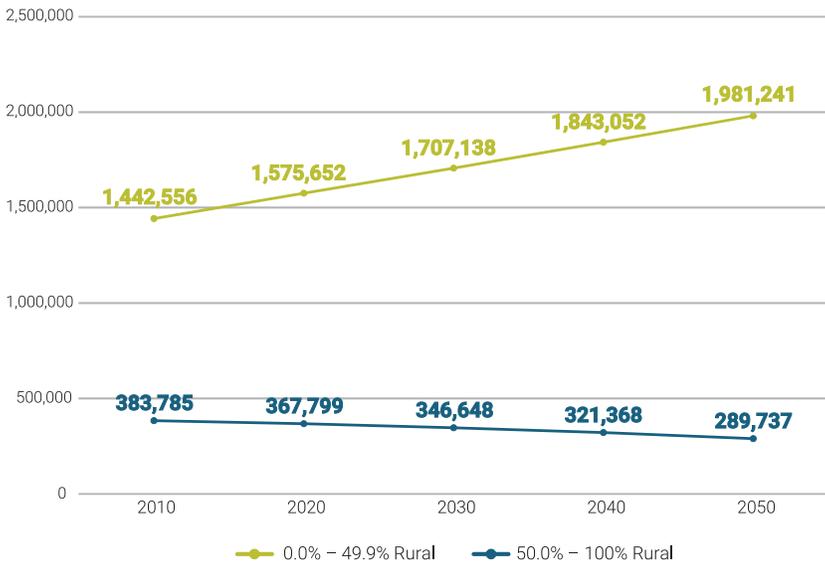
According to the Census Bureau’s American Community Survey 2013-2017 five-year estimates, mostly urban counties in Nebraska generally had a younger population than the state’s mostly or completely rural counties. This difference was most pronounced in the 25 to 44 year age range. Mostly and completely rural counties typically had greater concentrations of older residents, especially those 65 years and over. (4)

Fertility rates were highest in Nebraska’s completely rural counties, with an average fertility rate of 70.75 births per 1,000 women, per year, followed by 68.1 in mostly urban counties, and 66.7 in mostly rural counties. The combined average fertility rate for Nebraska’s mostly and completely rural counties was 69.8. (5)

Projected Population

Statewide population projections for Nebraska predict a steady increase through 2050, reaching 2 million during the early 2020’s, and 2.27 million by 2050. This is primarily due to population increases forecasted for Nebraska’s mostly urban counties, from 1,442,556 in 2010 to 1,981,241 in 2050. In contrast, Nebraska’s mostly and completely rural counties are expected to continue to experience steady population declines, from 383,785 in 2010 to 289,737 by 2050. (6)

Projected Population Change in Rural vs. Urban NE Counties, 2010-2050



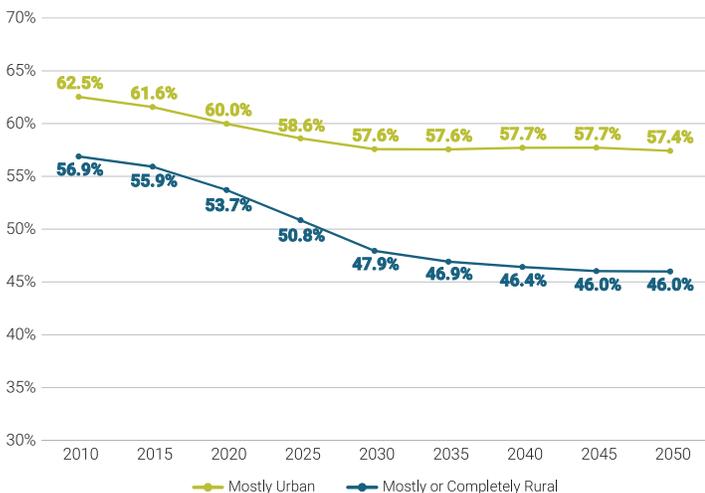
Source: College of Public Affairs and Community Service. Center for Public Affairs Research. University of Nebraska-Omaha. Nebraska County Population Projections. 2015.

Nebraskans are likewise projected to make up 33.7% of the state’s mostly and completely rural counties by 2050, up from 19.0% in 2010. (6)

By 2030, Nebraska’s mostly and completely rural counties are projected to have 21,151 fewer total residents than in 2020. In contrast, the state’s urban counties are projected to grow by 131,486 residents during the decade from 2020 to 2030. These trends are expected to continue through 2050, resulting in a total projected loss of 78,062 residents in Nebraska’s mostly and completely rural counties between 2020 and 2050, and an increase of 405,589 residents in its mostly urban counties.

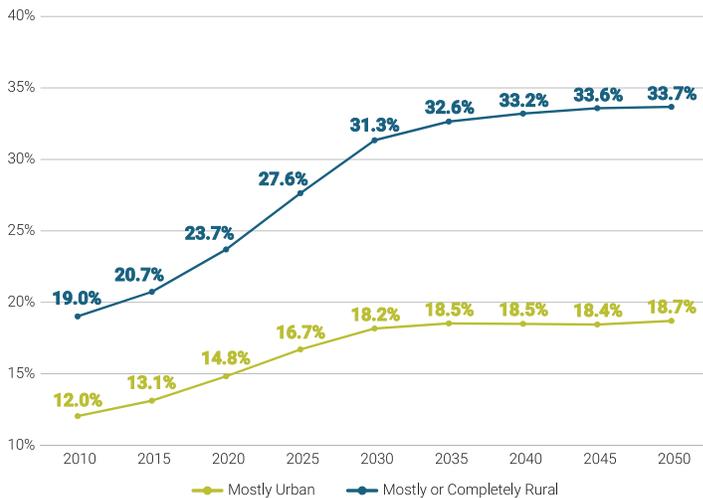
Rural vs. Urban Projected Population 2010-2050

Working Age (16-64)



Source: College of Public Affairs and Community Service. Center for Public Affairs Research. University of Nebraska-Omaha. Nebraska County Population Projections. 2015.

Ages 65+



Source: College of Public Affairs and Community Service. Center for Public Affairs Research. University of Nebraska-Omaha. Nebraska County Population Projections. 2015.

Mostly and completely rural counties statewide are projected to have 31,334 fewer residents between the ages of 18 and 64 in 2030 than in 2020. Urban counties, however, are expected to be home to 38,002 more residents between the ages of 18 and 64 by 2030 than in 2020. With these trends forecasted to continue through 2050, Nebraska’s mostly and completely rural counties stand to lose a total of 64,312 working-age residents from 2020 to 2050, while mostly urban counties could add 192,580 individuals to their working-age population. (6)

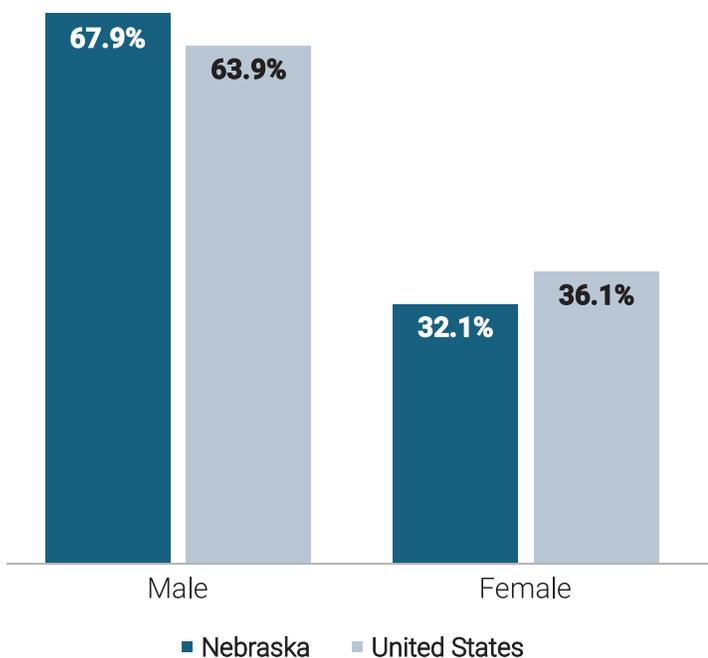
Agricultural Producers

An agricultural producer is defined by the United States Department of Agriculture (USDA) as a person who is involved in making decisions for a farm’s operation. (7) According to the USDA’s 2017 Census of Agriculture, Nebraska was home to 77,097 producers working on 46,332 farms across the state. (7) One in 24.6 residents of Nebraska were agricultural producers, compared to just 1 in 94.4 nationwide. (4) USDA data designates at least one ‘principal’ for each farm—these are individuals who identified themselves as being a principal operator or senior partner in a farming operation. In 2017, men made up 67.9% of all producers in Nebraska, and 77.5% of all principal producers. In comparison, males made up 63.9% of all producers nationwide, and 70.9% of all principal operators. (7)

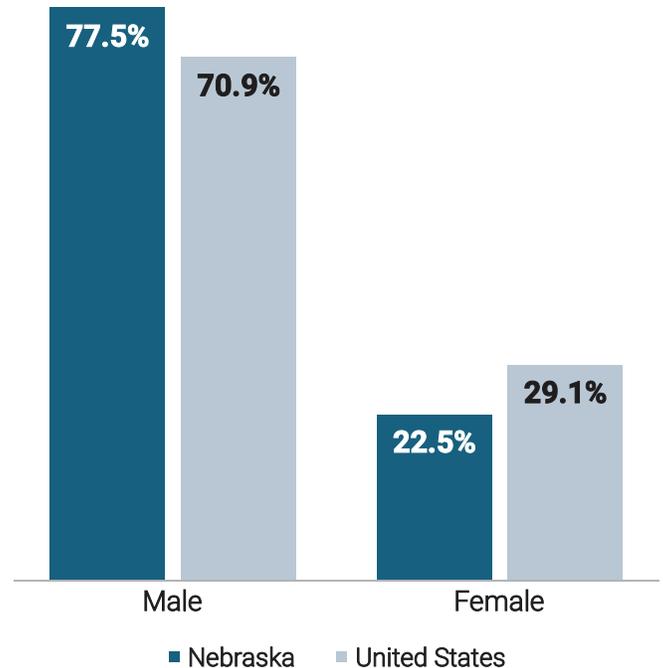
The average age of Nebraska farm producers was 56.4 years, according to 2017 USDA data, compared to 57.5 years nationwide. In Nebraska, 9.1% of producers were between the ages of 25 and 34, compared to just 6.9% nationwide. (7)

Of the 77,097 total farm producers in Nebraska, 76,801 (99.6%) were white, while 0.4% identified themselves as any other race or multiple races. Hispanic producers of any race made up 0.7% of the total. While 4.3% – 6.3% of mostly or completely rural county populations were non-white, only 0.4% of producers were non-white. (7)

Agricultural Producers by Sex, NE vs. US

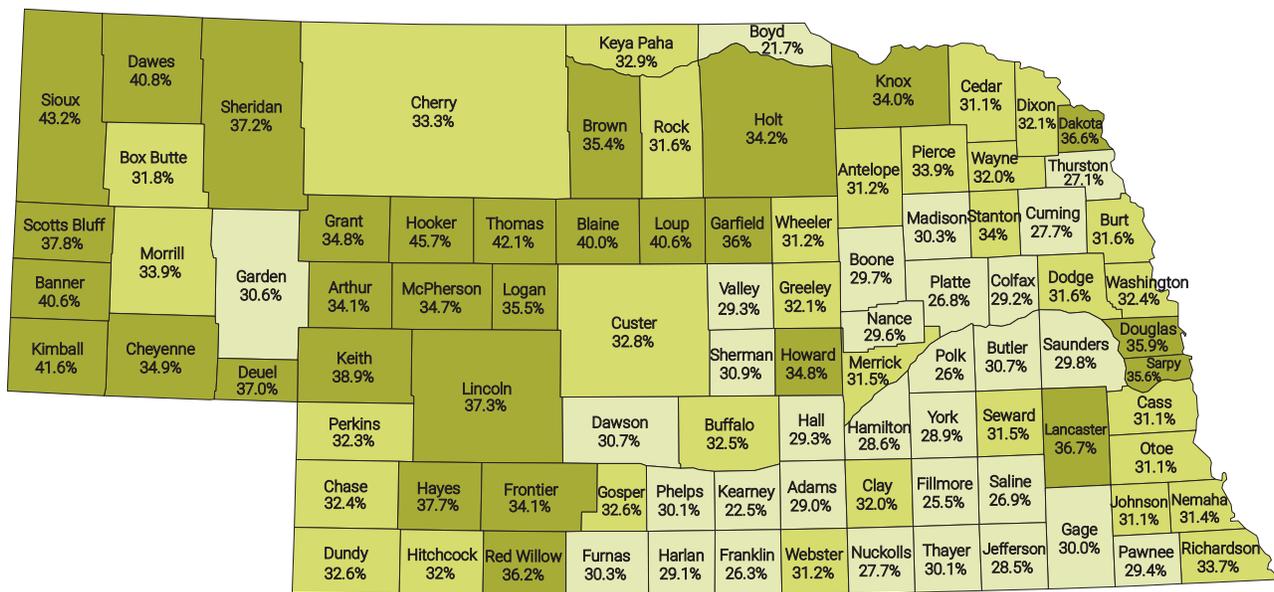


Principal Agricultural Producers by Sex, NE vs. US

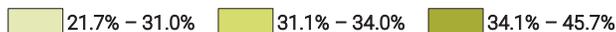


Source : United States Department of Agriculture. National Agricultural Statistics Service. 2017 Census of Agriculture. April 2019.

Women as a Percentage of All Farm Producers by County

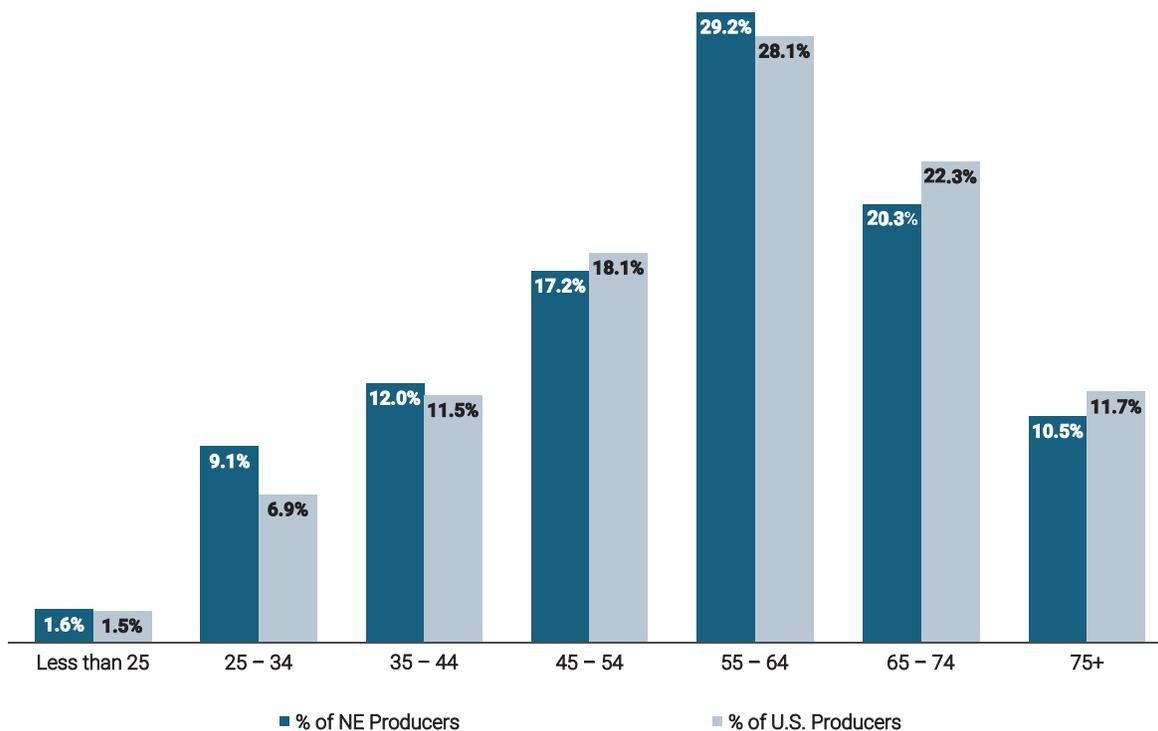


Female % of County's Farm Producers



Source: United States Department of Agriculture. National Agricultural Statistics Service. 2017 Census of Agriculture. April 2019.

Age Distribution of Agricultural Producers: NE vs. US



Source: United States Department of Agriculture. National Agricultural Statistics Service. 2017 Census of Agriculture. April 2019.

The Final Word

Of Nebraska's 93 counties, 69 are comprised mostly or completely of rural areas, as defined in 2010 by the U.S. Census Bureau. (1) The population of these predominately rural counties, along with their share of the overall population of Nebraskans between the ages of 18 and 64, is projected to steadily decline through 2050. (6) These demographic trends are likely to create both opportunities and challenges for Nebraska's labor markets, in its rural and urban areas alike.

Image by anned from Pixabay



Image by TheresaOtero from Pixabay



Sources:

1. Ratcliffe, Michael, et al. Defining Rural at the U.S. Census Bureau. United States Census Bureau. [Online] December 8, 2016. [Cited: July 19, 2019.] <https://www.census.gov/library/publications/2016/acs/acsgeo-1.html>.
2. U.S. Census Bureau. American Fact Finder. United States Census Bureau. [Online] [Cited: July 19, 2019.] https://factfinder.census.gov/bkmk/table/1.0/en/DEC/10_SF1/P2/0400000US31.05000.
3. United States Census Bureau. 2018 Population Estimates. American Fact Finder. [Online] April 2019. [Cited: July 19, 2019.] <https://factfinder.census.gov/bkmk/table/1.0/en/PEP/2018/PEPANNRES/0400000US31.05000>.
4. 2013-2017 American Community Survey 5-Year Estimates. American Fact Finder. [Online] [Cited: July 19, 2019.] https://factfinder.census.gov/bkmk/table/1.0/en/ACS/17_5YR/DP05/0400000US31.05000.
5. U. S. Census Bureau. Fertility 2013-2017 American Community Survey 5-Year Estimates. [Online] [Cited: July 22, 2019.] https://factfinder.census.gov/bkmk/table/1.0/en/ACS/17_5YR/S1301/0400000US31.05000.
6. Drozd, David; Deichert, Jerry;. Nebraska County Population Projections. [Online] December 2015. [Cited: July 22, 2019.] <https://www.unomaha.edu/college-of-public-affairs-and-community-service/center-for-public-affairs-research/documents/nebraska-county-population-projections-2010-to-2050.pdf>.
7. National Agricultural Statistics Service. 2017 Census of Agriculture. United States Department of Agriculture. [Online] April 2019. [Cited: July 22, 2019.] <https://www.nass.usda.gov/Publications/AgCensus/2017/>.

Image by Håkon Fossmark from Pixabay



Agenda Item 5B: Regional Updates (May-September)

Region 1– Scottsbluff

Lori Marquez has been conducting Migrant Seasonal Farmworker (MSFW) outreach by presenting workforce services information to groups of MSFWs. Lori presents the information in both English and Spanish to meet the needs of the groups. She presented at two sessions in June and one in July.

June 25, 2019- Twin Cities Development Corporation hosted a Chief Executive Officers Workforce Summit in the Scottsbluff High School Boardroom. Approximately 25 CEO/representatives were present to develop short term goals and long term strategies to increase labor force participation in the Platte Valley with special emphasis on Veterans and the underemployed. The goal is to develop a plan over three meetings and to engage businesses/communities and leaders to partner in the initiatives. Regional Manager Pat Comfort is a participant in the group.

July 24, 2019- Scottsbluff NDOL Staff and DHHS SNAP/Next Step worker hosted a 55+ Job Fair in the Community Room of WellCare of Nebraska in Scottsbluff. There were seven employers, five resource providers and approximately 30 job seekers in attendance. Through follow up calls, it was determined four out of the 12 jobseekers, staff were able to get in contact with, reported being hired as a direct result of the job fair.

August 12, 2019- NDOL hosted the ESU 13 teachers and coordinator on their annual agency tour. Met the new teachers and gave them an overview of our services and how NDOL partners to provide services to the ESU students.

August 22, 2019- EmployPanhandle completed their second Workforce Solutions plan for 21st Century.

August 23, 2019- For the 4th consecutive year, Vocational Rehabilitation staff, Educational Service Unit 13 staff and NDOL staff will be hosting an ESU 13 Student Job Fair in the spring. Nicole Fisher, (VR), Diane Reinmuth (ESU 13) and Pat Comfort (NDOL) had their initial planning meeting for the 2020 event to discuss location, type of employers to include, and complimentary activities for the students.

Region 1– Alliance & Sidney

June 2019: Governor Pete Ricketts climbed a pole at Western Nebraska Community College's (WNCC) Pole Lab in Alliance.

July 2019: The renovation and addition of Chadron State College's (CSC) Math Science Building is now a reality thanks to the recently approved budget by Nebraska State Senators and Governor Ricketts. Included in the state's budget is the bond repayment for the \$28.5 million project at CSC to renovate and expand the existing Math Science facility. The planning for the project will begin immediately. This project will allow Chadron State College to prepare healthcare professionals and teachers who will continue to live in our communities and give back through their service and careers.

August 2019: Chamber Ambassadors gathered at the Alliance office for a ribbon cutting. Alliance is excited to collocate with WNCC, GED, WIOA and Alliance Library.

June 2019: Agri-Plastics announced they are expanding Sidney operations- they are moving to a 24 hour and 7 days a week schedule. The increase in workload has led to more equipment and more manpower needed. They have also announced that the production demands have already outgrown their current space. They are planning to purchase another building in order to meet their customer needs.

July 2019: Governor Pete Ricketts visits Sidney businesses: UST Global, MMP Enterprises, WNCC, and NexGen Outfitters

August 2019: MMP Enterprises of Canada with previous plans to purchase the Cabela's/Bass Pro distribution center in Sidney and hire up to 300 withdrew from those plans.

Region 2

June:

- Held a workshop with the Connected Youth Initiative to educate Juvenile Offenders on proper resume/cover letter, job search, and interviewing techniques.

- Josh Hanson met with recruiters from Allo Communications to educate them on WIOA program and promote OJTs.
- Hosted a hiring event for Manpower on behalf of the Walmart Distribution Center in the North Platte and Lexington office.
- Hosted a hiring event on the behalf of Parker Hannifin in the North Platte and Lexington office.
- Completed a total of 17 H2A housing inspections for the month of June.

July:

- Hosted a resume workshop for local Job Seekers at the Gothenburg Library.
- Region 2's MSFW outreach coordinator attended MSFW partnership meeting with Nebraska Legal Aid, Proteus, and Migrant Education Case Manager.
- Hosted the Lexington Chamber of Commerce Ambassadors meeting coordinating efforts for the NDOL July Job Fair.
- Hosted a hiring event in the Lexington office with Associated Staffing.
- Keaton Irwin hosted a Job Fair partnering with the Dawson County Area Development with Paulsen Inc, and Volvo.
- Completed a total of 5 H2A housing inspections for the month of July.

August:

- Josh Hanson met with the Lexington Area Chamber of Commerce and Dawson Area Development to develop a strategy to better communications and identify areas where we can partner to serve the community.
- Region 2 organized and attended and job fair at Nebraska Land National Bank with Bomgaars who recently purchased a building to set-up shop in North Platte.
- Keaton Irwin, BSR, hosted a hiring even in the Lexington office with Carthage Swine Farms.
- Josh Hanson met with local partners and employers at the Progressive Business Group in Paxton, NE.
- Josh Hanson and Raquel Hernandez-Bourgeois attended the Employ North Platte meeting with community partners and employers to address employment retention and progression of skills for employees in Region 2.
- Held 2 re-entry workshops at the Lincoln County Detention Center in North Platte, NE

September:

- Keaton Irwin hosted a hiring event in the Lexington office on behalf of Maschhoffs LLC.
- Held 2 re-entry workshops at the Lincoln County Detention Center in North Platte, NE

Region 3

THE FOLLOWING COMPANIES CONDUCTED ON SITE INTERVIEWS, TRAININGS, RECRUITING IN THE TRI-CITIES.

Midwest Express. Gibbon Packing. B+R Stores. Eaton-Kearney. USDA\FSIS. Grand Island Independent on-line Job Fair\ 18 employers. Eaton-Hastings. Culver's. BD Columbus. Boondock's Boat Dock. US Census Bureau. AARP 50+. PT Job Fair in coordination with the Nebraska State Fair. GT Fire and Security. Miller and Associates. G4S. Bish Enterprises. Mary Lanning Hospital. CHI. Packers Sanitation. Railcrew Express. ALS Marshfield. Securitas. Heritage Bank. Flowserve. Nebraska State Fair PT Job promotion with AARP.

COMMUNITY PARTNERSHIPS AND ACTIVITIES THAT MEET ON REGULAR BASIS.

EmployGI. EmployHAS. Employ KRNY. Grand Island Economic Development Corporation\ Board. Central Nebraska Manufacturing Partnership. CNMP Education Committee. CNMP Transportation Committee. VA Medical Center Outreach\ Weekly. YRTC\ Kearney facility weekly. Hastings Chamber of Commerce\ Board. Grand Island Chamber of Commerce\ Board. Hastings United Way\ Board. Lutheran Family Services weekly. State Fair Veterans Booth. Central Community College Veterans weekly.

TARGETED COMMUNITY MEETINGS AND PARTNERSHIPS.

Chamber Ribbon cuttings\ Anniversaries – Grand Openings. ESU activities related to connecting youth to employers. Project Homeless Connection. Nebraska Economic Mobility Task Force. Continuum of Care meeting. Project Connect Kearney. Grand Island Economic Development Intern Meeting. Community Partner Meeting with Wayne State\ Internship Housing Project. Symphony Community Meeting. Grand Island Public Schools JAG. GIAEDC\ SBA\ ECON program. MSFW multiple community meetings in partnership with Proteus.

Region 4

Staff in the 13 counties of Southeast Nebraska have stayed very busy ensuring all counties within their area are aware of the services Department of Labor have to offer. We make every effort to visit or communicate regularly with leaders in the major communities of each county so they know we are available to assist with any of their employment and training related needs.

Coming up with new ideas to engage employers and job seekers in participating in events is something we like to do. Drive Thru, Part-Time, and College Job Fairs are some of those ideas that we have tried. In total, ten hiring events were held at various locations during this reporting period where 90 employers were able to reach 266 potential job seekers. As Department of Labor hosts these events we network with employers to discuss programs available and reach out to job seekers to assist with interview skills, resumes and partner program referrals.

Re-Entry services are provided to individuals who are in the justice system through the Workforce Academy curriculum or general employability services. We offer group activities at both the Nebraska Correctional Center for Women and the Youth Rehabilitation and Treatment Center in Geneva. Over 60 women at the facility in York eagerly learned employment techniques. Staff also participated in the Tecumseh State Correctional Institution Resource Fair in June where 130 inmates participated. Staff was truly inspired by being one of 40 volunteers involved in the RISE Business Coaching Day in September at Tecumseh where 40 participants were served.

Networking, presentations and community involvement are also important parts of all of our jobs. Staff have participated in numerous Chamber Ribbon Cuttings, Presented at various SCC classes and events, attended United Way and Coalition Meetings, Teammates Conference, and participated in the Scouler Ground Breaking Event Luncheon in Seward. As fall is now in full swing we are now gearing up to do numerous career events and employment presentations with area high schools.

Region 5– Columbus

- In May the Columbus Community Hospital hosted a groundbreaking for its \$35 million expansion renovation. The undertaking will expand the hospital's surgical devices department and lead to additional improvements with expansions in other areas of the hospital.
- Columbus Career Center staff, Colleen Jensen and DVOP, Dave Rangeloff, were in Fremont to help man the Kansas Works Mobile Unit which traveled to Nebraska and made several stops in the state's flood affected areas to assist displaced workers with filing for Disaster Unemployment Insurance Benefits and job search.
- FEMA representatives stopped by the Columbus Career Center to discuss area flooding disaster recovery efforts. They returned for a local job fair to address any flood victims' needs or concerns. The HHS Disaster SNAP program was also discussed and this information was disseminated at the job fair in the US 30 Mall in Columbus.
- Columbus hosted a large job fair this spring in the US 30 mall. Thirty-four employers attended the event which saw approximately 125 job seekers.
- The Neb. Economic Mobility Task Force consisting of both DOL and HHS staff members continue to meet monthly to work together to reduce unemployment, underemployment and poverty in the state through training, education, and employment preparation and attainment. The task force met in Omaha on May 2nd which featured guest speakers Brad and Kathy Lambert of St. Louis. The Lambert's are co-founders of Connections to Success, nationally recognized as an evidence-based model for improving children's futures by first empowering parents to become economically independent through its innovative employment training and retention program and by addressing their social and economic needs in relation to work, home and community. Kathy and Brad presented ideas on inter-agency collaborations in Missouri and Kansas which developed individualized

support and clients services including life transformation coaching, job development, community outreach and recruitment, supportive services and assistance to name a few.

- In May, Columbus Career Center staff hosted ESU7 students who were participating in their annual Summer Career Academy. Presentations were given on identifying key employability skills in the workplace and “Finding Your First Job. “ The students also completed several group activities to encourage leadership and teamwork. In addition, the manager of McDonald’s in Columbus presented to the group to promote the restaurant openings and what skills it takes to keep a job.
- Columbus Employ invited Human Resource Director, Tammy Orender with the City of Columbus to speak to the group about hiring youth at the Aquatic Center and Pawnee Plunge. She also presented information regarding summer internships and job shadow opportunities for youth and adults.
- Columbus, BSR Colleen Jensen and Fremont Workforce Coordinator Heidi Young participated in a two day Business Visit Blitz hosted by the Greater Fremont Development Council. The group of 12 workforce service and education partners surveyed over 20 Fremont businesses regarding retention. The group also provided employers with workforce solutions. The Greater Fremont Development Council completes the Business Visit Blitz twice a year and reaches out to over 40 employers.
- A job fair was held in David City on August 7th after receiving notification that a large layoff was coming at Fargo Assembly, Inc. Fargo employed a total of 189 workers.
- A JAG (Jobs for America’s Graduates) Meeting was held in Fremont on Sept. 11th with NDOL staff to discuss community relations and partnerships.

Region 5– Norfolk

- The Norfolk office participated in the 3rd Annual Project Homeless Connect that was held at Norfolk Senior High. We spoke to several individuals about programs & services offered by the Department of Labor. There were between 400-450 people in attendance. We enrolled 2 veterans with significant barriers to employment into case management.
- Kim Neesen made a WIOA Youth presentation to the Madison County DART (Drug & Alcohol) coalition meeting. DART provides education, projects, data collection to help youth 6th grade & up remain drugs & alcohol free.
- Norfolk kicked off EmployNorfolk this spring. Staff from the Norfolk Voc Rehab & DOL office are co-facilitating the meetings. The group has toured several local businesses and is slowly gaining momentum. The goal is to have members of EmployNorfolk contacting employers and sharing information about their hiring needs & to cut back on various agencies contacting the same employers.
- A 55+ gentleman that Norfolk was working with & referred to National Able, completed his assignment at his site location, and has been able to secure full-time employment.
- Mike, office DVOP, assisted in planning Veteran & Military Families Share Fair at the Norfolk Library. Among the participants were NECC, area County Service Offices, VA Clinic, VA Suicide Prevention, and Home Instead. Approximately 40 veterans and families attended the event. Eight new veterans or spouses of veterans were eligible for VA health care. DVOP added 2 new veterans to his case load.

Agenda Item 5C: Performance

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%	77.6%	99.5%	78.6%	100.8%
2. Employment Rate (Q4)	79%	78.3%	99.1%	74.5%	94.3%
3. Median Earnings	\$5500.00	\$7320.00	133.1%	\$6237.00	113.4%
4. Credential Rate	56%	52.6%	93.9%	61.7%	110.2%
5. Measurable Skill Gains	N/A	33.3%	N/A	47.6%	N/A
Aggregate Score			106.4%		104.7%

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%	84.8%	97.5%
2. Employment Rate (Q4)	88%	81.3%	92.4%	85.6%	97.3%
3. Median Earnings	\$7200.00	\$7752.00	107.7%	\$7626.00	\$105.9%
4. Credential Rate	60%	41.2%	68.7%	62.2%	103.7%
5. Measurable Skill Gains	N/A	37.8%	N/A	59.9%	N/A
Aggregate Score			91.1%		101.1%

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%	76.2%	97.7%	77.9%	99.9%
2. Employment, Education or Training Placement Rate (Q4)	77%	75.5%	98.1%	75.9%	98.6%
3. Median Earnings	N/A	\$3533.00	N/A	\$3583.00	N/A
4. Credential Rate	68%	25%	36.8%	40.3%	59.3%
5. Measurable Skill Gains	N/A	36.2%	N/A	42.3%	N/A
Aggregate Score			77.5%		85.9%

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%	70.1%	89.9%	72.5%	92.9%
2. Employment Rate (Q4)	79%	80%	101.3%	68.3%	86.5%
3. Median Earnings	\$5500.00	\$7000.00	127.3%	\$5286.00	96.1%
4. Credential Rate	56%	70.6%	126.1%	59.8%	106.8%
5. Measurable Skill Gains	N/A	7.1%	N/A	25.9%	N/A
Aggregate Score			111.1%		95.6%

Dislocated Worker Program	PY Goal	Current Quarter		Four Quarters	
		Actual Performance	Percent of Goal	Actual Performance	Percent of Goal
1. Employment Rate (Q2)	87%	71.4%	82.1%	66.7%	76.7%
2. Employment Rate (Q4)	88%	66.7%	75.8%	58.3%	66.3%
3. Median Earnings	\$7200.00	\$7594.00	105.5%	\$8163.00	113.4%
4. Credential Rate	60%	100%	166.7%	90%	150%
5. Measurable Skill Gains	N/A	0%	N/A	15.4%	N/A
Aggregate Score			107.5%		101.6%

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%	64.3%	82.4%	71.9%	92.2%
2. Employment, Education or Training Placement Rate (Q4)	77%	76%	98.7%	73.6%	95.6%
3. Median Earnings	N/A	\$2382.00	N/A	\$2942.00	N/A
4. Credential Rate	68%	30%	44.1%	42.6%	62.6%
5. Measurable Skill Gains	N/A	3.4%	N/A	17.4%	N/A
Aggregate Score			75.1%		83.5%

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%	80%	102.6%	81.8%	104.9%
2. Employment Rate (Q4)	79%	60%	75.9%	78.3%	99.1%
3. Median Earnings	\$5500.00	\$11333	206.1%	\$9171.00	166.7%
4. Credential Rate	56%	62.5%	111.6%	72.2%	128.9%
5. Measurable Skill Gains	N/A	21.6%	N/A	39.6%	N/A
Aggregate Score			124%		124.9%

Dislocated Worker Program	PY Goal	Current Quarter		Four Quarters	
		Actual Performance	Percent of Goal	Actual Performance	Percent of Goal
1. Employment Rate (Q2)	87%	75%	86.2%	92.3%	106.1%
2. Employment Rate (Q4)	88%	100%	113.6%	100%	113.6%
3. Median Earnings	\$7200.00	\$7090.00	98.5%	\$8831.00	122.7%
4. Credential Rate	60%	0%	0%	69.2%	115.3%
5. Measurable Skill Gains	N/A	27.3%	N/A	39.3%	N/A
Aggregate Score			74.6%		114.4%

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%	50%	64.1%	71.4%	91.5%
2. Employment, Education or Training Placement Rate (Q4)	77%	%	N/A	75.8%	98.4%
3. Median Earnings	N/A	\$6361.00	N/A	\$2841.00	N/A
4. Credential Rate	68%	%	N/A	26.7%	39.3%
5. Measurable Skill Gains	N/A	36%	N/A	50%	N/A
Aggregate Score			N/A%		76.4%

Greater Nebraska

Adult Program	PY Goal	Current Quarter		Four Quarters	
		Actual Performance	Percent of Goal	Actual Performance	Percent of Goal
1. Employment Rate (Q2)	78%	89.2%	114.4%	86.4%	110.8%
2. Employment Rate (Q4)	79%	81.1%	102.7%	80.8%	102.3%
3. Median Earnings	\$5500.00	\$6715.00	122.1%	\$5670.00	118.9%
4. Credential Rate	56%	42.4%	75.7%	61.6%	110%
5. Measurable Skill Gains	N/A	55.3%	N/A	66.8%	N/A
Aggregate Score			103.7%		106.5%

Dislocated Worker Program	PY Goal	Current Quarter		Four Quarters	
		Actual Performance	Percent of Goal	Actual Performance	Percent of Goal
1. Employment Rate (Q2)	87%	89.3%	102.6%	89%	102.3%
2. Employment Rate (Q4)	88%	82.1%	93.3%	88.4%	100.5%
3. Median Earnings	\$7200.00	\$7752.00	107.7%	\$7453.00	103.5%
4. Credential Rate	60%	42.9%	71.5%	59.7%	99.5%
5. Measurable Skill Gains	N/A	52.1%	N/A	71.7%	N/A
Aggregate Score			93.8%		101.4%

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%	92.1%	118.1%	88.7%	113.7%
2. Employment, Education or Training Placement Rate (Q4)	77%	75%	97.4%	80%	103.9%
3. Median Earnings	N/A	\$3182.00	N/A	\$3817.00	N/A
4. Credential Rate	68%	77.8%	114.4%	61.5%	90.4%
5. Measurable Skill Gains	N/A	52.7%	N/A	61.2%	N/A
Aggregate Score			110%		102.7%

Source: ETA Form 9173

Agenda Item **CEOB 5E**: 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(c)(1) requires at least two or more representatives of labor organizations, where such organizations exist in the local area.

Greater Nebraska currently only has one labor organization representative.

It is proposed that the Chief Elected Officials Board appoint Mike Gage to the Greater Nebraska Workforce Development Board (GNWDB) for a three-year term ending October 23, 2022.

Agenda Item **CEOB 5F**: Motion to Re-appoint GNWDB Member

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 re-appoint Alicia Fries to the Greater Nebraska Workforce Development Board (GNWDB) for a three-year term ending September 28, 2022.

Agenda Item **GNWDB 5G**: Motion to Appoint New Member to the 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 Mike Gage to the System Coordination Committee for a three-year term ending October 24, 2022.

Agenda Item **GNWDB 5H**: Motion to Appoint Non-board Member to the Strategic Planning Committee

Background: To comply with WIOA Sec. 107, standing committees must be chaired by a member of the local workforce development board, may include other member of the local workforce development board, and must include other individuals appointed by the local workforce development board who are not members of their local board and who have demonstrated experience and expertise as determined by the local board.

It is proposed that the Chair of the Greater Nebraska Workforce Development Board appoint Josh Hanson to the strategic planning committee.

Committees

Strategic Planning Committee

*Requires motion and vote.

Location: Kilgore Memorial Library, 520 Nebraska Avenue, York, NE

Room: Meeting Room

Duration: 2:30pm-5:00pm

Committee Chair: Roy Lamb II

Committee Members: Alicia Fries, Kim Schumacher, Matt Gotschall, Dan Mauk, Roy Lamb II, Erin Brandyberry, Cliff Barley, Denise Pfeifer

Non-board Committee Members: Pat Comfort, Randy Kissinger

Duties: Employee Engagement, Sector Strategies, Developing Career Pathways, Grant Development, Financial Monitoring, Board Bylaws, Regional Planning

1. Welcome Roy Lamb II

2. Review of Minutes*

3. New Business Kelsey Miller

A. Finance Report

B. Dislocated Worker to Adult Funds Transfer*

C. Request for Proposal *

D. TET Grant Update

E. Transitional Jobs Update

F. Sector Strategies

4. Adjournment* Roy Lamb II

Agenda Item **Strategic 2:** Motion to Approve Minutes

Strategic Planning Committee Meeting Minutes

DATE 5/22/19

LOCATION Lied Lodge, 2700 Sylvan Road, Nebraska City, NE

DURATION 3:00 p.m. – 4:10 p.m.

CALL TO ORDER:

Lisa Wilson called the meeting of the Strategic Planning Committee is called to order at approximately 3:00 p.m. on Wednesday, May 22th, 2019.

ROLL CALL:

PRESENT:

Matt Gotschall
Dan Mauk
Denise Pfeifer
Stan Zimbelman

ABSENT:

Cliff Barley
Erin Brandyberry
Alicia Fries
Roy Lamb II
Kim Schumacher

STAFF AND GUESTS: Lisa Wilson (GNWDB) Randy Kissinger (NDOL), Ashley Mathers, (NDOL) Lori Neukirch (NDOL), Pat Comfort (NDOL), Josh Hanson (NDOL), Dawn Carrillo (NDOL), Allison Hatch (NDED), Susan Nickerson (NDED), Mary Kay Versen (UNCC)

REVIEW OF MINUTES:

All members received and reviewed the Strategic Planning Committee Meeting Minutes from the February 27th, 2019 meeting. The minutes were reviewed and approved. Dan Mauk made the motion and Matt Gotschall second the motion. The motion was carried.

OLD BUSINESS:

There was no old business to be discussed.

NEW BUSINESS:

Finance Report

Ashley asked to turn to page 30 in the book to review the current Spending Trends. As of March 31, 2019, we had a total of \$805,615.57 program funds available. Projected staffing expenses for a sixth month period total is \$293,445.78. Can review the breakdown of individual program totals in the chart on top right. Current obligations for all programs is \$253,613.87 and are currently funding 260 of active participants.

In April the managers and career planners spent time reviewing current obligations and expenditures. Noticed an increase in the amount of expenditures each month and wanted a true picture of funds. After the transition from using RRS to track expenses to NE works there was difference. Obligations and payments were being entered at the same time. Unless the local offices were tracking obligations then didn't know the dollar amount promised employers. Changed that process in October of last year and local offices now enter obligations in NE works and send to the admin entity to track. Wasn't comfortable relying on NE works to provide a true picture of expenditures. The admin entity is now tracking every billing packet payment manually. Have 2 systems in place now to track the funding. An excel spreadsheet and NE works. Will know 100% what have paid to employers and vendors.

Are still serving participants and encouraging enrollments, but have set lower caps for the Adult and DLW programs until receive PY19 funds. Just to be cautious not to overspend as last year were supposed to re-

ceive youth allocations in April. The feds didn't disperse them until June and our Adult and DLW allocations in July and weren't dispersed until the end of August. To be safe built a barrier to make sure have staff expenses covered. Trying out a new method of allocating funds to local offices based off of FTEs (full time employees) Will keep tracking of funds per office and redistribute funds as needed if one office isn't spending their allocations and another is can move funds around as needed.

Lisa asked if included the FY19 Dislocated Worker funds that were transferred to the Adult Program funds and it does. Dan Mauk mentioned in the past there was a big problem with tracking funds and that need to have accurate data because it included several millions of dollars. Randy said the difference at that time was managers kept track of expenditure and finance at an administrative level was keeping track of expenditures as were paid. The trouble was that had obligations promised to pay and the exact date promised was different. Finance tracked obligations when were paid as opposed to when was obligated. Hopefully this system will take care of expenditures and obligations at the same time and there will be no problems.

GN Regional Plan Modification

Lisa said the GNWDB will be voting on at the board meeting. Ashley said the plan is located online at www.dol.nebraska.gov under the heading "Workforce Innovation and Opportunity Act," Local Workforce Development Areas," and then "Greater Nebraska." tab.

Plan follows the template provided by the state. First section includes the regional plan elements, which breaks down the data for each of the eight areas of economic concentration in GN. Which includes Scottsbluff, Sidney, North Platte, McCook, Columbus, Norfolk, O'Neill and the Tri-Cities. The second section includes the local plan elements and provides an overlook of the vision, goals and strategies of GN as a whole. The regional and local components updated in this plan include labor market information and economic conditions. Is a two-year modification and will go through June 30, 2021 and will require to create a new plan. The plan was submitted to the state on April 1, 2019. The state board reviewed the plan and had a few minor errors to fix. After approval from the board will resubmit the plan to the state.

The state will then submit the plans to the Governor by May 31, 2019. The Governor will make a determination before July 1, 2019. The plan was technically approved once during the March board meeting that was via conference call but was informed by the legal department that it wasn't alright. Are reapproving the corrections made and if everyone agrees with them. Ashley will show the actual plan during the board meeting.

GO Regional Plan Modification

Lisa said the GNWDB will be voting on at the board meeting. Ashley doesn't have much to share about this. GO will have a presentation to review the plan at the board meeting. It just has basic modifications and follows the same template as GN. There is nothing to be concerned about.

GL Regional Plan Modification

Lisa said the GNWDB will be voting on at the board meeting. Ashley said the plan is similar to Omaha and follows the same template. GL did more adjustments and brought on an outside expert that did the updates and planning and worked with Karen Stohs. There is nothing that is concerning. Jan Norlander-Jensen will present the plan and update it at the board meeting.

Accepting Program Year 2019 Funds

Lisa said the GNWDB will be voting on at the board meeting. Ashley said the NDOL has released Notice 18-05 which provides the Chief Elected Officials and local boards with estimated PY 2019 funding levels for local

youth, adult, and dislocated worker programs. Have prepared a plan modification which includes the budget plan worksheets. Ashley will show the plan at the board meeting. Have been allotted \$479,886 for youth, \$372,933 for adult and \$800,753 for dislocated worker allocations for PY19. The budget that wrote puts in a carrier over because don't always get funding on time for next year and if the government should shut down and have to pay staff wanted to have some carry over funds worked in. Worked out \$258,743 which provides a 15% carry over for next year. Provides money for participates and covers projected staff expenses. For DLW gives \$170,390 towards participants. \$218,905 for adults and for youth \$200,000 toward its participants. Stan Zimbelman asked, if it was an increase in funds? Ashley answered it was a decrease. Total received was \$1.6 million and last year it was \$1.7 million. The unemployment rate is hurting us. Also, included reserves that received 90% of last 2 program years for Adult and DL programs under threshold.

TET Grant Update

Ashley said the NDOL began to staff six positions starting on March 4th in order to serve dislocated workers across Nebraska. Project Manager, Scott Asmus was hired to provide direct supervision to five WFC and provide technical support and management of the TET grant. The five WFCs are located in Scottsbluff, Kearney, Norfolk and 1 in Lincoln. They serve Lincoln, Omaha and the Beatrice area. One in Lincoln resigned the position. The funds were then spread out to more local offices for adult and dislocated workers. Have some TET funds to use in Alliance, Sidney, Hastings, Grand Island, and Beatrice. Will help increase co-enrollment numbers and make it easier on career planners.

The TET Grant requested dislocated worker training by GN that Ashley provided. Held a virtual program launch to provide information regarding the grant and planned activities. Including co-enrollment with all three local areas.

The TET Grant has formed an oversight committee consisting of program staff, NDOL Administration, NDOL Finance and a board representative from all 3 local areas. Wayne Brozek is the representative for GN.

The grant is currently working with a few employers in the Sidney area that are committed to hiring dislocated workers. Have been 2 incentive commitments from the NDOL totaling \$300,000 for on the job training reimbursements. TET is interested in replicating this model along with the Ariens/Fast Global model for future partnerships. TET also has a focus on entering dislocated workers into Registered Apprenticeship programs in Nebraska. Currently have 7 participants co-enrolled with GN. TET staff received 11 more referrals in the last week from GN staff. Will see numbers increase and will use some funds for participants to co-enroll.

Bylaws

Lisa said the GNWDB will be voting on at the board meeting. Ashley asked to turn to page 32 in the booklet. There is new staff completing the booklets and not all the pages have page numbers. The bylaws begin on page 33. All of changes are denoted in red. Had to update the bylaws. Wendy Sieler had done a state monitor review. It was found that the bylaws were missing a few required components. The board approved the current bylaws on January 18, 2018. Are minor changes defining a little more of the sections. Majority of the members must be representatives of business was missing the piece that 2 members had to be from small businesses. Also had to include 2 or more representatives of the Labor organizations or such organizations exist in the area piece. Few more under labor organizations and provide more guidance in the bylaws as far as adult education how to ensure to receive referrals from all agencies throughout GN. Reason why was brought up because both of the education representatives are from CCC and wanted to make sure wasn't because only asked members from CCC and that it was where the best nomination came from. Lisa asked, if have 2 members that are representatives for the labor department? Have Roy Lamb that oversees the apprentice but when Chris Callahan resigned wasn't sure if filled that spot. Ashley said technically we don't and is another situation that will talk about at the board meeting.

Do have one labor position available. Ashley would like to speak with Gary Kelly first. Was looking through some old nominations and he used to represent labor and wasn't sure why had changed. Maybe was because wasn't needed at that position at the time. Ashley ran the numbers if were to move him from being a business representative to the labor representative still would meet all the requirements. Goal is to ask Gary if he still is a labor representative. He still works at same position at the same company so not sure why he wouldn't be. If is the case will just need to receive an updated nomination form showing is a labor representative if not have received a nomination from another individual will be reaching out to that person then. Will keep everyone posted.

Articles of Incorporation

Lisa said the GNWDB will be voting on at the board meeting. Ashley mentioned that the Articles of Incorporation are listed in the booklet after the Bylaws. There was one minor change. Were approved at the last meeting on January 24, 2019. One of the amendments included listing the registered agent as Office of General Counsel. The Secretary of State wouldn't accept the filing, as they require an individual being named as the registered agent. The articles have been amended with Ashley Mathers listed as the registered agent. They will be resubmitted at the board meeting. No further amendments were made.

Transitional Jobs

Ashley did get a Transitional Job policy created that was talked about at the extra meeting in February. All members were in agreement that it would be beneficial to have an Incumbent Worker and Transitional Jobs policy in place, if the need arose to set aside funds and utilize these training programs. Ashley didn't get the Incumbent Worker policy created but plan to have it ready to review and approve at the next scheduled meeting in October.

It was discussed to create a youth council and apply for Youth Build funds and everyone was in support of the idea. However, the System Coordination Committee heads youth related projects and grants. The committee held a conference call on April 3 to discuss Youth Build funds and council they have some concerns if it will really be a benefit. The funds are difficult to find participants. The eligibility is similar to out of school eligibility but the actual grant how is structured the project needs to be fully defined when apply for the grant. Need to have a really strong partnership with some construction employers and businesses. It is best if already have a project in mind as far as what kind of renovation will be done. Is specific on the type of renovation of construction project would be doing. It should be related to building housing for low income individuals or some sort of community development project. Something along those lines. Are not against the youth build but want to have more time to do some more research to narrow down exactly what region want to start in and contact employers to find out what project would be and then apply. Then hopefully the System Coordination committee will see the potential in bringing those funds into programs or partnering with the funds.

Is best for the Strategic Planning committee to focus on transitional jobs as a project this year. A transitional job is a work experience for Adults to establish a work history, specifically adults with an inconsistent work history or a barrier to employment, which could be low-income, have a disability, ex-offender, homeless, English language learner, displaced homemaker, secondary school dropout or basic skills deficient. Unless the System Coordination committee decides to change it in the meeting, the transitional jobs are limited to 500 hours and have a maximum cost of \$4,500 per participant. These caps were set to mirror our youth WE program and can keep in line. To utilize the transitional jobs policy would have to set aside funds specifically for it. Could ask the board to approve setting aside \$45,000 of our PY/FY19 funds to use towards transitional jobs. This would equal 10 transitional jobs if each individual follows it through to the entire 500 hours. Ashley will track the progress and the success to benefit the participant. She will bring to each committee meeting to evaluate. Will see what think of and if would be beneficial to set aside more funds in the future. If not would

have the policy in place if want to use it again. Wouldn't have to set aside any more funding. With Ashley's experience of being a case manager, she had a few adult clients that would of benefited if had a program like this in place. Didn't want to offer it to everyone because is a lot of money to spend \$4,500 for a work experience participant. But had some individuals that were incarcerated or had a displaced home maker that hadn't worked in 10 years that had a disability and struggled to find employment. If had a program like this, the individual could of shown that could work and just needed a chance. Would have been able to place them in employment sooner than what did.

Can look at policies in booklet around page 44. There are some items the System Committee has to review before will be official. Ashley thinks would be very beneficial to set aside funds and use as a project for PY19. Lisa asked, what are the barriers with employees? Ashley said the way that the policy is written is a little restricted. The barriers have listed is when the individual is enrolled into program they have to be unemployed during that time. The barriers are: have to be low income, have a disability, ex-offender, homeless, English language learner, displaced homemaker, secondary school dropout or basic skills deficient. The transitional jobs can do with dislocated workers it is targeted more at adults only dislocated that would qualify would be displaced homemaker. And that would be rare only if have no or little work experience.

Ashley said that 99% of the time would be using for adult participants. Chronically unemployed is defined if have been unemployed for 24 weeks or longer prior of putting application in WIOA program. Unemployed 26 out of the last 52 weeks prior to WIOA application or have held 4 or more jobs within the last 12 months prior to application and are currently unemployed or on parole or probation or been released from prison within 12 months prior to WIOA application. Real focus is wanting to help ex-offenders because they struggle getting into employment and the chronically unemployed. Want the career planner to investigate before enrolling participant into program.

Another piece Randy said, can be is to market into the OJT world to employer if have limited work experience funds. Pat Comfort asked, if a participant has to have a barrier in each category? Ashley answered, has to have a barrier and be chronically employed. If look under participant eligibility must also have one or more barrier for employment and be chronically unemployed or have an inconsistent work history. That is why have it defined out there. Ashley asked if want to make this the committees project. Stan said absolutely. She said if the transitional jobs gets approved at the board meeting will vote to set aside those funds. She will track as those transitional jobs contracts are completed the managers and career planners will send that information to her and anything else related to obtaining employment after the transitional jobs and can bring that information to the committee. Will track and see if it assisted the participant in gaining sustainable employment or if it just paid them for 500 hours and are back at square one for each participant.

Lisa asked, if Wayne Brozek was going to help out the committee with this? Ashley answered, no he's actually serving on the TET grant committee. This will be just Ashley bringing the reports to committee and then deciding if want to set more funds aside later on or next year. Dan and Stan think is a good idea.

Sector Strategies

Allison Hatch from the NDED updated the committee on Sector Strategies. Previously the committee heard from Valentia but she resigned and took another position with the agency. Allison is the new talent development leader as of the end of January and is coming up to speed. Have 5 partnerships that have been going on for the last year. 3 manufacturing partnerships and 2 healthcare partnerships. The 2 healthcare partnerships are in Lincoln and Omaha. The 3 manufacturing partnerships are in northeast Nebraska, south central and south east Nebraska. The northeast manufacturing partnership has 2 ongoing focuses and all have a workforce development focus. Have identified priorities for each. The northeast has identified a talent pipeline and improving the image of manufacturing. Had an infrastructure one but it has been tabled for now. Talent pipeline is focusing on employee ability skills that will work to increase the number of welders, fabricators, machinists and maintenance technicians. A survey was sent to determine recruiting and target audience

methods of engagement to better understand the process. Have a marketing and manufacturing plan on creating an industry wide marketing campaign targeting youth, parents, educators and career changing adults.

For the southeast region have renamed themselves as Regional Advanced Manufacturing Partnership. They encompass southeast Nebraska and some parts of Iowa and Kansas. Have a wide range of counties so are using SE Community video conference system. Are meeting virtually in small groups. The projects are career awareness, educational partnerships and outreach, and recruiting. Career awareness are including facility tours and table booths that will be set up at parent teachers conferences to connect parents with students. Will be doing some mutual advertising for school video boards. For the educational partnerships and outreach a focus will be extending teacher externships during the summer. Using Iowa's externship program and Fall City Ed programs as models. Plan to sponsor students with scholarships choosing to pursue manufacturing careers.

Have been having quarterly drive through career fairs at their office.

For the central partnership, the convener is Susan but Allison will update the committee on. Have several focuses. One that has been accomplished or tabled for now is the Arien/ Brown transit. Had a strong response at a letter campaign to get a flight from central Nebraska to Chicago. Other focuses are building partnerships with schools. Increase manufacturing opportunities, marketing and branding. Partnership with schools, developed a school partnership directory. Is a list of participating companies and activities that have for workplace experiences and work base learning opportunities that are sharing with ESU's. Presented to ESU #11 working on connecting with ESU #9 and ESU #10 to connect with additional educators. Training opportunities that they created is a training coordinator group who held a meeting last month. Conducted a training need survey, plant educational tours were hosted and tours of Career Pathway Institute in Grand Island and CPC in Kearney were taken. The goals remain to collectively identify needs that increase opportunities for shared in house training across manufacturing businesses. Identify and address skill shortages and collaborating around training opportunities. Marketing and branding over the course of the last 2 years need to address collective marketing for manufacturing south central Nebraska and how to do that.

Updates on healthcare partnerships are the southeast Lincoln one is focusing on care coordination to pursue additional representation from acute care and outpatient providers. Complete an in depth evaluation of the top 2 technology vendors and provide technology recommendation spending proposals. Want all the care coordinators on the same platform to make sure beds are available when patients are transitioning from hospital care to acute care needs. Are not all using the same system and some of the communication is falling through the cracks. Identify a talent pipeline and awareness, did a survey to identify the biggest need which is for CNA's. Trying to understand the current level of interest in CNA's and healthcare careers and how to grow that pipeline. Identify barriers in community solutions and identify assessment tools to help manage health career expectations. Are trying to identify the pathway and being able to promote the pathway from entry level CNA's. Omaha healthcare has not met recently. Working on workforce development conducting community inventory to determine current marketing and healthcare exploration programs in high schools and community agencies. Hoping to create what is called a flipped advisory council. So secondary and post-secondary institutions will come and learn opportunities within health care. It flips the table around and have education partners come to the table to learn what's available. Did a consumer engagement to create a greater transparency within the health care system but don't have the details yet. Behavioral health originally the community worked on research of local groups involved with behavioral health. Healthcare partnership is one that hasn't met recently and hope to meet again soon. Are talking about starting a construction partnership in Omaha.

Business Outreach

Susan updated the committee and informed us that Laura Hart, the one-stop operator who focused on business outreach is no longer with NDED she is still with the agency but is in a housing role. Have 6 field representatives that are working statewide that are providing services to what the Department of Economic Devel-

opment and workforce systems can do for business community. The report that was provided is from a business engagement activities for January through April. The business retention expansion visits there were 69 total for 3 month period, 19 in communities and 17 at the county level. New primary business starts and expansion projects were 17 total in 15 counties. New micro enterprise business start expansions and transitions total 24 in 13 counties. Workforce development assistance in 16 communities. Community assistance in business development can be recruitment assistance, financing program technical assistance, economic development training, housing community management. Served 80 total communities with projects. Some other miscellaneous meeting were attended by field staff representatives.

The work field staff take care of business needs and have been cross trained with the NDOL service representatives and are spreading the word and making good referrals into the workforce system.

Ashley stated will be approving the addendum for the one-stop operator agreement have been meeting with NDED to review the role and exactly what want out of it. The role is very broad in the 3 local areas in Nebraska and utilize the role differently. She is in the process of writing the top 10 priority list of what want to see out of one stop operator role and write some tangible goals on the list. Have written a rough draft to NDED to review and see what they think of and do a little adjusting. Will keep updated as goes further. Lisa said it was nice that are refining it. Ashley said that no states have figured out what a perfect one-stop operator looks like. All the areas vary so much that can't have a good position description. Having goals defined will be helpful.

PUBLIC COMMENT:

There was no public comment at this meeting.

MEETING DATES:

October 24, 2019 – GNWDB and CEOB – Hampton Inn, Kearney

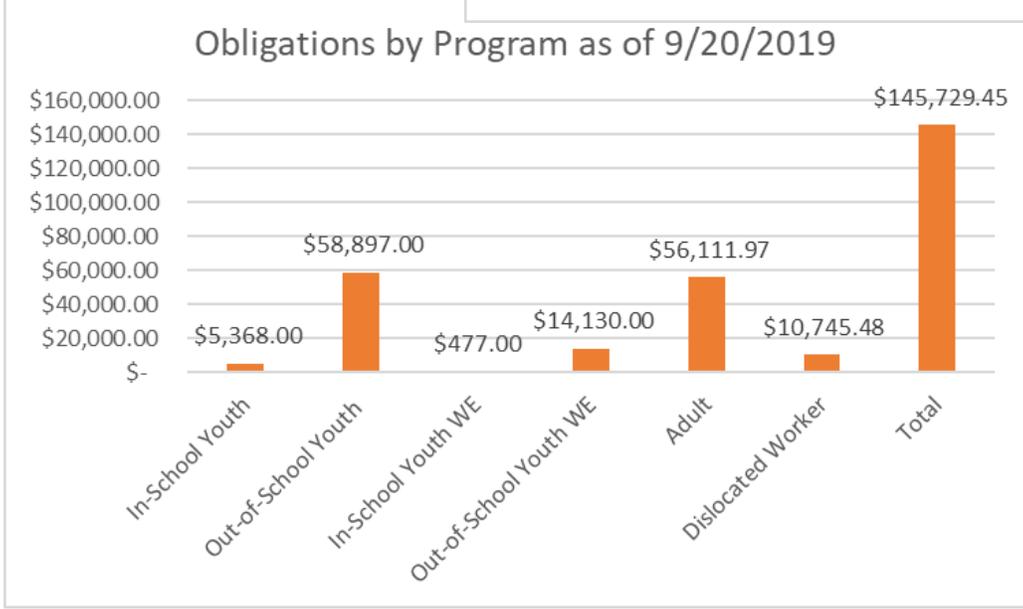
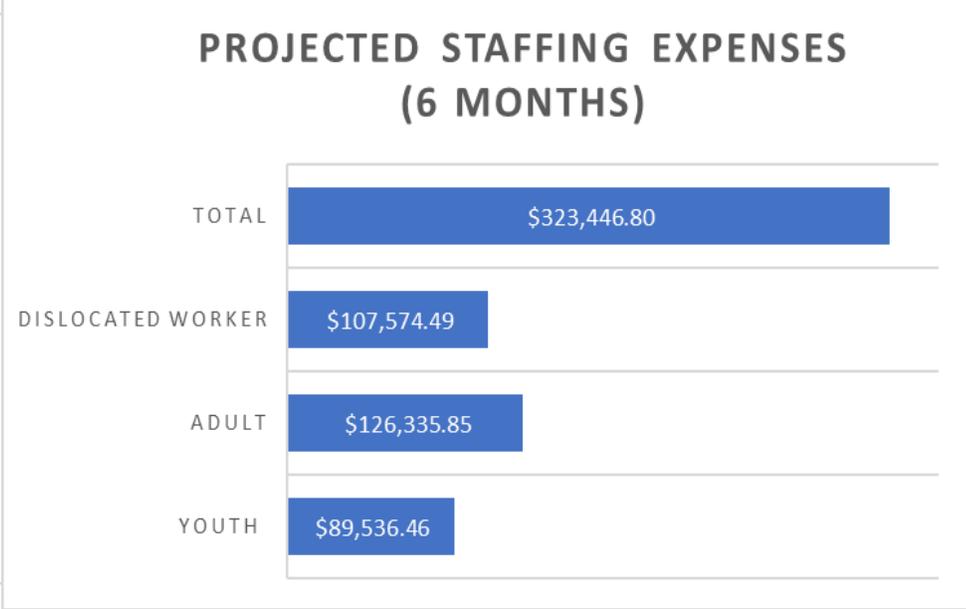
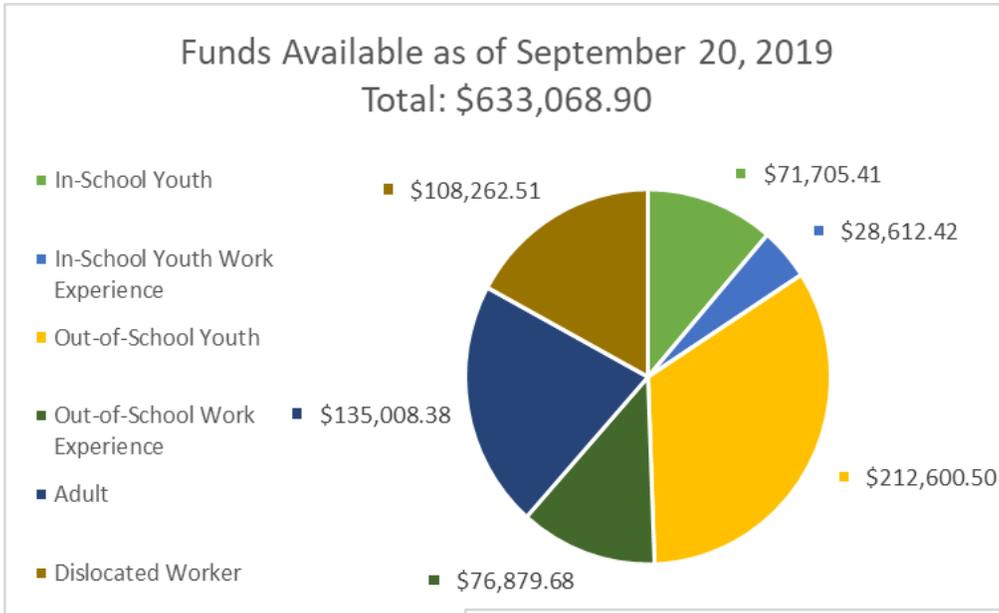
January 23, 2020 – GNWDB and CEOB TBD

May 28, 2020 – GNWDB and CEOB TBD

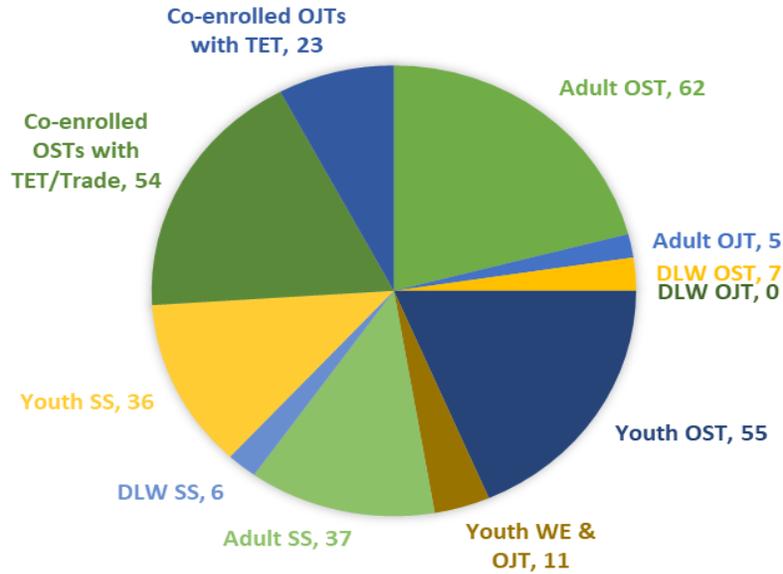
ADJOURNMENT:

The meeting of the Greater Nebraska Strategic Planning Committee was adjourned at 4:10 p.m. Wednesday, May 22, 2019.

Agenda Item GNWDB 5K/ Strategic 3A: Finance Report



FUNDED ACTIVITIES AS OF 9/15/2019 (TOTAL: 296)



**Cost per Participant in PY18
\$2,422.46**

Enrollments & Allocated Funds by PY				
	PY15 7/1/2015-6/30/2016	PY16 7/1/2016-6/30/2017	PY17 7/1/2017-6/30/2018	PY18 7/1/2018-6/30/2019
Adult OJT	3	29	21	74
Adult OST	119	141	185	132
Total Adults Enrolled	157	219	243	249
DLW OJT	2	7	28	52
DLW OST	53	83	81	31
Total DLW Enrolled	231	185	126	150
Youth OJT/ WE	22	30	21	47
Youth OST	51	65	99	61
Total Youth Enrolled	67	92	74	70
Total New Enrollments for PY	455	496	443	469
Adult	364	372	435	437
DLW	395	363	249	265
Youth	169	194	196	163
Total Active Participants in PY	928	929	880	865
Allocated Funds				
	PY15 7/1/2015-6/30/2016	PY16 7/1/2016-6/30/2017	PY17 7/1/2017-6/30/2018	PY18 7/1/2018-6/30/2019
Adult	\$468,505.00	\$432,483.00	\$401,640.00	\$398,462.00
DLW	\$839,762.00	\$709,386.00	\$852,882.00	\$870,100.00
Youth	\$554,186.00	\$459,840.00	\$455,922.00	\$493,060.00
Total	\$1,862,453.00	\$1,601,709.00	\$1,710,444.00	\$1,761,622.00

Agenda Item GNWDB 5L/ Strategic 3b: Motion to Approve Dislocated to Adult Funds Transfer

Background: Background: In accordance with Section 133(b)(4) of the Workforce Innovation and Opportunity Act, a local board may transfer, if such transfer is approved by the Governor, up to and including 100 percent of the funds allocated to the local area under the Adult or Dislocated Worker programs, between such programs.

It is proposed that the Greater Nebraska Workforce Development Board transfer \$300,000 of Dislocated Worker funds to the Adult program funds.

Agenda Item GNWDB 5M/ Strategic 3c/ CEOB 5M: Motion to Approve Request for Proposal

Background: The Request for Proposal (RFP) is designed to solicit proposals from qualified vendors who will be responsible for providing Workforce Innovation and Opportunity Act (WIOA) services in the Greater Nebraska Workforce Development area. The service provider will act as a combination of all of the following: One-stop Operator, Service provider for Adult and Dislocated Worker program services, Service provider for Youth programs, and Administrative entity under WIOA at a competitive and reasonable cost. Proposals that do not conform to the mandatory items as indicated in the RFP will not be considered.

It is proposed that the GNWDB approve the content, timeline, and utilization of the State procurement process of this RFP, subject to any minor changes required by the State of Nebraska's RFP process.

System Coordination Committee

*Requires motion and vote.

Location: Kilgore Memorial Library, 520 Nebraska Avenue, York, NE

Room: Meeting Room

Duration: 2:30pm-5:00pm

Committee Chair: Stacey Weaver

Committee Members: Elaine Anderson, Wayne Brozek, Ann Chambers, Stacey Weaver, Gary Kelly, Greta Kickland, Charlene Lant

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

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

- 1. Welcome Stacey Weaver
- 2. Review of Minutes*
- 3. New Business Ashley Mathers
 - A. Enrollments
 - B. Active Participants by County
 - C. State Monitor Review
 - D. Federal Audit Review
 - E. Internal Auditing
 - F. One-stop Operator Service Agreement
 - G. Memorandums of Understanding*
 - H. Monitoring Policy*
 - I. Adult and Dislocated Worker Program Policy*
 - J. Youth Program Policy*
 - K. Priority of Service Policy*
 - L. Customer Survey Results
- 4. Adjournment* Stacey Weaver

Agenda Item **System 2**: Motion to Approve Minutes

System Coordination Committee Meeting Minutes

LOCATION Lied Lodge, 2700 Sylvan Road, Nebraska City, NE

DURATION 3:00 p.m. – 5:30 pm

CALL TO ORDER:

Stacey Weaver called the meeting of the System Coordination Committee to order at approximately 3:07 p.m. on Wednesday, May 22, 2019.

ROLL CALL:

PRESENT:

Wayne Brozek
Ann Chambers
Greta Kickland
Jill Smith
Stacey Weaver

ABSENT:

Elaine Anderson
Gary Kelly
Charlene Lant

STAFF AND GUESTS: Stan Odenthal (NDOL), Kelsey Miller (NDOL), Becky Maggart (NDOL), Karen Stohs (NDOL) Bernie Hansen (NDOL), Lisa Laws (NDOL) Susan Nickerson (NDED)

REVIEW OF MINUTES:

All members received and reviewed the System Coordination Committee Meeting Minutes from the April 3rd, 2019 meeting, and Stacey Weaver asked for a motion to approve the minutes. Ann Chambers made the motion and Wayne Brozek seconded. All members present voted by a voice vote to approve the motion, which carried unanimously.

OLD BUSINESS:

There was no old business to discuss.

NEW BUSINESS:

Enrollments and Active Participants by County

Kelsey updated the committee and asked to turn to Page 38. It has new enrollments and active participants since January 1, 2019 by county. As of April 15, 2019 we have enrolled 125 new participants. Working with regional managers and case managers to create a goal for all the case managers to serve the outlying counties surrounding where offices are located at. Will see a 1 or 2 in those counties on the map and trying to service a larger piece of all 88 counties.

Managers are working with career planners to outreach to counties and receive referrals and work with partners. The One-stop operator NDED is working to promote DOL services and referrals to local offices so can reach more numbers in those counties. Hopefully next time the map will be more colorful when the report is ran. It was asked if it was possible to run a report to see how many participants had in the past by

county for a 6 month or a year period. Kelsey answered can run a report for new enrollments and active participants and a third way for active participants within a certain time frame. Is not in the data warehouse and would have to manually count them up but is possible.

State Monitor Review

Kelsey said Wendy Sieler the State Monitor completed a grievance procedures review in February 2019. The only finding was to revise current Complaints and Grievances policy. The State updated the policy in February 2018. In order to comply with the policy, need to update the NDOL's. Will be reviewing the revised policy and approve the revision at the full board meeting. This will resolve the finding.

One-stop Operator Service Agreement

Stacey said the GNWDB will vote on this at the board meeting. Kelsey said have the updated amendment in folders. The agreement didn't clarify the cost for DED to be one-stop operator just said was \$144,199 didn't say if was on an annual basis or for the length of the contract. Is on an annual basis and not to exceed that amount. This amendment just stated that is an annual amount and will be paying DED. Will pay quarterly up to \$144,199 each year and still have contract through 2020.

Stan added that the state submitted a waiver whether to choose if have a one-stop operator or want to carry out the duties themselves. Had a number of conversations with the national office with drawing the waiver request and resubmit it and focus more on removing requirement to go through the competitive procurement side of things. May play out in the future will take the federal government a little while to look over the waiver. Going forward with this contract for the next program year really shouldn't be effected by the waiver. May give the board a few more options in the future where it comes to the one-stop operator role. If chooses to do so how it is written it. Every board can make their own decisions on it. Have had some good meetings with the DED related to the one stop operator to outline some key priorities for them.

Jill Smith asked, what are the expectations? Kelsey just finalized a top 10 priority list what the OSO should be doing. It is in review with legal right now and the commissioner. Before it will be sent back to DED. Are a lot of the items in the agreement that 1 ½ FTE's can't handle right now for 88 counties. What are the priorities want to be doing and what see return investment for. A lot of it is outreach and receiving referrals for the outline communities and helping with partner meetings completely facilitating every one.

Stan said the way the original contract was written said the duties of the one stop operator may include a list from A-Z something to that extent. May include or not all of items to an extent. Doesn't hold them to anything may choose to do some of the things and not others. Really need to prioritize what are asking for. That is why Kelsey and Ashley put together a list.

Kelsey said the one stop operator funds are program funds that pay \$144,000 every year that could be utilized for participants that are able to receive a waiver for the competitive process. Stan said the \$144,000 basically amounts to 10% of the program.

Supportive Service Policy

Stacey said the GNWDB will vote on this at the board meeting. Kelsey stated the Supportive Service Policy was reviewed and approved at the January 24, 2019 meeting. Have removed the option to provide gas vouchers and pay for any item or services in arrears. Have had just one region providing gas vouchers to participants that had been running into issues with the participants purchasing gas for non-authorized transportation. For example, had a participant fill up for gas on Friday and then the following Monday when they don't attend classes over the weekend. No payments in arrears was added as we had Career Planners authorizing to pay for services provided before the individual was enrolled in the program. These were the only revisions made to the policy.

Complaints, Grievances & Appeals Policy

Stacey said the GNWDB will vote on this at the board meeting. Kelsey said the Complaints, Grievances & Appeals Policy required updating to comply with the State's Grievance and Complaints Policy that was updated in February 2018. The top policy revisions include:

- 1) Combining the Appeals Procedures for Program Participants (#5) and Complaints and Grievances of a Non-discriminatory Nature (#8) policies.
- 2) Streamlining the policy to align with the States.

Personally Identifiable Information Policy

Stacey said the GNWDB will vote on at the board meeting. Kelsey noted that is listed on around page 42 in booklet. The WIOA requires all local boards to have an internal control structure and written policies in place that provide safeguard to protect personally identifiable information. GN does not currently have a PII policy and this was a finding during our PY18 Adult and DLW review completed in December 2018. The approval of this policy will resolve the findings.

Adult, DLW, & Youth Eligibility Policy

Stacey said the GNWDB will vote on this at the board meeting. Kelsey said the WIOA requires all local board to develop policies and procedures regarding eligibility criteria for the youth, adult and dislocated worker programs. During the PY18 Adult and DLW review completed in December 2018, it was found our DLW policy was missing the Category 5 Service Member eligibility.

Approval of this policy will resolve the findings:

- 1) Combine the Adult Eligibility (#4), DLW Eligibility (#11), Youth Eligibility (#23) and Requires Additional Assistance (#20) policies to streamline policies and provide all eligibility requirements in a single document. Combines 4 of policies into 1 larger more streamline policy.
- 2) Include DLW – Category 5 Service Member as the current policy only included Military Spouse
- 3) Included an appendix of WIOA defined terms.

Transitional Jobs Policy

Stacey said the GNWDB will vote on this in the board meeting. Kelsey highly encourages that local boards develop policies and procedures regarding transitional jobs. It is not a requirement. GN currently doesn't have a transitional jobs policy. Transitional jobs are time-limited work experiences for adults and dislocated workers with barriers to employment who are chronically unemployed or have inconsistent work history. The Strategic Planning Committee will utilize this policy to implement their 2019 project. Will be asking the board to set aside funds and setting a goal to complete 10 transitional job work experiences for program year 2019 and then review how well they go and if it would be beneficial to set more funds aside to continue utilizing this training opportunity. Can set aside 20% of total adult and dislocated funds on special projects like transitional jobs or incumbent workers. Is going to be a project for the Strategic Planning Committee but still have to review policy and recommend to the board. Are a few things as a committee need to recommend. Need to define individuals who are chronically unemployed or have an inconsistent work history. If look on pages 1 - 2 of policy will see the parameters:

Low-income individuals, individual with a disability, ex-offender, homeless individual, English language learner, displaced homemaker, secondary school dropout and basic skills deficient.

Stan said would mention the extended definition of displaced homemakers that the state puts out. It is going to be an easy category to qualify for. Might through in with the transitional jobs. Doesn't think will be a barrier any longer. The definition of a displaced homemaker is if rely on a spouse or more than 50% of income coming in to house hold. Could be employed, part time or full time and have spouse loose job then would qualify for a displaced homemaker.

Kelsey said if took displaced homemaker out would still be a dislocated worker just wouldn't be eligible for transitional jobs. Still have the option for training or any of the other services. Setting aside enough money for 10 transitional jobs and testing it out. Work a lot with the re-enter project throughout NE with county jails and prisons for on the job training with adult ex- prisoners. Have had some success. Are employers

out there that would take on a work experience because the wages are from NDOL and the hope would be that would hire on. Can set limit as 500 hours or 26 weeks, whichever comes first to align with the youth experience program. Can change if see a reason to.

First need to divide a barrier for employment is what is listed. Cannot change chronically employed because of work history but can change the barriers. At least one supportive service must be provided during the transitional job. Do not have to allow the entire array of supportive services to be an option to pair with the transitional job. Currently, the policy reads that the career planner and participant can choose any of the available supportive services, but can limit the options feel is best.

Stan said the way the original contract was written said the duties of the one stop operator may include a list from A-Z something to that extent. May include or not all of items to an extent. Doesn't hold them to anything may choose to do some of the things and not others. Really need to prioritize what are asking for. That is why Kelsey and Ashley put together a list.

Kelsey said the one stop operator funds are program funds that pay \$144,000 every year that could be utilized for participants that are able to receive a waiver for the competitive process. Stan said the \$144,000 basically amounts to 10% of the program.

Supportive Service Policy

Stacey said the GNWDB will vote on this at the board meeting. Kelsey stated the Supportive Service Policy was reviewed and approved at the January 24, 2019 meeting. Have removed the option to provide gas vouchers and pay for any item or services in arrears. Have had just one region providing gas vouchers to participants that had been running into issues with the participants purchasing gas for non-authorized transportation. For example, had a participant fill up for gas on Friday and then the following Monday when they don't attend classes over the weekend. No payments in arrears was added as we had Career Planners authorizing to pay for services provided before the individual was enrolled in the program. These were the only revisions made to the policy.

Complaints, Grievances & Appeals Policy

Stacey said the GNWDB will vote on this at the board meeting. Kelsey said the Complaints, Grievances & Appeals Policy required updating to comply with the State's Grievance and Complaints Policy that was updated in February 2018. The top policy revisions include:

- 1) Combining the Appeals Procedures for Program Participants (#5) and Complaints and Grievances of a Non-discriminatory Nature (#8) policies.
- 2) Streamlining the policy to align with the States.

Personally Identifiable Information Policy

Stacey said the GNWDB will vote on at the board meeting. Kelsey noted that is listed on around page 42 in booklet. The WIOA requires all local boards to have an internal control structure and written policies in place that provide safeguard to protect personally identifiable information. GN does not currently have a PII policy and this was a finding during our PY18 Adult and DLW review completed in December 2018. The approval of this policy will resolve the findings.

Adult, DLW, & Youth Eligibility Policy

Stacey said the GNWDB will vote on this at the board meeting. Kelsey said the WIOA requires all local board to develop policies and procedures regarding eligibility criteria for the youth, adult and dislocated worker programs. During the PY18 Adult and DLW review completed in December 2018, it was found our DLW policy was missing the Category 5 Service Member eligibility.

Approval of this policy will resolve the findings:

- 1) Combine the Adult Eligibility (#4), DLW Eligibility (#11), Youth Eligibility (#23) and Requires Additional Assistance (#20) policies to streamline policies and provide all eligibility requirements in a single document. Combines 4 of policies into 1 larger more streamline policy.
- 2) Include DLW – Category 5 Service Member as the current policy only included Military Spouse
- 3) Included an appendix of WIOA defined terms.

Transitional Jobs Policy

Stacey said the GNWDB will vote on this in the board meeting. Kelsey highly encourages that local boards develop policies and procedures regarding transitional jobs. It is not a requirement. GN currently doesn't have a transitional jobs policy. Transitional jobs are time-limited work experiences for adults and dislocated workers with barriers to employment who are chronically unemployed or have inconsistent work history. The Strategic Planning Committee will utilize this policy to implement their 2019 project. Will be asking the board to set aside funds and setting a goal to complete 10 transitional job work experiences for program year 2019 and then review how well they go and if it would be beneficial to set more funds aside to continue utilizing this training opportunity. Can set aside 20% of total adult and dislocated funds on special projects like transitional jobs or incumbent workers. Is going to be a project for the Strategic Planning Committee but still have to review policy and recommend to the board. Are a few things as a committee need to recommend. Need to define individuals who are chronically unemployed or have an inconsistent work history. If look on pages 1 - 2 of policy will see the parameters:

Low-income individuals, individual with a disability, ex-offender, homeless individual, English language learner, displaced homemaker, secondary school dropout and basic skills deficient.

Stan said would mention the extended definition of displaced homemakers that the state puts out. It is going to be an easy category to qualify for. Might through in with the transitional jobs. Doesn't think will be a barrier any longer. The definition of a displaced homemaker is if rely on a spouse or more than 50% of income coming in to house hold. Could be employed, part time or full time and have spouse loose job then would qualify for a displaced homemaker.

Kelsey said if took displaced homemaker out would still be a dislocated worker just wouldn't be eligible for transitional jobs. Still have the option for training or any of the other services. Setting aside enough money for 10 transitional jobs and testing it out. Work a lot with the re-enter project throughout NE with county jails and prisons for on the job training with adult ex- prisoners. Have had some success. Are employers out there that would take on a work experience because the wages are from NDOL and the hope would be that would hire on. Can set limit as 500 hours or 26 weeks, whichever comes first to align with the youth experience program. Can change if see a reason to.

First need to divide a barrier for employment is what is listed. Cannot change chronically employed because of work history but can change the barriers. At least one supportive service must be provided during the transitional job. Do not have to allow the entire array of supportive services to be an option to pair with the transitional job. Currently, the policy reads that the career planner and participant can choose any of the available supportive services, but can limit the options feel is best.

Have to provide at least one service during the transitional job. All supportive services from any of 3 programs can be offered to transitional jobs.

Stan said is an area that nationally not a lot of local areas have adopted yet a transitional program. A lot of opportunities there with the re-enter population or closely with the domestic violence shelters across the state. Would be good to keep the displaced homemaker category in there. If is someone that hasn't worked in a while will help them build up resume and working to the next step for employment. Kelsey said would want to work with career planners if the adult program would service participant or a transitional job. If unable to place in an OJT or if can't provide training or just need a job what program is best suited for participant.

Stan said if the displaced homemaker is a DL would be better. The OJT wage would be higher. If don't have work history and can't get into an OJT would be the way to go. Kelsey said there is another layer of criteria. Stan said is similar to the incumbent worker training will not qualify based of eligibility requirements for 3 programs. May have to build up something with a generic module specifically for just one group. When doing performance negotiations with the federal government are willing to go back and forth

on the state level on a couple measures and was able to get some dropped. If can illustrate that have a program like this serving, will not help maybe not this program year but in the future and is the reason to come down on level if is the county board. On a state level Stan has the committees back. On an employer side if have someone that meets requirements is a risk associated with taking on. If NDOL has employer records for first few months eliminates the risk. Have a grant proposal that will be funded soon for bonds for the US Department of Labor to put money aside for the re-entry program. Are trying to build up re-entry side of things and will have more tools to work with moving forward.

Kelsey thought that the chronically unemployed and setting limits might be too easy to get into for the transitional jobs. Service a lot of individuals that are low income, chronically unemployed, have a consistent work history and with disabilities. Want transitional jobs to be another level of meeting the eligibility or meeting criteria or can serve with other programs. Kelsey will correct the definition of a disability. Have to have barriers for employment and define them and list. Will include board supportive services better provided to any other 3 programs. Just came up with all 8 of choices and can pick which ones want.

On-the-Job Training Policy

Stacey said the GNWD will vote on at the board meeting. On-the-Job training (OJT) is one of several types of work-based training. An OJT is a training strategy that the workforce system can offer local employers and job seekers. OJT puts individuals to work earning a wage while receiving training. Policy revisions are removed Eligible Training Provider list requirement as employers participating in the OJT program are not required to be listed on the ETPL. Also, streamlined the policy to better align with the states. Are a few items that need to establish.

- 1) Methods for determining OJT duration – Determine OJT duration utilizing the OJT Length Determination Form.
- 2) Criteria for determining that an eligible employed worker is not earning a self-sufficient wage comparable to or higher than wages from previous employment
- 3) The factors used when deciding to increase the employer reimbursement rate above 50 percent, but not more than 75 percent.

Best to remove some characteristics from the list so the 75% wasn't the normal reimbursement. Are receiving fewer funds and paying \$7,000 for OJT every participant can't serve as many. Stan commented for WIOA the 75% is used for limited circumstances. Kelsey said can remove the 75% and just be a flat 50% up to \$5,000. Would be able to serve more participants. Can take off employer characteristics and just have participants. OJT are pretty popular right now. Since revising the OJT policy the board has to establish methods for determining OJT duration criteria determining that an eligible unemployed worker is earning a self-sufficient wage and establish factors for the 75%. Reason why reviewing policy because is an item that the board has to choose to determine the policy. Continue to use the length determination form that have been doing and the wage at 200% or have option to go to 250% \$12 or \$15.01.

Rapid Response

Kelsey said the board approved the Rapid Response policy July 1, 2017. Local areas are not required to have a rapid response policy. State WIOA does not have a Rapid Response policy. Are asking the board to remove this policy. Want to eliminate it. Do have a rapid response unit located in Lincoln and Lexington that carry out all responsibilities when there is a layoff throughout the enter state. Refer dislocated workers to local areas. Stacey doesn't see where this policy is necessary.

Youth Build

Kelsey said that during the April 3, 2019 committee meeting it was asked if could provide more information on examples on what could do with the Youth Build funds if apply for them. Have done a lot of research and will continue to do so before apply for a specific region for youth build specifically. Is a complex program requires hiring more staff. The minimum is \$800,000 have to focus on an area that has high poverty and a high dropout rate. Have to have one employer on board before even apply for the grant. Need to look at an area with higher poverty and dropout rate but with Nebraska have a high level of graduates. Omaha

has a Youth Build with Goodwill. Youth Builds focus is construction only. Would have to find a construction employer to be willing to take on kids that are high school drop outs, at risk youth or low income in a specific area with low graduation rates. Need to dig into labor markets and figure out more if have an area in the 88 county region that would qualify for it. Finding businesses that are willing. Like to do going forward, the youth build application isn't a possibility last year came out in May and isn't open yet.

Going to continue to search for different funding options for youth and when funding becomes available then get more organized if would be qualified and would benefit the local area. Are a lot of opportunities that can utilize are a lot of different grants that come out. The work would be mainly done by Ashley and herself on the grant writing. Want board and committee members help apply for the grant. Basically make sure have the support would be added to the committee. Wouldn't be any additional work would be another agenda item to go through.

Stan said have a lot of expertise with the NDOL in writing grants. Currently working on submitting one coming up related to apprenticeship. Kelsey has been working on have the budget narrative. Scott Asmus is working on the project narrative. Are pulling together.

Recently submitted a disaster relief grant as well. Related to the flooding that happened recently in Nebraska. Do on a regular basis would handle the grant writing side of things. Finding right grant, maybe Youth Build isn't it but something else. A part of it is being creative. There was a lot of grants last year through the US Department of Labor related to the opioid epidemic talking to colleagues from other states not only putting forward proposals based off opioid usage and other drug dependencies as well. Also training people to help serve people with dependencies. The opioid usage in Nebraska is ranked at the bottom compared to other states in the country.

Kelsey said will continue to seek out grants and look for opportunities and share with the committee as they become available and decide at that time if it's the right fit. Stan said one of the things with youth build is the youth program funds with GN are so low need to do things to help to add additional funding and be creative so can serve youth across the 88 counties. In past only served youth out of 3 offices expanded serving them through all regions. Didn't get an increase in funding for programs this fiscal year need to figure out how to bring in more money.

Employer Survey Results

Susan said the 2nd employer survey was completed the results are on pages 47 through 64 of booklet. Was an online survey. Annual employer survey was administered in April. Sample of employer survey was taken from the last 3 months. January through March. Included any employer who received staff assistant service at that time. The survey was sent to employers with email addresses in NE Works with a short message and a link to the questions. Sample size was 908 employers which was larger on the second round of surveys. First survey sent was 548. Response rate for the 1st one was 16.61% and the 2nd was 6%. Are trying to get to a least 10% rate to validate the results. Maybe some reasons for decrease and made a note of them. The survey was sent only once opposed to twice. The first survey was sent twice. The first was open 3 times as long for 44 days and the second was open for 15 days. The time of the year was different. August versus April. April might have been affected by tax season. Not sure if Human resource personnel is involved with taxes. Busy helping employees with paperwork related to taxes. Also thought weather impacted rate. About every 3 days in February through May had a storm where employees were off. Last issue was the labor market was lower than a year ago.

Susan asked to turn to page 47 in booklet, as might remember the first survey was done on a regional level and couldn't really look at offices. Learned when did second survey the participants would be more valid and helpful if had results done by the office. The surveys comparison was that added each office by region together to give the regional comparison which is the top chart's question. Will be more meaningful when have 2 rounds of surveys done to see if there are any trends one way or the other. The dark blue is the first survey and the light blue is the second on the charts. Responses were more evenly distributed throughout the regions on the second then the first. First set of questions found on page 48 asks the employers to write the staff on the provisions of services. First question helps navigating the NE works website. Can see the variations there help providing job candidate referrals, posting jobs and with job fairs. There were few job fairs in 2019 than 2018 from the looks of the responses. Help finding labor market information and not all offices do that for employers.

Some important questions that were asked. How satisfied were with employment services? The scores were

really good. Probably aren't able to do much in terms of working with staff and centers until see a trend. If upward what are best practices if downward see why. Asked how professional they were? How accessible the staff was? How likely are to recommend business services to other employers? The scores are all pretty high. How did hear about job services? Tells how employers are learning about what do. On page 63 of booklet is a summary and the top 3 ways employers find out about services were word of mouth, social media and web-sites.

On page 64 it lists comments and all positive for the exception of 10 and 14. A couple people weren't followed up with. Based on a number of comments was good and fewer than last year.

Recommending some items going forward are some employers that just use the virtual service units. Recommend adding question 1 from which AJC location did staff provide services? So can track that. Question should remove the part-time offices? Because are 2 of offices in McCook and York that are open 1 day a week and Nebraska City is open 2 1/2 days a week. The job seeker on VSU helps individuals.

Stan said there are some helpful things that come out of surveys. Looking at the social media side things not doing a great job there. Most business now, social media plays a huge role in people connecting with businesses. There are some opportunities with the word of mouth category to break it down further with partner programs that are sending employers over.

Susan said this survey represents about a third of required partners in the workforce system. Have asked the other partners that aren't represented in the survey to submit to her a customer service summary, out of the 12 that are left received 3 sets of responses back. Received from Voc. Rehab sent customer service satisfied survey provide community service grant, Blue Valley and ResCare.

Should look at the whole system more than what have done and look at other agencies as well. Would like to know if would like this information to look at the agencies how well doing. They don't all have customer service feedback. Can give questions and suggest them to fill out. If receive feedback from agencies what will do with it. As One Stop Coordinator is job to encourage process improvement if low in a certain area work with to see about best practices and suggestions. Would like to continue to ask for this information.

Kelsey said at looking at the survey in general the information want to receive and what are doing with it after receive need to figure out where need to go after this data is collected and determine if meets need of survey. Partner surveys thinks would be beneficial especially if co-enrolled with partner to see if serving the same participant and if receiving good customer service with the co-enrollments would be a comparison how well are doing compared with partner agency is doing and serving people.

Stan said would definitely benefit and it makes sense as One-stop operator role is to continue to work with partners. And ones that don't have survey to give them NDOL's as a template and is not only the customer satisfied side of things but also opportunities for referrals to job related matters as template and if send in would get information back and would tell us some better opportunities to work with and inform about services. Trying to build an actual One Stop system got to get partners on board and communicating with each other and sending referrals across the board amongst all the partners. Is a good idea.

Susan will continue to ask them and get more information. 3 year plan the board has written out the One Stop operator to convene teams of people that do the same kind of work. Been working with people in the local area that work with business services have 8 different teams that are meeting and looking at coordinating efforts in regard to working with businesses. Working on a piece that's almost finished, bookmarked and developed a list from a business perspective that can help business communities from the 16 partnering agencies.

The idea is to for each team to work through list to see what can represent and think about the other items on list that the business can possibly benefit from and to put a comprehensive workforce solutions plan together rather than what Susan's agency can do. Been a real work in progress out of 8 teams right now meeting with 4 and 2 are led by business service account managers from Norfolk, Columbus, North Platte and Kearney. In the middle with putting workforce solutions plan together to incorporate all the ideas based on employer needs and get feedback if on the right path.

PUBLIC COMMENT:

There was no public comment at this meeting.

MEETING DATES:

October 24, 2019 – GNWDB and CEOB – Hampton Inn, Kearney January

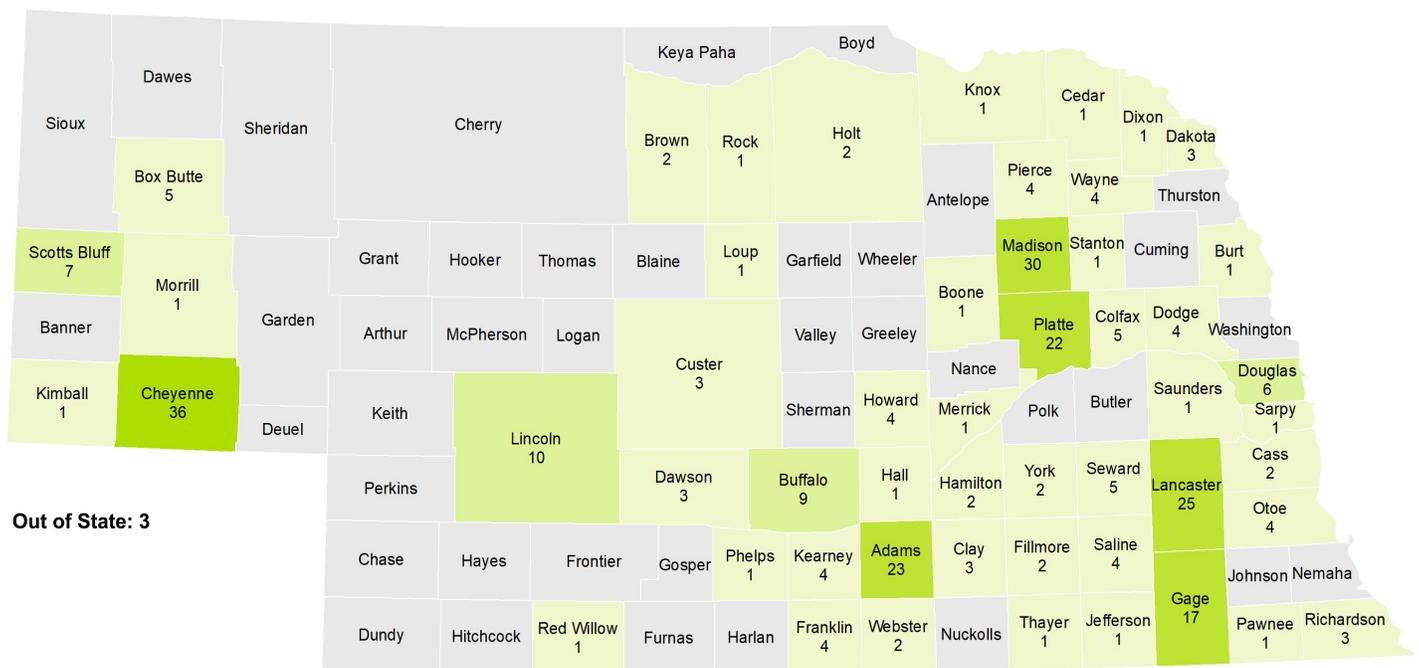
23, 2020 – GNWDB and CEOB- TBD, TBD

May 28, 2020 – GNWDB and CEOB- TBD, TBD

ADJOURNMENT:

The meeting of the Greater Nebraska System Coordination Committee was adjourned at 5:02 p.m. on Wednesday, May 22nd, 2019.

Agenda Item GNWDB 5N/ System 3a: New Enrollments by County

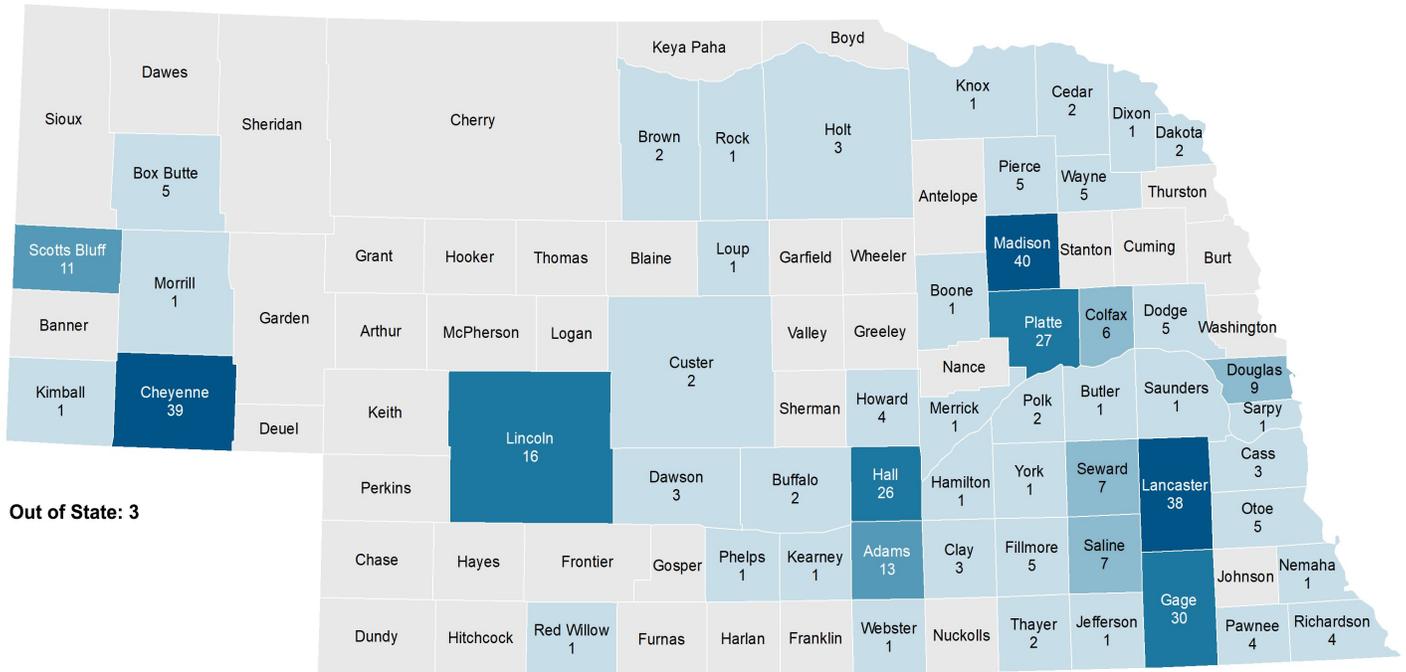


Out of State: 3

Number of New Enrollments



Agenda Item **GNWDB 5O/ System 3b**: Active Participants by County



Number of Enrollments



Agenda Item **GNWDB 5P/ System 3c**: State Monitor Review

The State WIOA monitor has completed the following review:

PY18 One-stop System Review

The State Monitor has accepted our response to address the discrepancies.

Agenda Item **GNWDB 5Q/ System 3d**: Federal Audit

In March, the USDOL/ ETA Region Five completed the following review in the Greater Nebraska area:

WIOA Key Provisions Review

The State of Nebraska issued their response on August 5, 2019. Three of the six findings were Greater Nebraska's responsibility. The corrective actions for Greater Nebraska have all been resolved.

NEBRASKA

Good Life. Great Connections.

DEPARTMENT OF LABOR



Pete Ricketts, Governor

July 31, 2019

Kelsey Miller
Workforce Administrator
550 S 16th St.
Lincoln, NE 68509

RE: PY18 GNWDA One-Stop Delivery System Review

The Nebraska Department of Labor, Office of General Counsel State Monitor has completed a review of the Greater Nebraska Workforce Development Area (GNWDA) one-stop system.

Corrective action is required within the scope of this review. A corrective action plan and/or corrective action steps already taken with supporting documentation must be submitted to the State Monitor, Office of General Counsel no later than August 30, 2019. Corrective action plans must include internal controls used to ensure that implementation of plan occurs.

Thank you for your assistance in this review. Please feel free to contact me at (402) 471-9870, or by email at wendy.sieler@nebraska.gov if there are any questions.

A handwritten signature in black ink that reads "Wendy Sieler".

Wendy Sieler
State Monitor

cc: John Albin, Commissioner of Labor
Katie Thurber, General Counsel

John H. Albin, Commissioner

Department of Labor

550 S. 16th Street
P.O. Box 94600
Lincoln, Nebraska 68509

dol.nebraska.gov

OFFICE 402-471-9000

An Equal Opportunity Employer | TDD 800-833-7352

WIOA PY18 One-Stop Delivery System Review

Greater Nebraska Workforce Development
Area [GNWDA]

Greater Nebraska Workforce Development Area (GNWDA)

One-Stop System

July 19, 2019

Scope: The Nebraska Department of Labor, Office of General Counsel State Monitor has completed a review of the Greater Nebraska Workforce Development Area (GNWDA) one-stop system. The review will include both desk and onsite activities examining the local area creation and functions of a one-stop delivery system in comparison to the Workforce Innovation and Opportunity Act (WIOA), it's implementing regulations, U.S. DOL guidance, State policy and issuances.

Corrective Action Required: Findings requiring corrective action are listed within this report. A corrective action plan should include: steps to resolve these systemic findings, follow up steps, assignment of responsibility for ensuring implementation and description of supported steps already taken. Please include dates when the issue(s) is expected to be resolved. This plan should be submitted by the Administrative Entity to the State Monitor within 30 days of the receipt of this monitor report.

Areas of Review and Findings:

One-Stop Delivery System

There must be a one-stop delivery system within each workforce development area, which shall: provide the career services described in WIOA sec. 134(c)(2); provide access to training services as described in sec. 134 (C)(3), including serving as the point of access to training services for participants in accordance with sec. 134(c)(3)(G); provide access to programs and activities carried out by one-stop partners described in subsection (b); and provide access to the data, information, and analysis described in section 15(a) of the Wagner-Peyser Act (29 U.S.C 491-2(a)a)) and all job search, placement, recruitment, and other labor exchange services authorized under the Wagner-Peyser Act (29 U.S.C. 49 *et seq*).

The GNWDA's One-Stop Delivery System includes two certified American Job Centers, one in Beatrice and one in Grand Island. Also included, are nine NDOL offices throughout the 88 county region.

One-Stop Operator (OSO):

The WDB, with the agreement of the chief elected official for the WDA, shall designate or certify an OSO as described in WIOA sec. 121(d)(2)(A); and may terminate for cause, the eligibility of such operators. To be eligible to receive funds made available under WIOA to operate a one-stop center, an entity (public, private, or nonprofit), or consortium of entities, shall be designated or certified as OSO through a competitive process. The one-stop center, at a minimum, must include three or more of the required one-stop partners.

The Greater Nebraska Regional and Local plan (July 1, 2017 – June 30 2021) lists NDOL as the One-Stop Operator. On September 9, 2016 the Nebraska Department of Labor on behalf of the Chief Elected Officials Board and the Greater Nebraska Workforce Development Board issued a Request for Proposal (RFP) to provide Workforce Innovation and Opportunity Act (WIOA) Title 1 services. This RFP provided four options for bidding, which included One-Stop Operator service provider, Administrative Entity, Adult and Dislocated Worker service provider, and Youth service provider. ¹

At the bidders conference held on October 5, 2016 the following entities attended; Lincoln Workforce Development Board, Community Action of Nebraska, Ross Innovation Employment Solutions Corporation, Eckerd Youth Alternatives Inc., Maximus Inc., and Arbor E&T LCC d/b/a ResCare Workforce Services. Proposals were due December 1, 2016. One vendor, ResCare bid on the RFP for One Stop Operator, Adult and Dislocated Worker services, and Youth services options. No bids were submitted for the Administrative Entity. On January 4, 2017 the RFP Committee met to conduct an oral interview with ResCare and to develop recommendations for the three WIOA programs (Adult, Dislocated Worker, & Youth), the One-Stop Operator, and the Administrative Entity. After scoring the written proposal and the oral interview, the committee reached a consensus to recommend the following options: ²

1. Ask the Commissioner of Labor to continue providing WIOA Title 1 and Administrative Entity services;
2. If circumstances change in the future, the board should remain open to issuing a new RFP; and
3. Ask the Administrative Entity to draft options for re-bidding on the One Stop Operator role as soon as possible.

At the time the Regional and Local plan was written, the GNWDA was in the process of another RFP for WIOA Title 1 and Administrative Entity Services. That information has not been updated in the local area's plan and currently the GNWDA does not have any information regarding their One-Stop Operator, effective July 1, 2017 – June 30, 2020, within their plan. Greater Nebraska does have the agreement between the Greater Nebraska Workforce Development Board and Nebraska Department of Economic Development posted on their website.

Workforce Development Board (WDB) Standing Committees:

¹ WIOA Innovation and Opportunity Act – Title 1 Regional and Local Plan p. 72 -73

² WIOA Innovation and Opportunity Act – Title 1 Regional and Local Plan p. 74

Standing committees may be established by the Local Workforce Development Board (WDB). Standing committees must be chaired by a member of the WDB, may include other members of the WDB, and must include other non-WDB members with demonstrated experience and expertise in accordance with 679.340(b) and as determined by the WDB.

The GNWDA has two subcommittees:

- The System Coordination Committee is a subcommittee of the Local Board. This subcommittee is assigned duties and responsibilities associated with Performance, Roles and Resources associated with One-Stop Partners, Youth Program, Accessibility, Staff Training, Continuous System Improvement, Policy Alignment, Technology Solutions, Public Sector Partnerships, System-related Grant Applications, Local Area Plans, and other duties as assigned by the Chair of the Local Board; and
- The Strategic Planning Committee is a subcommittee of the Local Board. This subcommittee is assigned duties and responsibilities associated with Employer Engagement, Industry-focused Sector Strategies, Career Pathways, Connecting Workforce Efforts, Regional Plans, Bylaw Review, Financial Monitoring, Workforce-related Grant Applications, and other duties as assigned by the Chair of the Local Board.³

Oversight:

The WDB must annually assess the physical and programmatic accessibility, in accordance with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), of all one-stop centers in the WDA.

Oversight activities conducted by the GNWDB were requested for the period of review. The only documentation provided by the GNWDA for oversight activities included the System Coordination Committee minutes for meetings held on October 17, 2018 and January 23, 2019. No other documentation was found/provided showing that oversight activities were conducted.

According to the GNWDA Regional and Local Plan; service delivery, staffing, complaints, and job center initiatives will be reviewed three times a year by the board. The Board will establish a monthly One-Stop Operator report to evaluate operator progress, including: resource room statistics, update on partnership building in local area, minutes/update from quarterly cross-agency meetings at each AJC, progress on outreach to individuals with barriers⁴. According to minutes for the January 23, 2019 System Coordination Committee meeting, the GNWDA Workforce Services Administrator reviewed with the GNWDB that the board is required to assess the effectiveness, physical and programmatic accessibility, and continuous improvement of its local one-stop delivery system at least once every three years and certify/re-certify at least one comprehensive AJC.

Corrective Action Required: Oversight

1. The GNWDA received a finding on "Oversight policy and procedures" requiring corrective actions during the PY18 GNWDB Review. In a response to that finding, the GNWDA stated that they were in the process of creating oversight procedures, which would be completed by June 2019. As of July 2019, the Greater Nebraska website shows a policy dated 1/9/2017.

Memorandums of Understanding (MOU):

GNWDA lists their partners in their MOUs and Regional and Local Plan. Those partners are listed below.

*MOU with this partner was not found/provided.

**Partner was not included in the "Parties to MOU" list within individual MOUs.

Partners

<u>Blue Valley Community Action Partnership:</u>	E&T Activities under the Community Services Block Grant Act.
<u>Central Community College (CCC):</u>	Career and Technical Education Programs at the Postsecondary Level.
<u>Central Community College (CCC):</u>	Adult Education and Adult Secondary Education
<u>Central Nebraska Community Action Partnership:</u>	E&T Activities under the Community Services Block Grant Act.
* <u>Community Action Partnership of Mid Nebraska:</u>	E&T Activities under the Community Services Block Grant Act.
* <u>Community Action Partnership of Western Nebraska:</u>	E&T Activities under the Community Services Block Grant Act.
<u>Eastern Nebraska Community Action Partnership</u>	E&T Activities under the Community Services Block Grant Act.
<u>Department of Health and Human Services (DHHS):</u>	Programs under Sec. 6(d)(4) of the Food and Nutrition Act of 2008 /Part A of Title IV of the Social Security Act
<u>Indian Center, Inc:</u>	Native American Programs

³ WIOA Innovation and Opportunity Act – Title 1 Regional and Local Plan p. 140

⁴ WIOA Innovation and Opportunity Act – Title 1 Regional and Local Plan p. 114

<u>*Little Priest Tribal College:</u>	Native American Programs
<u>National Able:</u>	Senior Community Service Employment Program
<u>NDOL:</u>	Programs Authorized under Nebraska's Unemployment Compensation Law, Trade Adjustment Assistance Programs, Jobs for Veterans State Grants Programs, Wagner Peyser, Adult, Dislocated Worker and Youth Programs.
<u>Nebraska Commission for the Blind and Visually Impaired (NCBVI):</u>	Sec. 112 of Rehabilitation Act of 1973
<u>Nebraska Vocational Rehabilitation (VR):</u>	Title 1 of Rehabilitation Act of 1973 (Not sec 112 or part C of Title I)
<u>*Northeast Community College (NCC):</u>	Career and Technical Education Programs at the Postsecondary Level
<u>*Northeast Community College (NCC):</u>	Adult Education and Adult Secondary Education
<u>*Northeast Nebraska Community Action Partnership:</u>	E&T Activities under the Community Services Block Grant Act.
<u>*Northwest Community Action Partnership:</u>	E&T Activities under the Community Services Block Grant Act.
<u>Pine Ridge Job Corps Center:</u>	Job Corps
<u>Proteus:</u>	Migrant Seasonal Farm Workers (MSFW)
<u>**Siouxland Human Investment Partnership:</u>	Reentry Employment Opportunities
<u>Southeast Community College (SCC):</u>	Career and Technical Education Programs at the Postsecondary Level
<u>Southeast Community College (SCC):</u>	Adult Education and Adult Secondary Education
<u>*Southeast Nebraska Community Action Partnership:</u>	E&T Activities under the Community Services Block Grant Act
<u>*Western Nebraska Community College (WNCC):</u>	Career and Technical Education Programs at the Postsecondary Level
<u>*Western Nebraska Community College (WNCC):</u>	Adult Education and Adult Secondary Education

Within the MOU and Regional and Local Plan, the GNWDA indicated that they had entered into several more MOUs than what was provided by the local area for review and what is posted online. Greater Nebraska keeps their MOUs for public viewing on the NDOL website (<https://dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/LocalWorkforceDevelopmentAreas>).

The list of partners in each MOU does not include Siouxland Human Investment Partnership (SHIP), a required partner providing re-entry services within the GNWDA. Greater Nebraska provided an MOU with SHIP for the period of review. Within the list, the partner providing Job Corps services was labeled as "CHP International". The name of the partner should say "Pine Ridge Job Corps Center" as it does in the actual MOU.

Greater Nebraska is missing an MOU with a required partner providing Native American Programs. Little Priest Tribal College did not receive WIOA funds in PY18 and is not a required partner. Ponca Tribe of Nebraska however, is a required partner. The Indian Center, Inc. is no longer a required partner because they no longer receive WIOA funding. When WIOA funding to the Indian Center was stopped, the MOU with them should have been terminated.

As stated in TEGL 16-16, a program becomes a one-stop partner when it begins carrying out the program or activity in a local area. If a partner is not carrying out its program or activities in the local area, the requirements relating to a required one-stop partner are not applicable to that partner program. One of the critical requirements that a one-stop partner must satisfy is signing the local MOU, which describes the services to be provided, infrastructure and additional costs and contributions, the duration of the agreement, and other elements described in section 6 of TEGL 16-16 and additionally outlined in section 121(c) of WIOA and 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.50.

Corrective Action Required:

1. MOU documentation submitted to the State Monitor for review did not include Attachment F-1 (Cost Sharing Spreadsheet) which was referred to in each of their MOUs. The GNWDA was able to provide this attachment at the State Monitor's request but it was not attached to each individual MOU. The GNWDA must keep their MOU documentation organized and a complete set of MOUs with all attachments and amendments for each individual MOU.
2. The GNWDA has several partners listed under "Parties to MOUs" which they did not enter into MOUs with for the period of review. This is very misleading and gives the appearance that GNWDA has ten more partners than they actually do. Because these partners are listed within the MOU, it is assumed that they are required partners for the GNWDA. All required partners must have a signed MOU.⁵ If the administrative entity determines that these partners are not required, they must provide sufficient documentation showing this.
3. The MOU with the Indian Center should have been terminated when they lost WIOA funding. The GNWDA must have an MOU with a partner that provides Native American Programs and receives WIOA funds. The GNWDA must find a partner to replace Native American Programs according to the requirements within the regulations.⁶

⁵ TEGL 16-16

⁶ 20 CFR § 678.400 (b)(1)(vi)

Roles and Responsibilities:

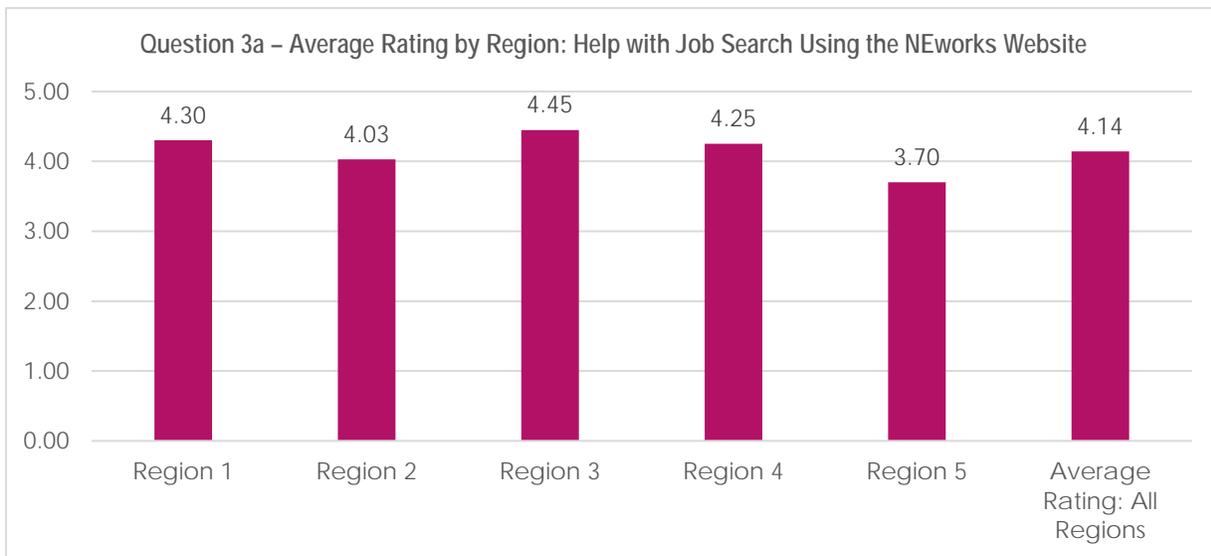
Each one-stop partner that carries out a program or activity must access through the one-stop delivery system to such program or activities carried out by the entity, including making the career services described in WIOA sec. 134 (c)(2) that are applicable to the program or activities available at the one-stop centers (in addition to any other appropriate locations); use a portion of the funds available for the program and activities to maintain the one-stop delivery system, including payment of the infrastructure costs of one-stop centers in accordance with subsection; enter into a local memorandum of understanding with WDB relating to the operation of the one-stop system, that meets the requirements; participate in the operation of the one-stop system consistent with the terms of the memorandum of understanding, the requirements of this title, and the requirements of the Federal laws authorizing the program or activities; and provide representation on the State board to the extent provided under WIOA sec. 101.

The GNWDA lists the roles and responsibilities of partners which include what is expected of all parties involved including the Greater Nebraska Chief Elected Officials Board (CEOB), GNWDB, administrative entity, One-Stop Operator, and partners.

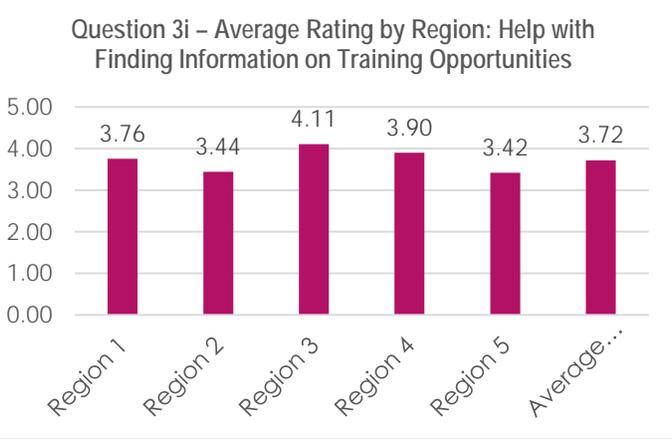
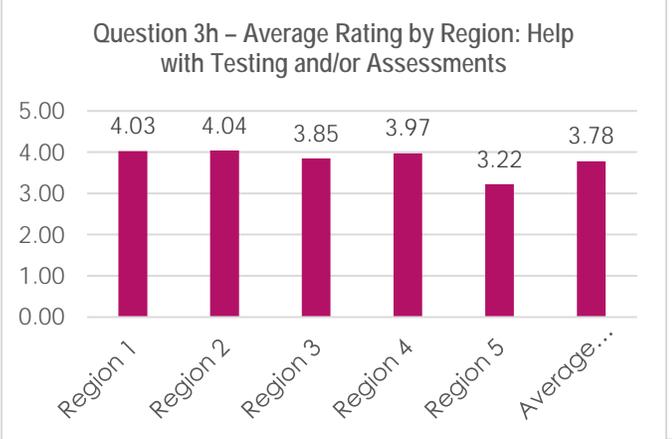
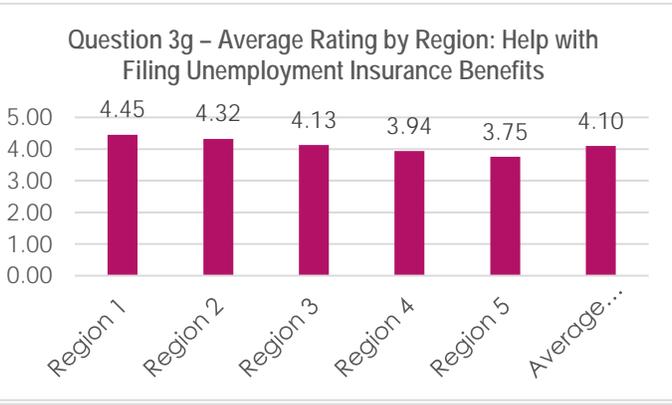
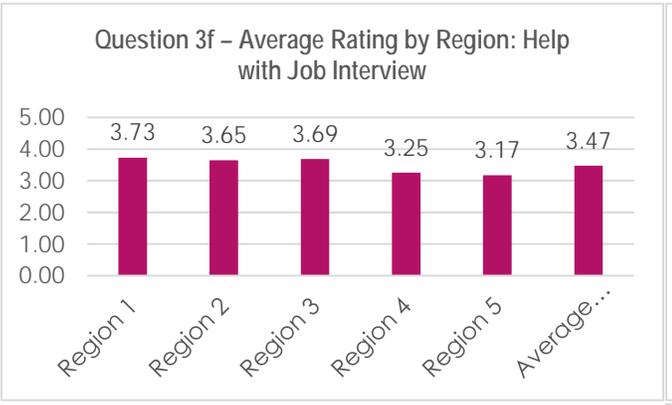
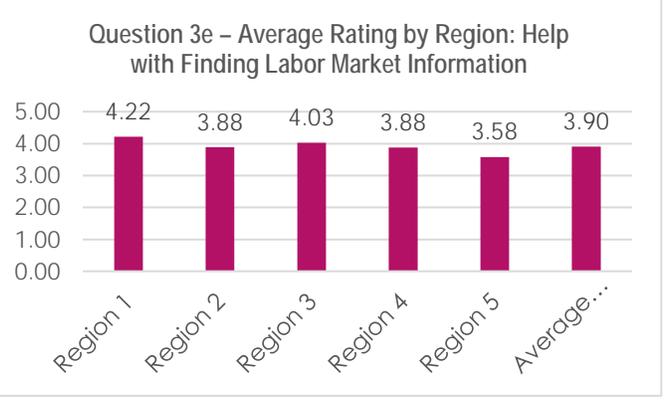
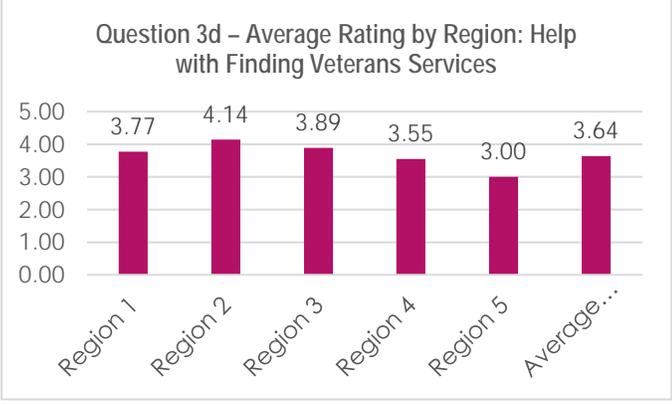
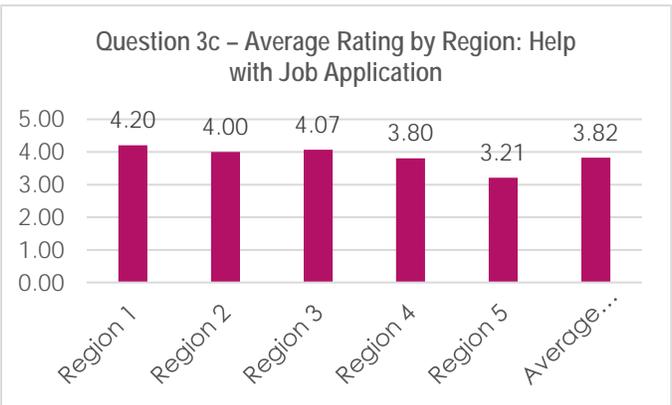
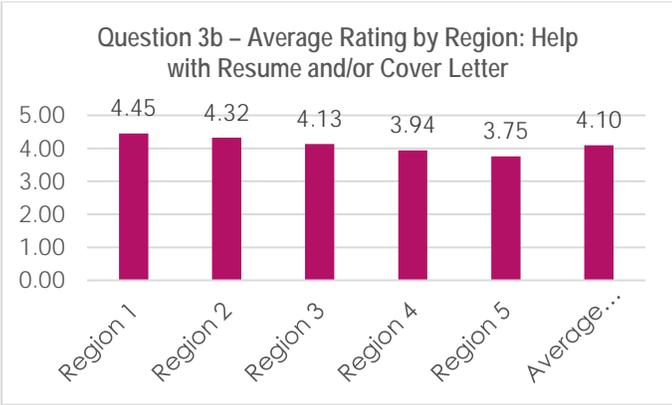
Customer Surveys

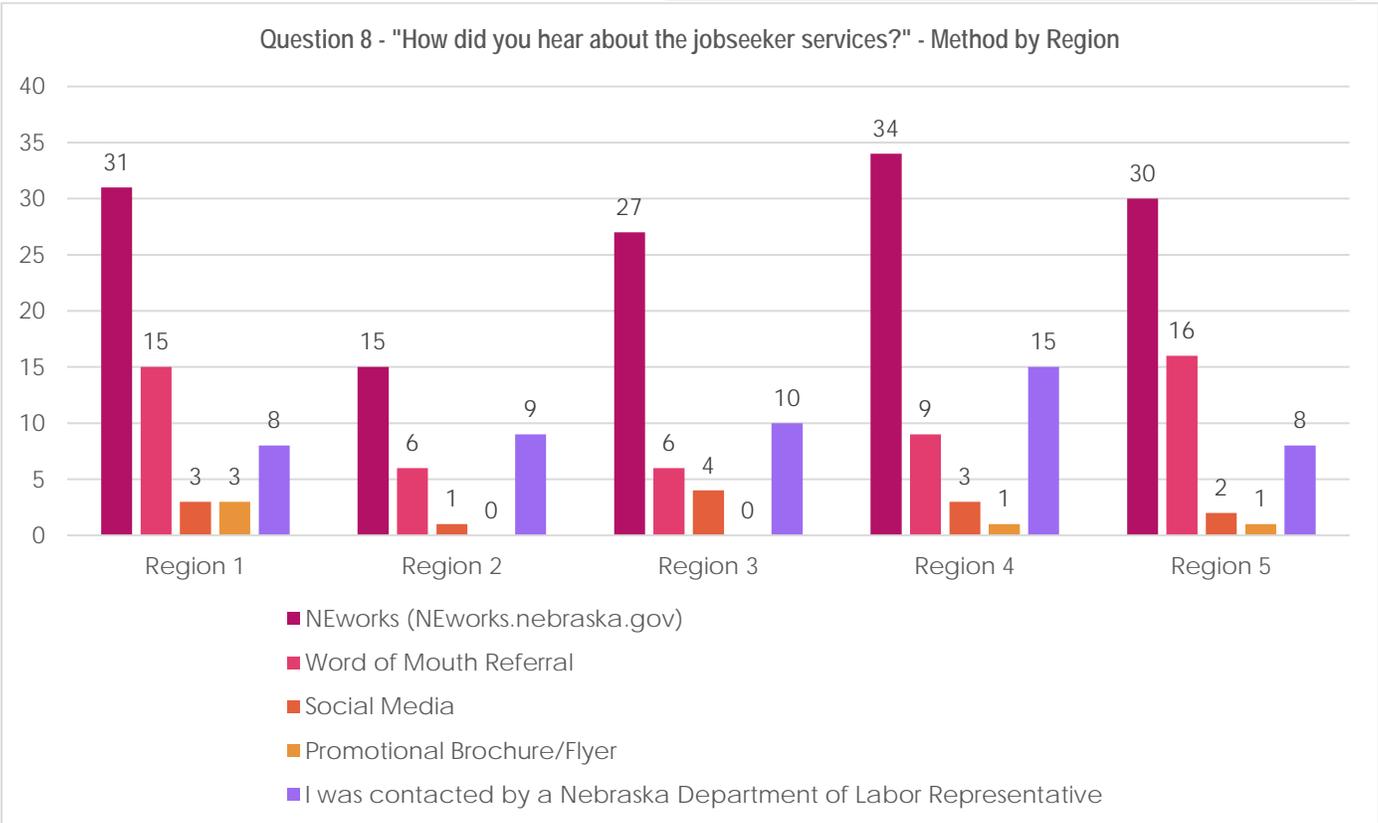
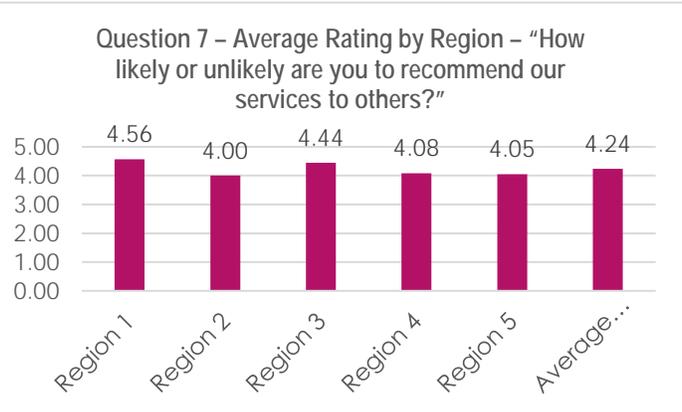
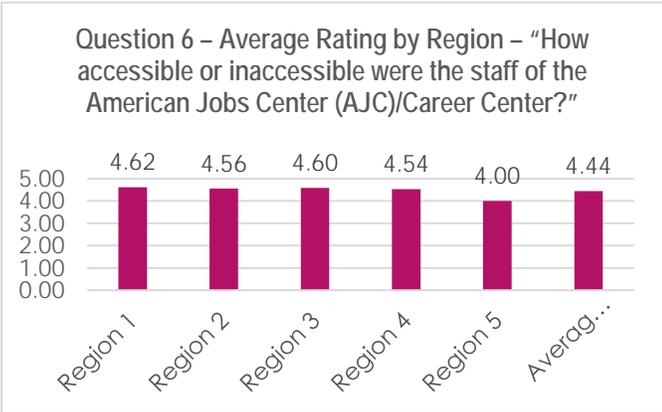
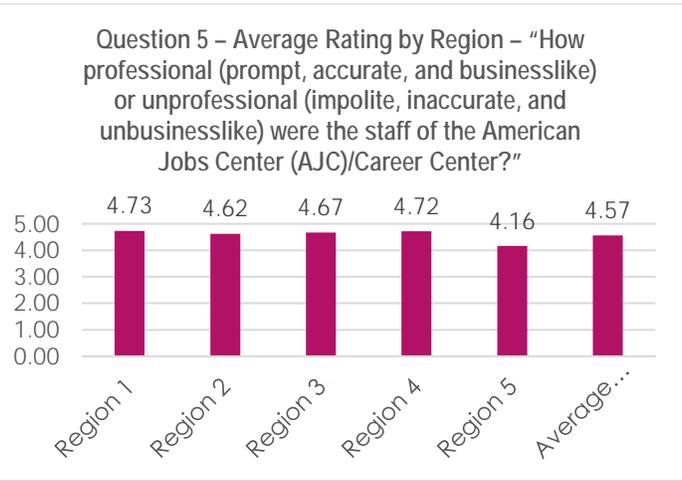
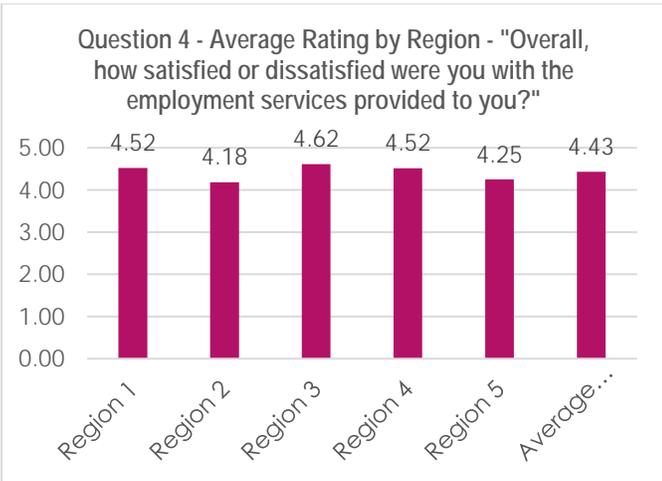
One-stop centers are certified for effectiveness, physical and programmatic accessibility, and continuous improvement. Evaluations of continuous improvement must include how well the one-stop center supports the achievement of the negotiated local levels of performance for the indicators of performance for the local area described in sec. 116(b)(2) of WIOA and part 361. Other continuous improvement factors may include a regular process for identifying and responding to technical assistance needs, a regular system of continuing professional staff development, and having systems in place to capture and respond to specific customer feedback.⁷

The GNWDA provided customer satisfaction survey results for the review period. The results are below. The local area did not provide the results to question one and two. Question #1 determines if the individual had services other than UI. Question #2 asks the location where the individual received services.



⁷ 34 CFR § 361.800





Conclusion:

The GNWDA One-Stop Delivery System shows strengths in customer service. The MOU documentation reviewed for PY18 was insufficient as it had many discrepancies. Two of the three findings within this report are related to MOU documentation. The other finding was an MOU that should have been terminated when the partner stopped receiving WIOA funds. It should also be pointed out that the local area did have some staff turnover during PY18, including the Workforce Services Administrator and Program Coordinator positions.

Recommendation:

The State Monitor recommends that the GNWDA document all oversight and staff training activities conducted at the local level for record keeping as well as to provide for future monitor reviews.

NEBRASKA

Good Life. Great Connections.

DEPARTMENT OF LABOR



2019 10/15/19 Governor

August 5, 2019

Christopher Mendoza
Workforce Development Specialist
USDOL/ETA Region V
230 S. Dearborn St., 6th Floor
Chicago, IL 60604

Dear Chris,

Attached to this letter is the State's response to the WIOA Key Provisions Review in the Greater Nebraska Workforce Development Area conducted March 25 – 28, 2019.

Sincerely,

A handwritten signature in black ink, appearing to read "John Albin".

John Albin
Commissioner/State WIOA Liaison
Nebraska Department of Labor

cc: Katie Thurber, General Counsel, Nebraska Department of Labor
Brian Potters, Administrator, Nebraska Department of Labor
Erin Cooper, Administrator, Nebraska Department of Labor
Kelsey Miller, Administrator, Greater Nebraska Workforce Development Area
Deb Andersen, WIOA Policy Coordinator, Nebraska Department of Labor

Attachment: State's response to the WIOA Key Provisions Review in the Greater Nebraska Workforce Development Area

Attachment: State's response to the WIOA Key Provisions Review in the Greater Nebraska Workforce Development Area

Finding 1: Career Services provided without CEO/Governor Agreement – State & Local Area

(Indicator 1.b: Implementation)

Greater Nebraska WDB staff provide WIOA Title I adult, dislocated worker, and youth career services at the Greater Nebraska Job Centers without any evidence of agreement for such a structure from the relevant chief elected official and the Governor, and without an agreement between the WDB and the CEO clarifying roles and responsibilities.

The regulations at 20 CFR 679.410(b) state, "A Local WDB may act as a provider of career services only with the agreement of the chief elected official in the local area and the Governor." Additionally, 20 CFR 679.400(e) states that "should the WDB select an entity to staff the WDB that provides additional workforce functions beyond the functions described at WIOA sec. 107(d), such an entity is required to enter into a written agreement with the Local WDB and chief elected official(s) to clarify their roles and responsibilities..."

Corrective Action: The State must ensure that there is evidence of agreement by the CEO of the Greater Nebraska Local Area and the Governor for the structure described above. The Greater Nebraska WDB and the CEO must also enter into a written agreement that clarifies the roles and responsibilities of the entity staffing the WDB. The State must provide evidence of these agreements, in its response to this report.

Response:

The Governor, the Greater Nebraska Chief Elected Officials Board (CEOB), and the Nebraska Department of Labor (NDOL) entered into an agreement on July 1, 2017, which is provided as Addendum 1 to this attachment. The agreement defines the roles and responsibilities of each party regarding WIOA implementation in the Greater Nebraska Workforce Development Area (GNWDA), including NDOL's provision of staff support to the CEOB and the Greater Nebraska Workforce Development Board (GNWDB).

The CEOB and the GNWDB entered into an agreement on July 1, 2017. The agreement is provided as Addendum 2 to this attachment. The agreement defines the roles and responsibilities of each party regarding the implementation of WIOA in the GNWDA.

The GNWDB and NDOL entered into two agreements on July 1, 2017 regarding implementation of the WIOA Title I adult, dislocated worker, and youth programs in the GNWDA, including NDOL's roles and responsibilities as the service provider for the programs. The agreements are provided as Addendums 3 and 4 to this attachment.

Finding 2: Lack of Common Identifier for Affiliate Sites – State

(Indicator 1b.4 – Required One-Stop Partner)

The State does not use a common identifier such as "American Job Center" or "a proud partner of the American Job Center network" to brand the affiliate sites in the State of Nebraska.

Section 20 CFR 678.900(b) states, “As of November 17, 2016, each one-stop delivery system must include the “American Job Center” identifier or “a proud partner of the American Job Center network” on all primary electronic resources used by the one-stop delivery system, and on any newly printed, purchased, or created materials.” In addition, 20 CFR 678.900(c) states, “As of July 1, 2017, each one-stop delivery system must include the “American Job Center” identifier or “a proud partner of the American Job Center network” on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system.” Lastly, 20 CFR 678.900(d) provides that one-stop partners, States, or local areas may use additional identifiers on their products, programs, activities, services, facilities, and related property and materials.

The State of Nebraska does not have a policy that requires Local Areas to use the common identifier to brand the affiliate sites in the State.

Corrective Action: The State must ensure that all of its local areas brand its affiliate sites, as described above. The State must develop a policy mandating this and provide a copy of the policy in its response to this report.

Response: The State first issued a policy on January 31, 2017 requiring utilization of the common identifier by each AJC and affiliate site and on all products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system. Nonetheless, Section I(b) of the *One-stop Delivery System Assessment and One-stop Center Certification* policy has been revised to state explicitly that this requirement applies to branding of AJCs and affiliate sites, which includes signage. The revised policy is accessible on the WIOA [Policies](#) page and may be accessed directly by clicking this link: [One-stop Delivery System Assessment and One-stop Center Certification, Change 1](#).

The State will provide technical assistance to the administrative entities of the local areas to ensure that the requirements regarding branding of AJCs and affiliate sites are clearly understood.

Regarding branding of the Sidney affiliate site, common-identifier signage has been added to the door. Evidence of the branding is provided as Addendum 5 to this attachment.

Finding 3: Local WDB not monitoring Priority of Service – Greater Nebraska (Objective 1.e.2 Priority of Service)

The Local WDB has not conducted formal monitoring and oversight of priority of service for Veterans.

In accordance with 20 CFR 679.370(i)(1), the local board, in partnership with the local chief elected official, must conduct oversight of WIOA adult, dislocated worker, and youth activities and the entire one-stop delivery system in the Local Area. In addition, the Greater Nebraska Workforce Development Board’s priority of service policy states, “Compliance with the priority requirements of this policy will be monitored by the local board. Monitoring must include a review of the process(es) set forth in the local area policy on ensuring priority of service. Local area compliance will be reviewed as part of routine program monitoring conducted by the NDOL State Monitor.”

In the absence of monitoring and oversight, there is no way to ensure that priority of service is being achieved.

Corrective Action: The State must work with the Local WDB to develop a plan for ensuring that priority of service is monitored per its own policy. The State must submit a copy of the plan in its response to this report.

Response: The GNWDB priority-of-service plan is provided as Addendum 6 to this attachment.

Finding 4: Non-Compliant Monitoring – State

(Indicator 2.f: Subrecipient Management & Oversight)

The State does not regularly conduct programmatic and fiscal monitoring of its WIOA Title I adult, dislocated worker, and youth programs. The State provides sporadic oversight of these programs, and, because the State is also the service provider in the Greater Nebraska Workforce Area, this monitoring can be subject to conflict of interest issues.

The regulations at 20 CFR 683.410(a) state, “Each recipient and subrecipient of funds under title I of WIOA and under the Wagner-Peyser Act must conduct regular oversight and monitoring of its WIOA and Wagner-Peyser Act program(s) and those of its subrecipients and contractors as required under title I of WIOA and the Wagner-Peyser Act...”

The State has experienced high turnover in its monitoring position in recent years. This has contributed to weaknesses and deficiencies in the State’s monitoring.

Regular oversight helps to ensure compliance with requirements, effective service provision, and achievement of performance and expenditure goals. Failure to monitor WIOA programs could result in compliance issues with aspects of the regulations, such as the universal access, nondiscrimination, and affirmative action requirements, as well as issues with the quality or effectiveness of services.

Corrective Action: The State must develop a method or procedure for regular oversight of the WIOA Title I adult, dislocated worker, and youth programs that is free of conflict of interest. The State must provide a copy of the procedures for conducting regular oversight, in response to this report.

Response: An updated monitoring schedule is provided as Addendum 7 to this attachment. The State’s WIOA Monitor Manual is accessible at

<https://dol.nebraska.gov/webdocs/getfile/6bf37f9b-be15-4b53-b687-fa6296e9e544>.

Finding 5: Affiliate AJC not accessible – State & Sidney Affiliate

(Indicator 2.i: Civil Rights, Complaints, Grievances & Incident Reporting)

The Nebraska Department of Labor’s Sidney Affiliate Job Center does not meet physical access requirements for individuals with disabilities. The Job Center building does not have an ADA complaint entrance suitable for physically disabled persons.

Section 29 CFR Part 38.13(a) states: No qualified individual with a disability may be excluded from participation in, or be denied the benefits of a recipient’s service, program, or activity or be subjected to discrimination by any recipient because a recipient’s facilities are inaccessible or unusable by individuals with disabilities. Recipients that are subject to Title II of the ADA must also ensure that new facilities or alterations of facilities that began construction after January 26, 1992, comply with the applicable federal accessible design standards, such as the ADA Standards for Accessible Design (1991 or 2010) or the Uniform Federal Accessibility Standards.

In addition, recipients that receive federal financial assistance must meet their accessibility obligations under Section 504 of the Rehabilitation Act and the implementing regulations at 29 CFR part 32.

Corrective Action: The State must ensure that the entrance to the Sidney Affiliate Job Center is accessible to individuals with disabilities. The State must provide evidence of the changes made to the entry door to make it physically accessible, in order to resolve this Finding.

Response: The State notified the owner of the facility in writing of the inoperative automatic door opener and requested the opener be repaired no later than August 2, 2019. A copy of the written notice is provided as Addendum 8 to this attachment. The opener was repaired by July 29, 2019, which was confirmed by Angela Hansen-Kruse, Nebraska's State EO Officer. The confirmation email is included in Addendum 8.

Finding 6: Non-Compliant OJT Policy – Greater Nebraska

(Indicator 2.i.1 Policies and Procedures)

The Local WDB has an OJT policy in place that requires employers participating in OJT to be listed on the State's Eligible Training Provider (ETP) List.

The local area's OJT Policy (p. 10) states, "Employers participating in the OJT Program will be listed on the State's Eligible Training Provider list. NEworks will be the source for employer information."

The policy, if followed, would result in unallowable entities (employers) being on the ETP List. The regulations at 20 CFR 680.410(d) indicate "An ETP...(d) must be one of the following entities: (1) institutions of higher education...(2) entities that carry out programs registered under the National Apprenticeship Act...or (3) Other public or private providers of training. The ETP list is intended to include only those entities whose sole purpose is provision of training and education. These training providers and programs submit very specific performance outcome information related to the training programs they operate in order to be included on the ETP List.

After interviewing the staff, reviewers learned the local area is not following the policy at present. In addition, they learned the purpose for adding participating OJT employers to the ETP list was for the staff to be able to view which employers were participating in OJT.

Corrective Action: The State must ensure that the Local WDB revise its OJT policy to remove the directive to place OJT employers on the ETP list. The State should assist the Local WDB in developing an alternate method for tracking OJT employers. In its response to this report, the State should provide a copy of the revised policy.

Response: The GNWDG revised its OJT policy. The revised policy is accessible at <https://dol.nebraska.gov/webdocs/getfile/20309dc3-9074-43d3-aa40-10dc37c5c0e5>. Employers providing OJT are tracked in the State's management information system (NEworks). Each local area can generate a current list of its OJT employers by running a report in NEworks.

Concern 1: Limited Access to NEworks for DVOP Staff – Greater Nebraska

(Indicator 1.a.3 Coordination and Integration)

The Disabled Veterans' Outreach Program (DVOP) specialists do not have the same access to the State's case management system, NEworks, as the WIOA Title I staff.

A memorandum of understanding between the Board, the CEO, and NDOL states in the section on data sharing, “Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers’ interaction with the integrated system and allows information collected from customers at intake to be captured once.”

Due to personally identifiable information (PII) concerns, the State determined that DVOPs would not have the same case management access as WIOA workforce coordinators. With such limited access, the DVOPs are not able to see the progress the participant is making. For example, if a WIOA workforce coordinator contacts a participant and inserts case notes into the system, the DVOP does not have access to that information. By allowing full access, case managers could limit the duplication of services and frequency of contact.

Recommended Action: The State should review its PII policy standards to reconsider if the DVOPs can gain full access to NEworks.

Response: In an effort to improve transparency and coordination of services, NDOL is currently reviewing and implementing revised system access to the State’s management information system (NEworks). This new access will allow all staff, including NDOL staff and service providers/subcontractors utilizing NEworks for program/case management, to view all case notes regardless of the program for which they are responsible for service delivery and administration. The only restriction that will remain in place regarding case note access is that staff will continue to be restricted by their local workforce development area (local area). Furthermore, as part of the effort to improve communication and coordination of service delivery, all staff users in NEworks will be granted access to view all programmatic services and self-services captured in NEworks, regardless of the programs under which those services are recorded. Regarding recorded services, the State is reviewing system capabilities to make recorded-services information available to all staff users without restrictions, including local area restrictions. This will allow staff users to coordinate services in scenarios where customers relocate from one local area to another. The State believes that these accommodations will create added transparency and more effective coordination of service delivery across all programs for all service providers, which will ultimately enhance the overall customer service experience statewide.

Concern 2: Lack of Common Intake Forms Between Partners – Greater Nebraska, Scottsbluff

(Indicator 1.a.3 Coordination and Integration)

The partner programs at the Scottsbluff Center do not have common or shared intake processes. Based on interviews with the WIOA staff, as well as some of the required partners, the reviewers noted that each agency uses its own intake and assessment processes.

In the memorandum of understanding between the Board, CEO, and its required partners, the vision states, “The strategies are coordinated - with partners working collaboratively, sharing information, and aligning policies across programs to ensure efficiency and enhanced access.”

Although there have been discussions on developing a common intake form, no further action has been taken to implement a universal intake form. The lack of a common process could result in duplication of services and burdens the participant by filling out multiple forms that capture the same information.

Recommended Action: The State should consider working with the Local WDB, CEO, service providers, and partners to develop common processes, forms, and procedures.

Response: The State has developed a web-based common intake system that one-stop partners can use statewide. The purpose of the system is to minimize the need for program participants to repetitively provide information required during intake and minimize the duplication of services. The system was demoed for all required grant partners on April 15, 2019 and deployed to a live production site on June 10, 2019. The state is currently finalizing partner modification requests and transitioning the production site to a permanent host server. Following this final stage of deployment, the State will provide technical assistance for local area administrative entities and service providers on use of the system.

Concern 3: Memorandum of Understanding Needs Update – Greater Nebraska

(Indicator 1.b.3: Partnerships)

The current MOU between the Board, partners, and CEO does not identify one of the NDOL offices that are part of the local One-Stop system.

The current MOU (p. 6) states, “There are two (2) comprehensive American Job Centers and eight (8) Nebraska Department of Labor (NDOL) offices throughout the 88 county region.” However, as of the date of the review, the Greater Nebraska Local Area actually has nine NDOL offices.

Section 20 CFR 678.500(d) indicates that the MOU should be updated at least every three years to reflect any changes in the system.

The current MOU was established prior to the ninth office (Sidney) opening. While the MOU may not be at the point in which updating is required, it is important to ensure that this change is made within a reasonable timeframe. If the MOU is not updated, the Local WDB will not be in compliance with the terms and conditions of the MOU.

Recommended Action: The State should consider working with the Local WDB to ensure the MOU is updated to reflect the current environment. An amendment to the current MOU is an acceptable interim option.

Response: NDOL is working with the GNWDB Legal counsel regarding updating its MOUs to identify the Sidney affiliate site as part of the local one-stop delivery system.

Concern 4: Incomplete Procedures Manual for Program Services – Greater Nebraska

(Indicator 1.e Participant Services)

While the Local WDB has individual program policies for program services, there is no one place for case managers to readily access policies and procedures. The local workforce coordinators expressed an interest to reviewers in having a program manual, as it would help them to better and more efficiently serve participants.

A manual could provide the front line staff with a single document that outlines how to serve each participant in a consistent manner. In addition, as new staff is hired, the manual could serve as a reference guide on serving participants.

Recommended Action: The State should consider working with the Local WDB, One Stop Operator, and service provider staff in the local area to develop a WIOA program manual. The manual should include procedures for case managers on how to provide program services to participants. The Local WDB and OSO should also consider providing training to staff.

Response: The GNWDB is currently developing a WIOA program manual. The manual will be published by August 14, 2019 and available on the GNDWA webpage, which is accessible at <https://dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/LocalWorkforceDevelopmentAreas>. The GNWDA administrative entity will provide technical assistance on the manual to service provider staff beginning August 14, 2019.

Agenda Item **GNWDB 5S/ System 3g**: Memorandums of Understanding

Background: As stated in TEGL 16-16, a program becomes a one-stop partner when it begins carrying out the program or activity in a local area. If a partner is not carrying out its program or activities in the local area, the requirements relating to a required one-stop partner are not applicable to that partner program. One of the critical requirements that a one-stop partner must satisfy is signing the local MOU, which describes the services to be provided, infrastructure and additional costs and contributions, the duration of the agreement, and other elements described in section 6 of TEGL 16-16 and additionally outlined in section 121(c) of WIOA and 20 CFR 678.500, 34 CFR 361.500, and 34 CFR 463.50.

Agenda Item **GNWDB 5T/ System 3h**: Monitoring Policy

Background: The State Monitor required corrective action to our current oversight policy and procedures. The Monitoring policy was last updated July 1, 2017. Previously, we did not have oversight procedures. The Greater Nebraska Operations Manual was completed and distributed for staff use on August 7, 2019. Approval of this updated Monitoring Policy will resolve this finding.

Top policy revisions:

1. Included the One-stop Delivery System monitoring section.
2. Revised the Programmatic Monitoring section to align with the current monitoring practices and set more attainable monitoring goals.

It is proposed that the Greater Nebraska Workforce Development Board approve the Monitoring Policy.

Agenda Item **GNWDB 5U/ System 3i**: Adult & Dislocated Worker Program Policy

Background: The Workforce Innovation and Opportunity Act requires all local boards to develop policies and procedures regarding adult and dislocated worker program services. We do not currently have a policy reviewing the career and training services available to participants.

It is proposed that the Greater Nebraska Workforce Development Board approve the Adult and DLW Program Policy.

Agenda Item **GNWDB 5V/ System 3j**: Youth Program Policy

Background: The Workforce Innovation and Opportunity Act requires all local boards to develop policies and procedures regarding the provision of the fourteen required youth elements. We do not currently have a policy reviewing the fourteen required youth elements available to participants.

It is proposed that the Greater Nebraska Workforce Development Board approve the Youth Program Policy.

Agenda Item **GNWDB 5W/ System 3k**: Priority of Service Policy

Background: In accordance with 20 CFR 679.370(i)(1), the local board, in partnership with the local chief elected official, must conduct oversight of WIOA adult, dislocated worker, and youth activities and the entire one-stop delivery system in the Local Area. Approval of this policy will resolve the finding.

Top policy revisions:

1. Added Greater Nebraska's priority of service plan.
2. Removed the appendix of definitions as they are included in other policies.

Monitoring Policy

Policy No.	14
Effective Date	10/24/2019
Approval	GNWDB

Reference

WIOA Section 116, 121, 129, & 134. 20 CFR 678.800 & 679.370. TEGL 16-16. Nebraska Department of Labor’s One-stop Delivery System Assessment and One-stop Center Certification, Change 1.

Policy

Monitoring and technical assistance are integral parts of the Greater Nebraska Workforce Development Area’s (GNWDA) oversight responsibilities. Monitoring is an essential part of program and financial management to ensure compliance with applicable laws, regulations, regional and local plans, policies, and procedures. Monitoring identifies areas of strength and weakness in operations with the intent of developing program performance. Technical assistance improves program operation and management capabilities.

The Greater Nebraska Workforce Development Board (GNWDB), also referred to as the “Board” in partnership with the Chief Elected Officials Board (CEOB) is required to conduct oversight of youth workforce investment activities, adult and dislocated worker employment and training activities, and the entire one-stop delivery system in the local area. The GNWDB must also ensure the appropriate use and management of funds provided for these activities. For workforce development activities, ensure the appropriate use, management, and investment of funds to maximize performance outcomes.

All programs and activities in the GNWDA are subject to monitoring. The GNWDB and Administrative Entity may visit any facility, speak with any management, staff, or participants associated with WIOA services or operations within the local area.

One-stop Delivery System

Local boards must assess the effectiveness, physical and programmatic accessibility, and continuous improvement of its local one-stop delivery system at least once every three years. The Board must also certify at least one comprehensive one-stop center at least once every three years. If the Board has designated a one-stop partner site as an affiliate site, they must also certify that site.

Required Criteria

The assessment of the effectiveness of the local one-stop delivery system and one-stop centers must include how well the system and centers:

- Integrate available services for job seekers and employers;

- Meet the workforce development needs of job seekers and employment needs of local employers;
- Operate in a cost-efficient manner;
- Coordinate services among the one-stop partner programs; and
- Provide access to one-stop partner program services to the maximum extent practicable, including providing services outside of regular business hours where there is a workforce need as identified by the Board.

In addition, the assessment must take into account feedback from one-stop customers.

The assessment of the physical and programmatic accessibility of the local one-stop delivery system and one-stop centers must include how well the system and centers take action to comply with equal opportunity and non-discrimination requirements, including:

- Providing reasonable accommodations for persons with disabilities;
- Making reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination against persons with disabilities;
- Administering programs in the most appropriate integrated setting;
- Communicating with person with disabilities as effectively as with others;
- Providing appropriate auxiliary aids and services, including assistive technology devices and services when necessary, to afford person with disabilities an equal opportunity to participate in and enjoy the benefits of the program or activity;
- Providing physical accessibility for persons with disabilities; and
- Utilizing the common identifier (American Job Center or a proud partner of the American Job Center Network) on all:
 - Products, programs, activities, services, electronic resources, facilities, and related property and new materials used in the one-stop delivery system; and
 - Exterior branding, including signage.

All one-stop centers, including affiliate sites and specialized centers, must comply with the physical and programmatic accessibility requirements.

The assessment of the continuous improvement of the local one-stop delivery system and one-stop centers must include how well the system and centers support the achievement of the negotiated local levels of performance; and may include other continuous improvement factors such as having:

- A regular process for identifying and responding to technical assistance needs of the system and centers;
- A regular system of continuing professional staff development; and
- Systems in place to capture and respond to specific customer feedback.

Additional assessment criteria or higher standards of service coordination may be established by the board. If additional criteria are established, the board must review and update the criteria every

two years as part of its regional and local plan development process. The GNWDB has not set any additional assessment criteria.

Procedures

Greater Nebraska has developed an assessment checklist that includes the required criteria listed above. The Board will appoint a committee consisting of five board members or partners to complete an on-site assessment. The results are compiled into a single report and provided to the board for review. The board reviews the outcomes of the assessments, provides any recommendations for improvement, and the final certification recommendation. Last, the Board will provide a copy of the compiled results and certification recommendation to the Nebraska Department of Labor by email no later than June 1 of the applicable year.

Greater Nebraska distributes voluntary customer surveys three times a year to extend customers the opportunity to provide feedback. Surveys are issued twice a year to customers who received a service within 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.

Programmatic Monitoring

The Administrative Entity will conduct programmatic monitoring through desk reviews.

At least one quality assurance file review will be completed bi-weekly. The files reviewed will be picked at random. Each file review will include a comprehensive review of a participant's file including the eligibility determination, Individual Employment Plan/ Individual Service Strategy, proper documentation, and ongoing case management. A file review report will be provided to the Career Planner and their Supervisor the day it is completed. Any corrective actions must be completed by the Career Planner and their Supervisor within two weeks of receiving the review. Once all corrective actions are completed, the Career Planner will provide a response to the Administrative Entity. The Administrative Entity will provide a report to the System Coordination Committee on the status of monitoring activities, findings, requested corrective action, and resolution of findings at regularly scheduled committee meetings.

Quarterly reports (January, April, July, and October) will be completed to ensure priority of service guidelines are followed. The Administrative Entity will provide a report to the System Coordination Committee on the status.

At each regularly scheduled board meeting, the GNWDB will review the budget, including current obligations and expenditures, enrollment numbers, and the most recent quarterly performance report.

Technical assistance will be provided by the Administrative Entity to field staff on any areas of concern.

Disclaimer

This policy is based on Greater Nebraska's reading of the applicable statutes, regulations, rules and guidance released by the U.S. Government and the State of Nebraska. This policy is subject to change as revised or additional statutes, regulations, rules and guidance are issued.

Adult & Dislocated Worker Program Services

Policy No.	4
Effective Date	10/24/2019
Approval	GNWDB

Reference

TEGL 19-16. 20 USC § 1232g. 34 CFR Part 99 20 CFR §§ 680.210-680.230 and 681.430(b). Nebraska Department of Labor, Adult and Dislocated Worker Programs policy.

Policy

Adult & Dislocated Worker Program Services

Career Services

There are three types of career services available to adults and dislocated workers (DLW): basic career services, individualized career services, and follow up services. There is no sequence of service requirements for career services.

Basic Career Services

Basic career services are considered universal services and do not require an eligibility determination or enrollment into a one-stop partner program. These services are accessible to anyone at any American Job Center or Career Center throughout Greater Nebraska.

Basic Career Services include:

- Determination of whether an individual is eligible to receive services under the WIOA Adult, DLW, or Youth programs.
- Outreach, intake (including worker profiling), and orientation providing information and other services available through the one-stop delivery system, including an opportunity to initiate an application for Temporary Assistance for Needy Families (TANF) assistance and non-assistance benefits and services, which could be implemented through the provision of paper application forms or links to the application website.
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs.
- Labor exchange services, including job search and placement assistance and career counseling when needed by an individual, including provision of information on in-demand industry sectors and occupations and nontraditional employment.
- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and other workforce development programs when appropriate.

- Provision of workforce and labor market employment statistics information, including provision of accurate information relating to local, regional, and national labor markets, such as:
 - Job vacancy listings in labor market areas;
 - Information on job skills necessary to obtain the vacant jobs listed; and
 - Information relating to local in-demand occupations and the earnings, skill requirements, and opportunities for advancement for those jobs.
- Provision of performance information and program cost information on eligible providers of education, training, and workforce services, delineated by program and type of providers.
- Provision of information, in usable and understandable formats and languages, on how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system.
- Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance and appropriate referrals to those services and assistance, including: child care, child support, medical or child health assistance available through the state's Medicaid program and Children's Health Insurance Program, benefits under Supplemental Nutrition Assistance Program (SNAP), assistance through the earned income tax credit, and assistance under a state program for TANF and other supportive services and transportation provided through that program.
- Provision of information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized Career Services

Individualized career services are not considered universal services, and individuals who receive them must be eligible under WIOA and enrolled in the WIOA program. These services are subject to Priority of Service provisions for Adult participants as outlined in the Greater Nebraska Priority Populations and Priority of Service policy.

Individualized career services must be made available to individuals enrolled in the Adult and DLW programs, if determined appropriate in order for the individual to obtain or retain employment.

Eligibility for individualized career services must be based on an initial assessment of skill levels including:

- Literacy and numeracy;
- English language proficiency;
- Aptitudes and abilities, including skills gaps; and
- Supportive service needs.

Greater Nebraska utilizes the Objective Assessment Summary (OAS) in the participant's NEworks file to assess the above skills/ needs for each participant. Additional assessments career planners may provide include, but are not limited to the NEworks Assessments and CASAS.

Individualized Career Services include:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
 - diagnostic testing and use of other assessment tools; and
 - in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.
- Development of an individual employment plan (IEP) that identifies the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the provision of information on eligible providers.
- Group or individual counseling.
- Career planning.
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training.
- Internships and work experiences that are linked to careers, including transitional jobs.
- Workforce preparation activities.
- Financial literacy services.
- Out-of-area job search assistance and relocation assistance.
- English language acquisition and integrated education and training programs.

Follow Up Services

Follow up services must be made available for adults and DLW who are placed in unsubsidized employment for a minimum of 12 months after the first day of employment. All participants must be offered an opportunity to receive follow-up services unless the participant declines to receive follow-up services or the participant cannot be located or contacted. The type and intensity of follow-up services will vary for each participant as they are based off individual need.

Follow-up services must be more than just an attempt to contact the participant and must not be just an attempt to secure documentation to support or report a performance outcome. Follow up services provide support and guidance to:

- Facilitate sustained employment.
- Advancement along a career or educational ladder.
- Personal development.

Follow up services include:

- Assistance addressing work related problems.
- Referrals to partner programs/ agencies as needed.
- Career counseling.
- Information on additional education opportunities.

Adult and DLW participants cannot receive supportive services or any other funded activity during follow up.

Training Services

Training services are not considered universal services, and individuals who receive them must be eligible under WIOA and enrolled in the WIOA program. These services are subject to Priority of Service provisions for Adult participants as outlined in the Greater Nebraska Priority Populations and Priority of Service policy.

There is no requirement that career services be provided as a condition to receive training services. However, if career services are not provided before training, the circumstances that justify the determination to provide training services to the participant without first providing an interview, evaluation, or assessment, and career planning informed by local labor market information and training provider performance information must be documented in an NEworks case note.

Prior to receiving training services the Training Justification tab in the NEworks WIOA Application must be completed to provide documentation that all eligibility criteria listed below are met.

Eligibility criteria for employed and unemployed Adult and DLW for the receipt of training services:

1. A one-stop center or one-stop partner determines, after an interview, evaluation, or assessment, and career planning, are:
 - a. Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services;
 - b. In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
 - c. Have the skills and qualifications to participate successfully in training services.
2. Selects a program of training services that is directly linked to the employment opportunities in the local area or in another area to which the individual is willing to commute or relocate.
3. Are unable to obtain grant assistance from other sources to pay costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance (TAA), and Federal Pell Grants, or require WIOA assistance in addition to other sources of grant assistance.

Training Services include, but are not limited to:

- Occupational skills training, including training for nontraditional employment.
- On-the-job training.
- Incumbent worker training.
- Programs that combine workplace training with related instruction, which may include cooperative education program.
- Training programs operated by the private sector.

- Skills upgrading or retraining.
- Entrepreneurial training.
- Transitional jobs.
- Job readiness training provided in combination with one or more of the training services listed above.
- Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Training services, when determined appropriate, must be provided either through an Individual Training Account (ITA) or through a training contract. Further guidelines regarding ITAs and training contracts can be found in Greater Nebraska's Individual Training Account (ITA) policy and Greater Nebraska's Contracting with Training Providers for Training Services policy.

Co-enrollment and Coordination of Services

Adult and DLW must be co-enrolled in partner programs when eligibility permits and co-enrollment benefits the participant. The participant must agree to co-enrollment.

Career planners must:

- Ensure coordination of services, including career, training, and supportive services, with one-stop partners and other entities;
- Identify and track funding streams that pay the costs of services provided to co-enrolled participants; and
- Ensure no duplication of services across programs.

Co-enrollment must be documented in the Partner Programs tab of the participant's NEworks WIOA Application. Coordination of services must be documented in the participant's NEworks activities and case notes.

Privacy

Career planners must adhere to the confidentiality requirements of the Family Education Rights and Privacy Act, established under Section 444 of the General Education Provisions Act, including requirements regarding circumstances requiring written consent for disclosure of personally identifiable information from an education record.

Disclaimer

This policy is based on Greater Nebraska's reading of the applicable statutes, regulations, rules and guidance released by the U.S. Government and the State of Nebraska. This policy is subject to change as revised or additional statutes, regulations, rules and guidance are issued.

Youth Program

Policy No.	22
Effective Date	10/24/2019
Approval	GNWDB

Reference

TEGLs 8-15 and 21-16. 20 USC § 1232g; 34 CFR Part 99. 20 CFR § 683.220-680.230, 680.900-680.920, 681.320, and 681.400-681.600. Nebraska Department of Labor’s Youth Program, Change 1 policy. WIOA Sec. 3.

Policy

Youth Program

Service Provider Selection and Procurement

Local boards have the option of directly providing some or all of the required youth employment and training activities, rather than entering into a grant or contract to provide the activities. If a local board chooses to award grants or contracts to youth service providers to carry out some or all of the youth employment and training activities, the following requirements apply.

1. The local board must ensure that grants and contracts are awarded on a competitive basis and must procure youth service providers in accordance with:
 - a. Local procurement policies and procedures and applicable state and local procurement laws; and
 - b. Principles of competitive procurement in 2 CFR Parts 200 and 2900 including 2 CFR Part 180.
2. If the local board determines there are an insufficient number of youth service providers in the local area, such as a rural area, the local board may award grants or contracts on a non-competitive basis. Non-competitive procurement must be conducted in accordance with:
 - a. Local procurement policies and procedures and applicable state and local procurement laws; and
 - b. Principles of competitive procurement in 2 CFR Parts 200 and 2900 including 2 CFR Part 180.
3. The local board may implement a pay-for-performance contract strategy for one or more of the required 14 program elements and may reserve and use not more than 10 percent of the total youth program funds allocated to the local area for pay-for-performance contract strategies.
4. When selecting youth service providers, the local board must take into consideration the ability of youth service providers to meet performance accountability measures based on the primary indicators of performance for youth programs, which are described in detail in the State’s performance accountability policy.

5. If the local board has a standing youth committee, the local board may assign the function of selecting and recommending youth service providers to the committee.
6. Contracts for training services may be used instead of individual training accounts (ITA) only when the local board has fulfilled the applicable consumer choice requirements and at least one of the following conditions exist:
 - a. The training services are on-the-job-training (OJT), customized training, incumbent worker training, or transitional jobs.
 - b. The local board determines there are an insufficient number of eligible training providers (ETP) in the local area to accomplish the purpose of a system of ITAs. The local board's determination process must be described in its local plan, which must provide for a public comment period of at least 30 days for interested providers of training services. If the local board elects to contract with training providers for occupational skills training, the local board must ensure the providers are authorized or licensed to provide training services in Nebraska or to Nebraska residents by applicable accrediting or governing authorities, which may include the Nebraska Department of Education according to the requirements of the Nebraska Private Postsecondary Career School Act (Title 92, Nebraska Administrative Code, Chapter 41).
 - c. The local board determines there is a program of training services offered in the local area by a community-based organization (or other private organization) that has demonstrated effectiveness in serving individuals with barriers to employment, subject to the following requirements.
 - i. The local board must develop criteria to be used in determining demonstrated effectiveness, particularly as it applies to the individuals with barriers to employment to be served. The criteria may include:
 1. financial stability;
 2. demonstrated performance in the delivery of services to individuals with barriers to employment based on measures such as program completion rate; attainment of the skills, certificates, or degrees the program is designed to provide; placement after training in unsubsidized employment; and retention in employment; and
 3. how the specific program relates to the workforce investment needs identified in the board's local plan.
 - d. The local board determines that it would be most appropriate to contract with an institution of higher education (or other accredited, authorized, or licensed provider of training services) in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations, as long as the contract does not limit consumer choice. If the selected provider of training services is not an institution of higher education, the provider must be authorized or licensed to provide training services in Nebraska or to Nebraska residents by applicable

accrediting or governing authorities, which may include the Nebraska Department of Education according to the requirements of the Nebraska Private Postsecondary Career School Act (Title 92, Nebraska Administrative Code, Chapter 41).

- e. The local board is considering entering into a pay-for-performance contract and ensures that the contract is consistent with the requirements of 20 CFR § 683.510.

Youth Service Provider List

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 be prepared utilizing the form provided by NDOL and emailed to ndol.wioa_policy@nebraska.gov. The list must include the provider's name, complete address, phone number, and the name of the provider's primary point of contact.

If the list of providers changes in any way at any point during the program year, the GNWDB must submit a revised list within 30 days of the change.

Program Design

Framework

The design framework of the local youth program must include the following components:

- an objective assessment for each participant that includes a review of the individual's academic and occupational skill levels, service needs, and strengths in order to identify appropriate services and career pathways;
- development and updating of an individual service strategy (ISS) for each participant, which must be directly linked to one or more indicators of performance and must:
 - identify career pathways that include education and employment goals;
 - consider career planning and the results of the objective assessment; and
 - prescribe achievement objectives and services for the participant.
- case management of participants, including follow-up services.

An objective assessment and ISS is required for all youth participants even if a recent one was completed under another education or training program.

Connections

The local youth program must be linked with entities that foster participation of eligible local area youth in the program, such as connections to local:

- justice and law enforcement officials;
- public housing authorities;
- education agencies;
- human service agencies;
- WIOA Title II adult education providers;

- Agencies and providers serving individuals with disabilities;
- Health and mental health providers;
- Job Corps representatives; and
- Representatives of youth initiatives, such as YouthBuild, those that serve homeless youth, and other public and private youth initiatives.

Referral Requirements

The local board must ensure that youth service providers meet referral requirements for all youth participants, including:

- providing participants with information about the full array of applicable or appropriate services available through the local board, eligible providers, or one-stop partners; and
- referring participants to appropriate training and educational programs that have the capacity to serve them either on a sequential or concurrent basis.

If an individual applies for enrollment in the local youth program and does not meet the enrollment requirements or cannot be served by the program, the youth service provider must ensure that the individual is referred:

- for further assessment, if necessary; or
- to appropriate programs to meet the skills and training needs of the individual.

Community Involvement

The local board must provide opportunities for involvement of community members in the design and implementation of the program, including parents, participants, and other members of the community that have experience working with youth. Involvement in the local youth program may occur in a number of ways, including (i) serving on the local youth standing committee, if one exists and the individual is appointed by the local board; (ii) providing input into the design and implementation of the program; and (iii) serving as youth mentors and tutors. In addition, each local board must make volunteer opportunities available for successful youth participants to help other youth participants as mentors or tutors or through other activities.

Co-enrollment

As required under the State's performance accountability policy:

- Youth participants must be co-enrolled in partner programs whenever eligibility permits, co-enrollment benefits the participants, and the participants agree to co-enrollment; and
- ISY ages 18 through 21 must be co-enrolled in an adult or dislocated worker program before ITA funds can be used for occupational skills training (OST) provided by an ETP.

Coordination of Services

Each local board must ensure that the local youth program identifies and tracks funding streams that pay the costs of services provided to co-enrolled youth participants to ensure no duplication

of services across programs and youth service providers, including supportive services and training services.

Non-WIOA Financial Benefits and Assistance

Prior to a participant's placement in work experience, the youth career planner must coordinate with other programs that are providing the participant with non-WIOA financial benefits and assistance (UI, TANF, SNAP, etc.) to determine if the payment of wages or stipends for work experience effects the participant's eligibility for assistance. Following coordination with other programs, the youth career planner must also discuss with the participant any effects that work experience may have on the individual's eligibility for assistance provided by the non-WIOA programs.

Duration of Services

Each local youth program must provide services to a youth participant as long as necessary to ensure successful preparation to enter postsecondary education and/or unsubsidized employment. There is no minimum or maximum time a participant is allowed to take part in a local youth program. Each local youth program must link program participation to the participant's individual service strategy (ISS), not the timing of contracts with youth service providers or program years.

In its coordination of local youth program services, the local one-stop operator must not establish practices that create disincentives to providing services to individuals with barriers to employment, including youth who may require longer-term services, such as intensive employment, training, and education services.

Expenditures

Prior to Participation

There are two limited instances where youth funds may be expended on costs related to individuals who are not yet participants in the program. Funds may be expended on (i) outreach and recruitment and (ii) assessments for eligibility determination prior to eligibility determination, such as assessing basic skill levels. Youth funds must not be spent on the provision of local youth program services (the 14 youth program elements) to individuals who are not participants.

OSY Expenditure Requirement

The GNWDB must ensure that the local youth program expends at least 75 percent of allocated youth funds on the provision of services to OSY. Local area administrative costs are not subject to this 75 percent minimum expenditure requirement.

Work Experience Priority

The GNWDB must ensure the local youth program expends at least 20 percent of allocated youth funds on paid and unpaid work experiences and track expenditures for paid and unpaid work experiences, including funds spend on:

- Wages, stipends, and incentives paid to youth in work experience;
- Costs of staff time spent identifying potential work experience opportunities;
- Staff time working with employers to develop work experience opportunities;
- Staff time spent working with employers to ensure successful work experience opportunities;
- Staff time spent evaluating work experience opportunities;
- Costs associated with participant and employer work experience orientation sessions; and
- Costs of classroom training or the required academic education component directly related to the work experience.

The percentage of funds spent on work experience is calculated based on the total amount of youth funds allocated to the local area and is not calculated separately for ISY and OSY. Local area administrative costs are not subject to this 20 percent minimum expenditure requirement. Supportive services and leveraged resources must not be used to fulfill any part of the 20 percent minimum expenditure requirement.

Participant Compensation

Effect on non-WIOA Financial Benefits and Assistance

When compensating youth participants with wages or stipends for work experience, youth service providers and employers of record are expected to adhere to Internal Revenue Service (IRS) guidelines. The classification of a participant, specifically the employer/employee relationship, is a key factor used by the IRS to determine whether withholding taxes is applicable. The classification of the participant may effect a participant's eligibility for non-WIOA financial benefits and assistance, as compensation for work experience may be counted as earnings when the participant is collecting UI or receiving financial benefits or assistance from other programs, such as TANF or SNAP.

Wages

A wage is generally a payment for services rendered where an employer/employee relationship exists. This form of compensation is usually paid through a payroll system and subject to the taxes applicable to the employer of record and participants. Paying a wage usually indicates that a local youth program views the youth as an employee or a trainee. Paid work experiences and internships may fall under the Fair Labor Standards Act (FLSA). FLSA requires that individuals be compensated under the law for the services they perform for an employer. To determine whether a paid work experience or internship falls under FLSA, contact USDOL's Wage and Hour Division located at 222 South 15th Street, Suite 504A, Omaha, NE 68102, phone 402.221.4682 or 866.487.9243.

Stipends

A stipend is an allowable payment for participation in activities such as work experience or classroom activities, including work readiness or employability skills training. The local youth program must establish written policies and procedures governing the payment of stipends, based on local program design and participant needs. Local policies on stipends must ensure that payments are:

- Tied to the goals of the programs;
- Outlines in writing before the commencement of the stipend program;
- Aligned with the program's organizational policies; and
- Made in compliance with the requirements of 2 CFR Part 200.

Greater Nebraska does not currently authorize stipend payments.

Incentive Payments

Incentive payments to youth participants are permitted for recognition and achievements directly tied to training activities and work experiences. The local youth program must establish written policies and procedures governing the award of incentives and must ensure that incentive payments are:

- Tied to the goals of the programs;
- Outlines in writing before the commencement of the stipend program;
- Aligned with the program's organizational policies; and
- Made in compliance with the requirements of 2 CFR Part 200.

For more information on Greater Nebraska's youth incentive payments see [Youth Incentive Policy](#).

Withholdings

The classification of a participant, specifically the employer/employee relationship, is a key factor used by the IRS to determine whether withholding taxes is applicable. When determining whether to pay taxes on wages, stipends, and incentives, youth service providers and employers of record are expected to adhere to IRS guidelines. IRS publication 525 provides information on taxable and non-taxable income, which is accessible at <https://www.irs.gov/forms-pubs/about-publication-525>.

Program Elements

The 14 program elements described in this section must be made available to all youth participants. However, local youth programs are not required to provide every service to each youth participant and have the discretion to determine the services a youth participant receives based on the participant's objective assessment and ISS.

1. Tutoring, study skills training, instruction, and dropout prevention

Tutoring, study skills training, and instruction that lead to a high school diploma include services such as providing academic support, helping youth identify areas of academic concern, assisting with overcoming learning obstacles, or providing tools and resources to develop learning strategies. Tutoring, study skills training, and instruction can be provided one-on-one, in a group setting, or through developed resources and workshops.

Dropout prevention strategies intended to lead to a high school diploma include activities that keep youth in school and engaged in a formal learning or training setting. Strategies include, but

are not limited to, tutoring, literacy development, active learning experiences, after-school opportunities, and individualized instruction.

2. Alternative secondary school and dropout recovery

Alternative secondary school services are services that assist youth who have struggled in traditional secondary education. Dropout recovery services are those that assist youth who have dropped out of school. Both types of services help youth to re-engage in education that leads to the completion of a recognized high school equivalent. Examples of activities under this program element include:

- Basic education skills training;
- Individualized academic instruction;
- English-as-a-second-language training;
- Credit recovery; and
- Counseling and educational plan development.

3. Paid and unpaid work experience

Work experience is a planned, structured learning experience that takes place in a workplace for a limited period. Work experiences may be paid or unpaid, as appropriate. A work experience may take place in the private for-profit sector, non-profit sector, or public sector. Work experiences must include academic and occupational education components.

Types of work experiences include:

- Summer employment opportunities and other employment opportunities available throughout the year;
- Pre-apprenticeship programs;
- Internships and job shadowing; and
- On-the-job training.

Work experiences must include academic and occupational education, meaning learning in academic and occupational contexts, which:

- May occur concurrently or sequentially with the work experience;
- May occur inside or outside the work site;
- Includes information needed to understand and work in specific industries or occupations; and
- Is provided by the employer or separately in a classroom setting or through other means.

For example, if a youth is participant in a work experience at a hospital:

- academic education could involve learning information that individuals in those occupations need to know, such as why blood type matters, the name of a specific bone in the body, or the function of a specific ligament; and
- occupational education could involve learning about different types of hospital occupations, such as a phlebotomist, radiology tech, or physical therapist.

Local programs have the flexibility to determine the appropriate type of academic and occupational education necessary for a specific work experience. Information on Greater Nebraska's work experience opportunities can be found in Greater Nebraska's [Work-based Learning](#) policy.

4. Occupational Skills Training

Youth programs must give priority to programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area.

Occupational skills training (OST) must:

- Be outcome-oriented and focused on an occupational goal specified in the participant's ISS;
- Be of sufficient duration to impart the skills needed to meet the occupational goal; and
- Lead to the attainment of a recognized postsecondary credential.

OSTs must be provided by competitively selected training providers or ETPs.

To enhance individual participant choice in the selection of education and training programs and provide flexibility to local youth programs, ITA funds may be used, when appropriate, for OST for OSY ages 16 through 24. Further guidance on ITAs can be found in Greater Nebraska's [Individual Training Accounts \(ITAs\)](#) policy.

5. Education offered concurrently with workforce preparation and training

Education offered concurrently with workforce preparation and training for a specific occupation refers to an integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same period and connected to training in a specific occupation, occupational cluster, or career pathway.

6. Leadership development opportunities

Leadership development opportunities are opportunities that encourage responsibility, confidence, employability, self-determination, and other positive social behaviors. Leadership development includes activities such as:

- Exposure to postsecondary educational possibilities;
- Community and service learning projects;
- Peer-centered activities, including peer mentoring and tutoring;
- Organizational and teamwork training, including team leadership training;
- Training in decision making, including determining priorities and problem solving;
- Citizenship training, including life skills training such as parenting and work behavior training;
- Civic engagement activities that promote the quality of life in a community; and
- Other leadership activities that place youth in a leadership role, such as serving on youth leadership committees.

7. Supportive services

Supportive services are services that enable a youth participant to take part in local youth program activities. For further information regarding the provision of supportive services see Greater Nebraska's [Supportive Services](#) policy.

8. Adult mentoring

Adult mentoring is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee. Mentoring may include workplace mentoring where the local program matches a youth participant with an employer or employee of a company. Adult mentoring must last at least 12 months and may take place during program participation and following exit from the program.

While group mentoring activities and mentoring through electronic means are allowable as part of the mentoring activities, the local youth program must, at a minimum, match the youth with an individual mentor with whom the youth interacts on a face-to-face basis.

USDOL acknowledges that in some areas of the country finding mentors may present a burden to a program. While USDOL strongly prefers that case managers not serve as mentors, the final rule allows case managers to serve as mentors in areas where adult mentors are scarce.

Greater Nebraska only pairs youth participants with an adult mentor from an established mentoring program that completes adequate screening including background checks. Examples include Teammates and the National Mentoring Partnership.

9. Follow-up services

Follow-up services are critical services provided following a youth's exit from the program to help ensure that youth are successful in employment and/or postsecondary education and training. Follow-up services may include:

- Regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise;
- Supportive services;
- Adult mentoring;
- Financial literacy education;
- Services that provide labor market and employment information and in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- Activities that help youth prepare for and transition to postsecondary education and training.

Requirements for the provision of youth follow-up services include:

1. All participants must be offered an opportunity to receive follow-up services that align with their ISS. Types of follow-up services provided and the duration of follow-up

services must be determined based on the needs of the individual and, therefore, the type and intensity of follow-up services may differ for each participant.

2. At the time of enrollment, youth must be informed that follow-up services will be provided for a minimum of 12 months following exit. If, at any point during participation in the program or during the 12 months following exit, the youth participant requests to opt out of follow-up services, they may do so. In this case, the participant's request to opt out or discontinue follow-up services must be documented in case notes.
3. Follow-up services must be provided to all participants for a minimum of 12 months after the last expected date of service in the local youth program, and any NDOL-administered programs in which the participant may be co-enrolled, unless the participant declines to receive follow-up services or the participant cannot be located or contacted. When a participant cannot be located or contacted during a follow-up quarter the career planner must complete the follow up service as "cannot locate" and include a case note in the participant's file.
4. Follow-up services may begin immediately following the last expected date of service. The exit date is determined when the participant has not received services through the local youth program, or any NDOL-administered programs in which the participant may be co-enrolled, for 90 days and no additional services are scheduled.
5. When the following program elements are provided as follow-up services, they must be recorded as follow-up services in NEworks, rather than program services, in order to (a) clearly differentiate follow-up services from program services provided prior to program exit and (b) prevent a change in the exit date and trigger re-enrollment in the program:
 - a. Supportive services;
 - b. Adult mentoring;
 - c. Financial literacy education;
 - d. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
 - e. Activities that help youth prepare for and transition to postsecondary education and training.

In addition, it must be documented in case notes that these program elements were provided as follow-up services after program exit.

6. Follow-up services must be more than just an attempt to contact the participant and must not be made just to secure documentation to support or report a performance outcome.

10. Comprehensive guidance and counseling

Comprehensive guidance and counseling involves the provision of individualized counseling to participants. This program element also includes substance and alcohol abuse counseling, mental health counseling, and referrals to qualified partner programs. When referring participants to necessary counseling that cannot be provided by the local youth program or its

service providers, the local youth program must coordinate with the organization to which it refers the youth participant in order to ensure continuity of service. When resources exist within the local program or its service providers, it is allowable to provide counseling services directly to participants rather than referring youth to partner programs.

11. Financial literacy education

Financial literacy education refers to activities that provide youth with the knowledge and skills that they need to achieve long-term financial stability, including activities that:

- Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions;
- Supports participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit, and credit cards;
- Teach participants about the significance of credit reports and credit scores, what their rights are regarding their credit and financial information, how to determine the accuracy of a credit report and how to correct inaccuracies, and how to improve or maintain good credit;
- Support a participant's ability to understand, evaluate, and compare financial products, services, and opportunities and to make informed financial decisions;
- Educate participants about identity theft, ways to protect themselves from identify theft, how to resolve cases of identity theft, and understand their rights and protections related to personal identity and financial data;
- Support activities that address the particular financial literacy needs of non-English speakers, including providing the support through the development and distribution of multilingual financial literacy and education materials;
- Support activities that address the particular financial literacy needs of youth with disabilities, including connecting them to benefits planning and work incentives counseling;
- Provide financial education that is age appropriate, timely, and provides opportunities to put lessons into practice, such as providing access to safe and affordable financial products that enable money management and savings; and
- Implement other approaches to help participants gain the knowledge, skills, and confidence to make informed financial decisions that enable them to attain greater financial health and stability through the use of high quality, age-appropriate, and relevant strategies and channels, including, where possible, timely and customized information, guidance, tools, and instruction.

12. Entrepreneurial skills training

Entrepreneurial skills training provides training on the basics of starting and operating a small business and must develop the skills associated with entrepreneurship, such as the ability to:

- Take initiative;
- Creatively seek out and identify business opportunities;
- Develop budgets and forecast resource needs;
- Understand various options for acquiring capital and the trade-offs associated with each option; and

- Communicate effectively and market oneself and one's ideas.

Examples of approaches to teaching youth entrepreneurial skills include:

- Entrepreneurship education that provides an introduction to the values and basics of starting and running a business, such as developing a business plan and simulations of business start-up and operation;
- Enterprise development that provides supports and services that incubate and help youth develop their own businesses, such as helping youth access small loans or grants and providing more individualized attention to the development of viable business ideas; and
- Experiential programs that provide youth with experience in the day-to-day operation of a business.

13. Labor market information services

Labor market information (LMI) services refers to services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area and includes career awareness, career counseling, and career exploration services. LMI services also help youth identify employment opportunities and provide knowledge of job market expectations, including education and skill requirements and potential earnings.

14. Postsecondary preparation and transition activities

Postsecondary preparation and transition activities are activities that help youth prepare for and transition to postsecondary education and training. These activities include helping youth explore postsecondary education options, including technical training schools, community colleges, four-year colleges and universities, and Registered Apprenticeship programs.

Examples of other postsecondary preparation and transition activities include:

- assisting youth with preparation for SAT/ACT testing;
- assisting with college admission applications;
- searching and applying for scholarships and grants;
- filling out the proper financial aid applications and adhering to changing guidelines; and
- connecting youth to postsecondary education programs.

Privacy

Career planners must adhere to the confidentiality requirements of the Family Education Rights and Privacy Act, established under Section 444 of the General Education Provisions Act, including requirements regarding circumstances requiring written consent for disclosure of personally identifiable information from an education record.

Disclaimer

This policy is based on Greater Nebraska's reading of the applicable statutes, regulations, rules and guidance released by the U.S. Government and the State of Nebraska. This policy is subject to change as revised or additional statutes, regulations, rules and guidance are issued.

Priority of Service

Policy No.	17
Effective Date	10/24/2019
Approval	GNWDB

Reference

Workforce Innovation and Opportunity Act (WIOA) 134; 20 CFR §§ 680.650, 681.250, 681.410; Ibid; TEGL 03-15, TEGL 08-15, TEGL 10-09, TEGL 22-04; VPL 07-09; Nebraska Department of Labor (NDOL) Priority Populations and Priority of Service policy.

Policy

Priority of service means the right to take precedence over a person with lower priority in obtaining employment and training services. The person with priority receives access to a service earlier in time than a person with lower priority or, if the resource is limited, receives access to the service instead of the person with lower priority.

Priority is not part of the eligibility determination for any program; rather, it is meant to emphasize access to individualized career and training services for these higher-need populations. Priority of service must be assessed at the time of the eligibility determination, and participants must be informed if they are to receive priority.

Veterans and eligible spouses of veterans receive priority of service in **all** WIOA Title I programs. The process for identifying covered persons at the point of entry includes:

- Signage prominently posted at the point of entry indicating the individual’s right to priority; and
- NEworks data collection for covered persons during registration.

As soon as career center staff identify the covered persons status they inform the individual of their entitlement to priority of service, explain services available to them under priority of service, and WIOA Adult, Dislocated Worker, and Youth program eligibility requirements.

Outreach to Priority Populations

Recruitment is a collaborative effort between the career planner, regional managers, one-stop the operator, and other local area staff. Recruitment methods include but are not limited to: presentations at interagency and community group meetings, partner referrals, presentations to local high school and college classes, local chambers and economic development agencies, and referrals from walk-in traffic at the job centers.

Career planners prioritize outreach to partner programs that work with priority populations groups to ensure they are aware of the services and entitlement to priority of service available to their clients.

Adult Program Priority Requirements

Services to eligible Adult Program participants must be provided in the following order:

1. First, to Veterans and eligible spouses of Veterans who are:

- a. recipients of public assistance;
- b. low-income; or
- c. basic skills deficient;

2. Second, to individuals who are not Veterans and eligible spouses of Veterans but are:

- a. recipients of public assistance;
- b. low-income; or
- c. basic skills deficient;

3. Third, to Veterans and eligible spouses of Veterans who are not:

- a. recipients of public assistance;
- b. low-income; or
- c. basic skills deficient

4. Last, to persons who are not:

- a. recipients of public assistance;
- b. low-income; or
- c. basic skills deficient.

A recipient of public assistance, low-income, or basic skills deficient veteran or eligible spouse takes precedence, with all other qualifying requirements being equal, over a recipient of public assistance, low-income, or basic skills deficient, non-covered person in obtaining individualized career services and training services. This does not allow for “bumping” of non-covered persons who had previously been accepted into a program prior to the covered person applying within the same program. Priority of service applies up to the point that the participant receives approval to begin an individualized career or training service. At that point, the participant should continue to receive services as needed, even if participants with higher priority must wait to receive services because funds are limited. However, if there is a waiting list, the veterans or eligible spouse receive access to the service instead of or before the non-covered person on the waiting list. Veterans and eligible spouses receive priority of service in all WIOA Title I programs.

Recipients of Public Assistance, Low-income, or Basic Skills Deficient Exception

Greater Nebraska requires at least 90% of Adult enrollments meet category one or two eligibility. Administrative approval is required to enroll an individual under priority category three or four.

Prior to enrollment, career planners must determine what level an Adult participant must receive priority of service:

1. Determine if the individual is a veteran or eligible spouse.
2. Determine if the individual is low-income or a recipient of public assistance.
3. If the individual is not low-income, they must complete the Basic Skills Screening Tool. If the individual answers no to any of the questions on the screening tool or is unable to complete the form without assistance, they are considered basic skills deficient.
4. Case note order of priority.

Dislocated Worker Program Priority Requirements

Services to eligible Dislocated Worker Program participants must be provided in the following order:

- 1. First, the individual must meet the eligibility criteria described in WIOA Section 3(15)** (see the current Greater Nebraska Adult, DLW, & Youth Eligibility policy on dislocated worker eligibility); and
- 2. Second, if the individual meets the dislocated worker eligibility criteria *and* is a Veteran or eligible spouse of a Veteran, the individual must be given priority over dislocated workers who are non-Veterans.**

Serving Separating Services Members and Military Spouses

Service members exiting the military, including recipients of Unemployment Compensation for Ex-Military members (UCX), generally qualify as dislocated workers. Military spouses of service members exiting the military may also qualify as dislocated workers.

Youth Program Priority Requirements

WIOA prioritizes expenditures and enrollment of individuals in the Youth Program:

- At least seventy-five (75) percent of Youth program funds must be spent to provide services to OSY; and
- All ISY must be low-income individuals, except as described below under section, Low-income Eligibility Exception for Youth.

Low-income Eligibility Exception for Youth

Up to five (5) percent of all youth (ISY and OSY) enrolled during a given program year do not need to meet the low-income requirement for eligibility.

EXAMPLE: A local area enrolled 200 youth and 100 of those youth were OSY who were not required to meet the low-income criteria, 50 were OSY who were required to meet the low-income criteria, and 50 were ISY.

In this example, the 50 OSY required to be low income and the 50 ISY are the only youth factored into the 5 percent low-income exception calculation.

Therefore, in this example 5 of the 100 youth who ordinarily would be required to be low-income do not have to meet the low-income criteria based on the low-income exception.

Note: Definitions of key terms are provided in State Policy: [Priority Populations and Priority of Service](#)

Compliance and Monitoring

Internal monitoring will be completed quarterly (January, April, July, and October) to ensure priority guidelines are followed. The Administrative Entity will provide a report to the System Coordination Committee on the status. Technical assistance will be provided by the administrative entity if discrepancies are found.

Local area compliance is also reviewed as part of routine program monitoring conducted by the NDOL State Monitor.

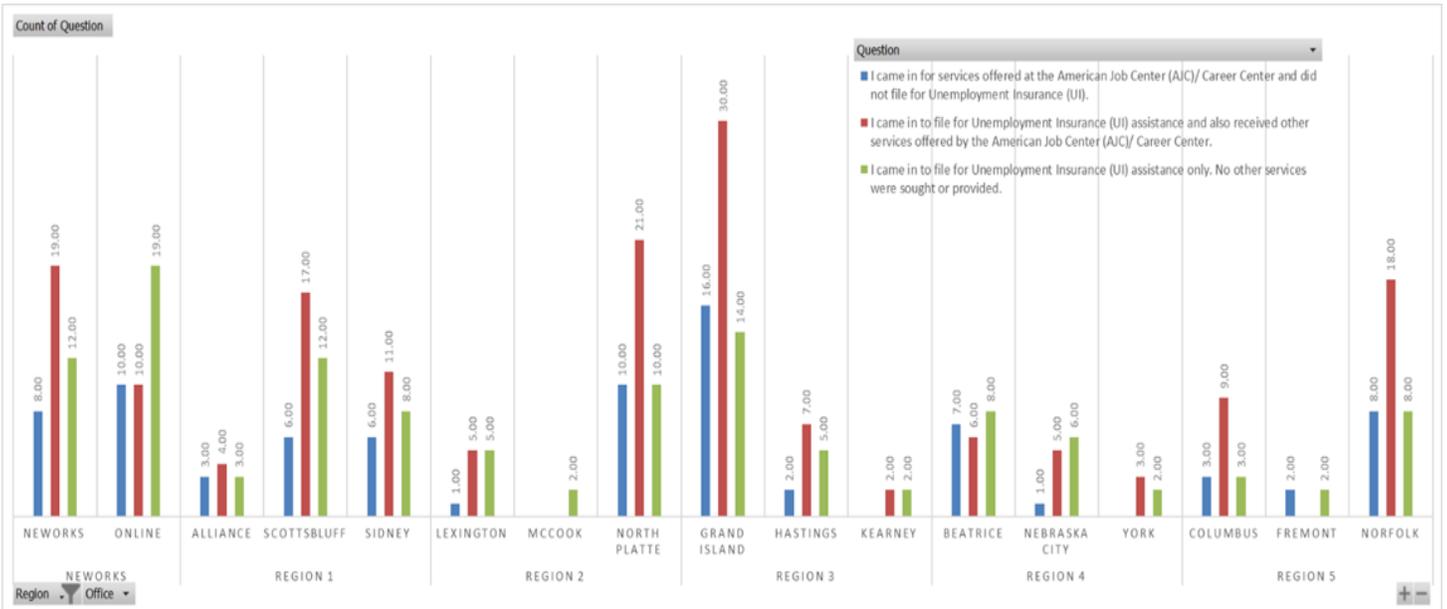
Disclaimer

This policy is based on Greater Nebraska's reading of the applicable statutes, regulations, rules and guidance released by the U.S. Government and the State of Nebraska. This policy is subject to change as revised or additional statutes, regulations, rules and guidance are issued.

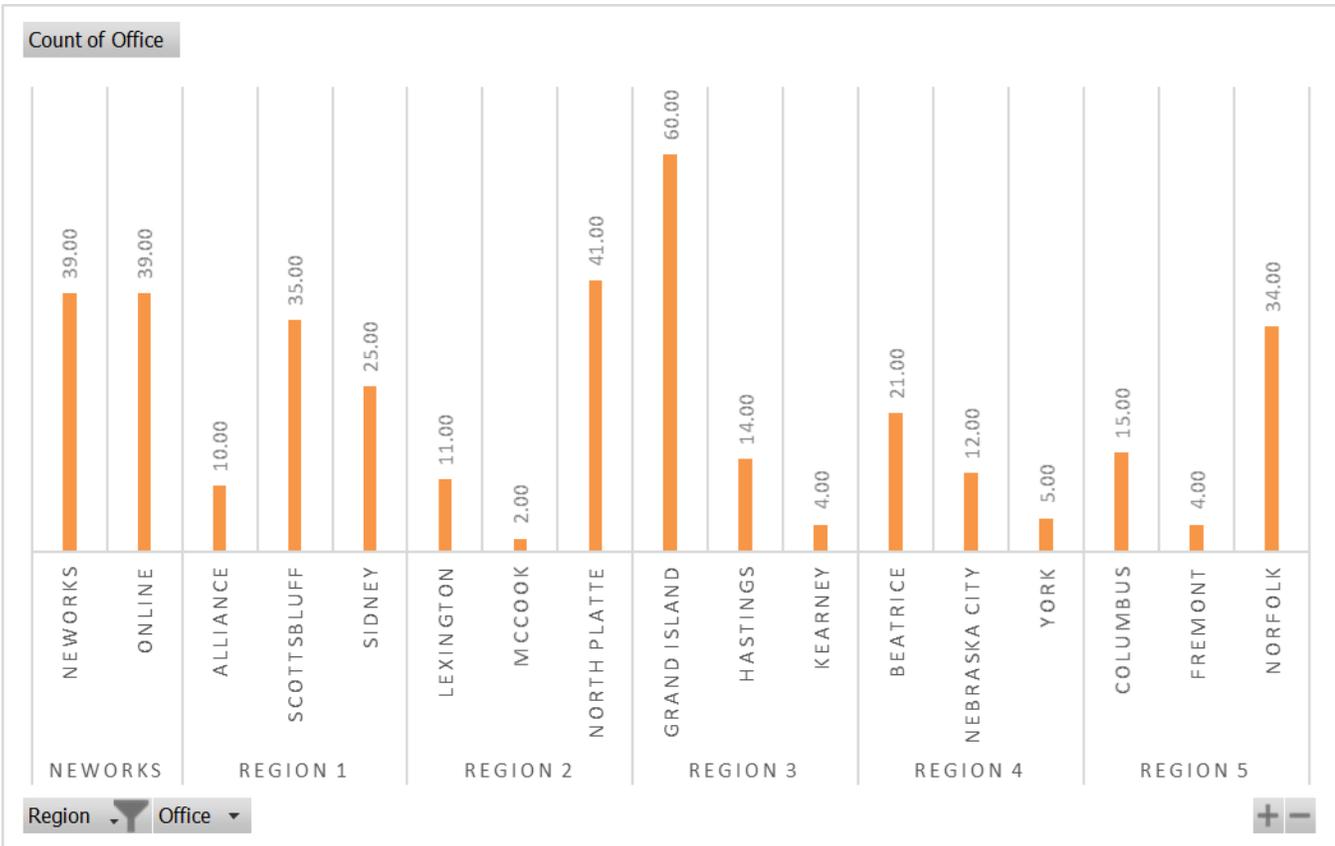
Agenda Item GNWDB 5I/ System 3I: Customer Survey Results

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

*There were a total of 425 responses received. 54 did not indicate a location they received services and are not represented on this chart.

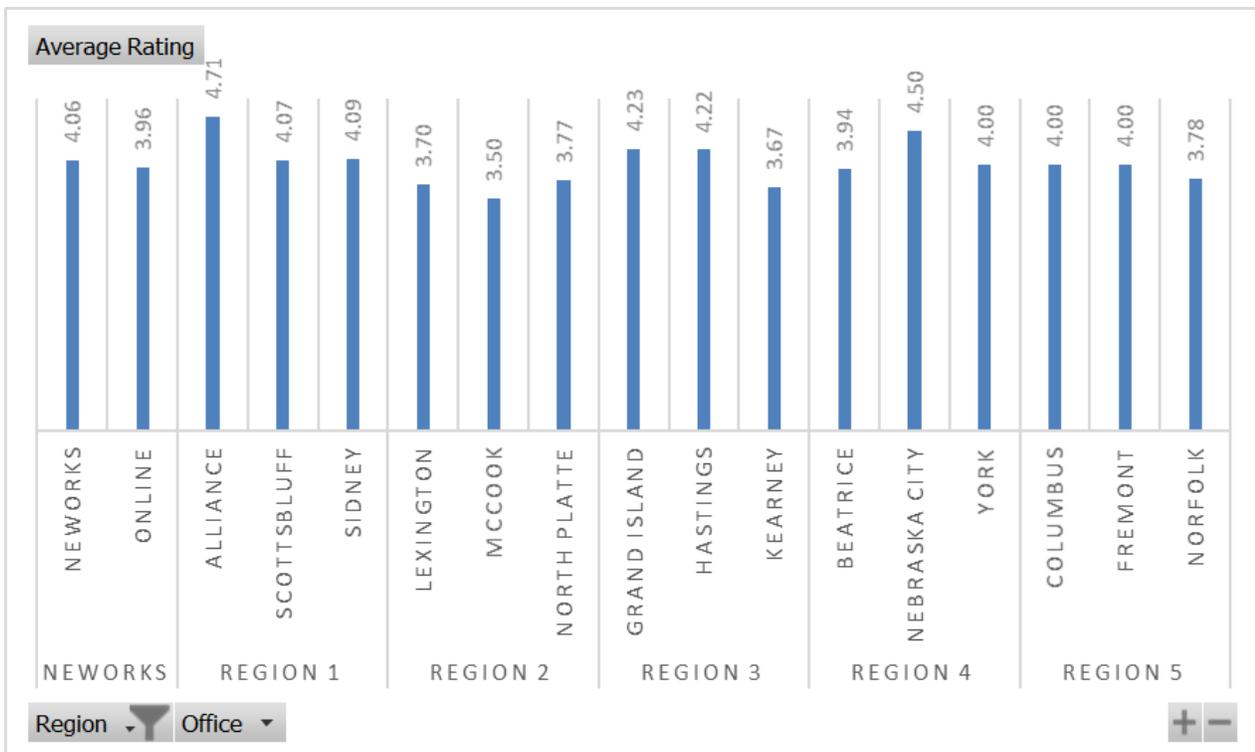


2. Which American Job Center (AJC)/ Career Center location did you visit for assistance?



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

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



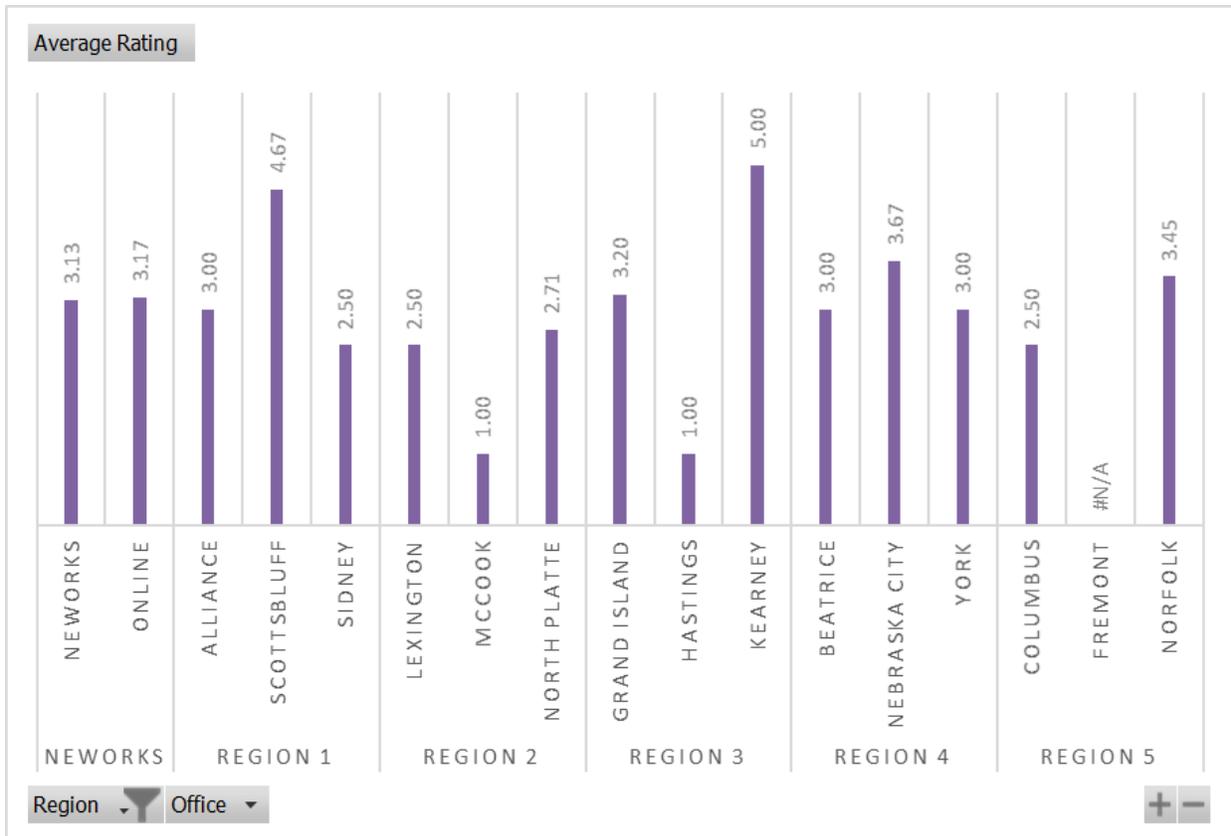
b) Help with resume and/or cover letter



c) Help with job application



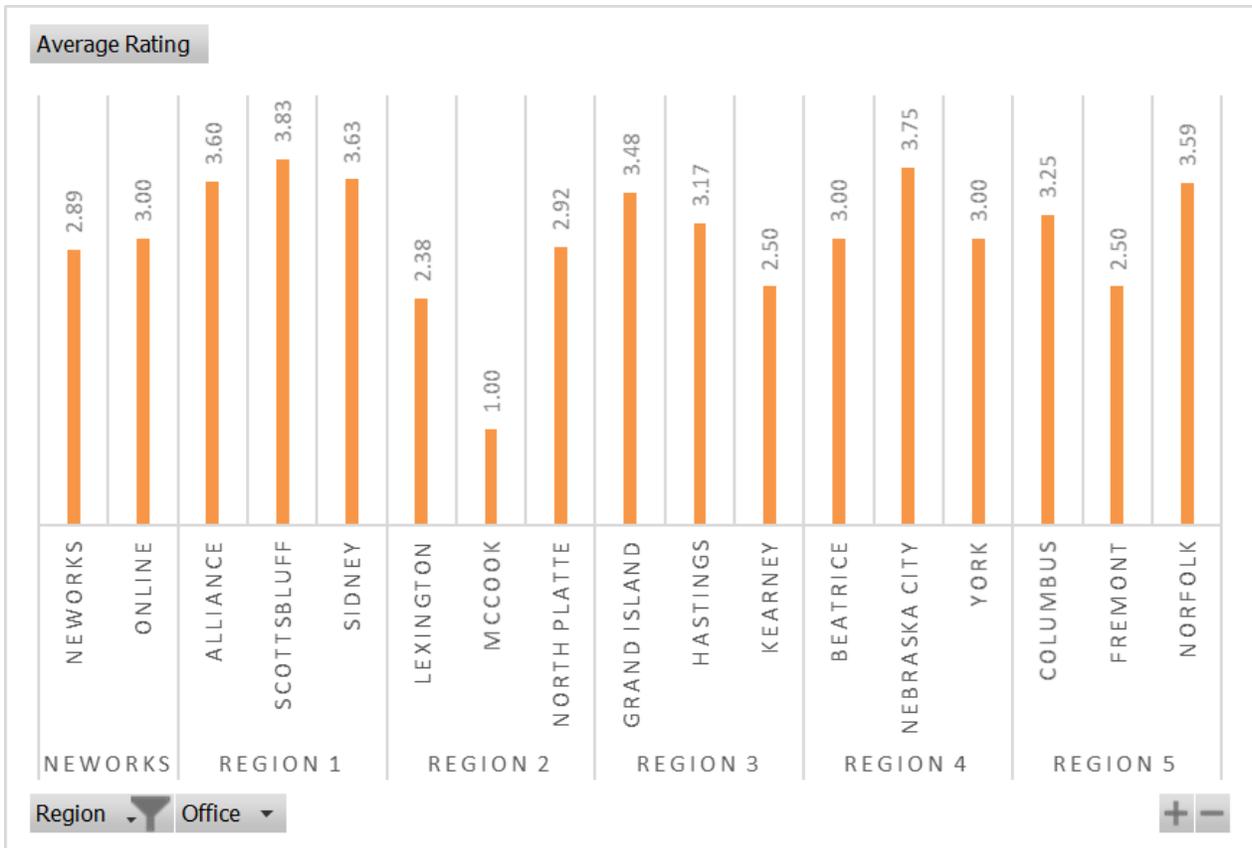
d) Help with Veteran services



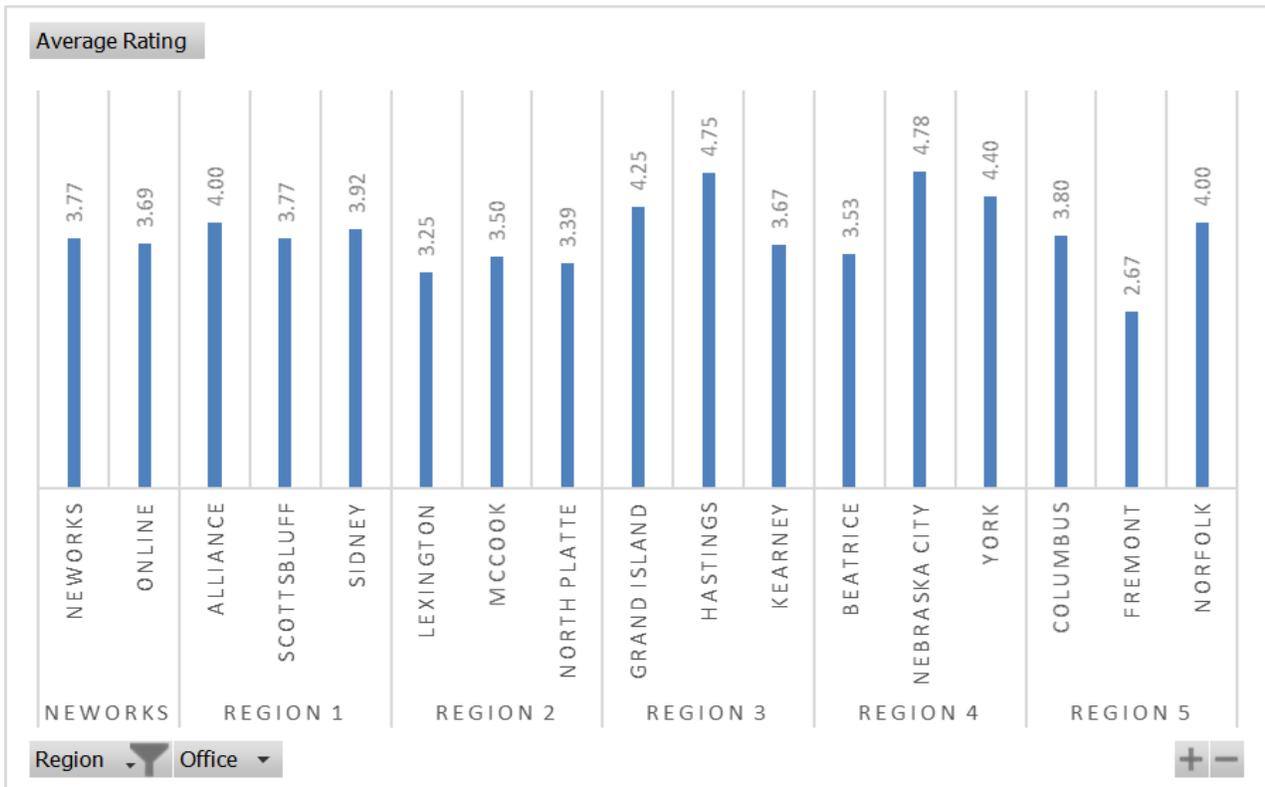
e) Help with labor market information



f) Help with a job interview



g) Help with filing Unemployment Insurance benefits



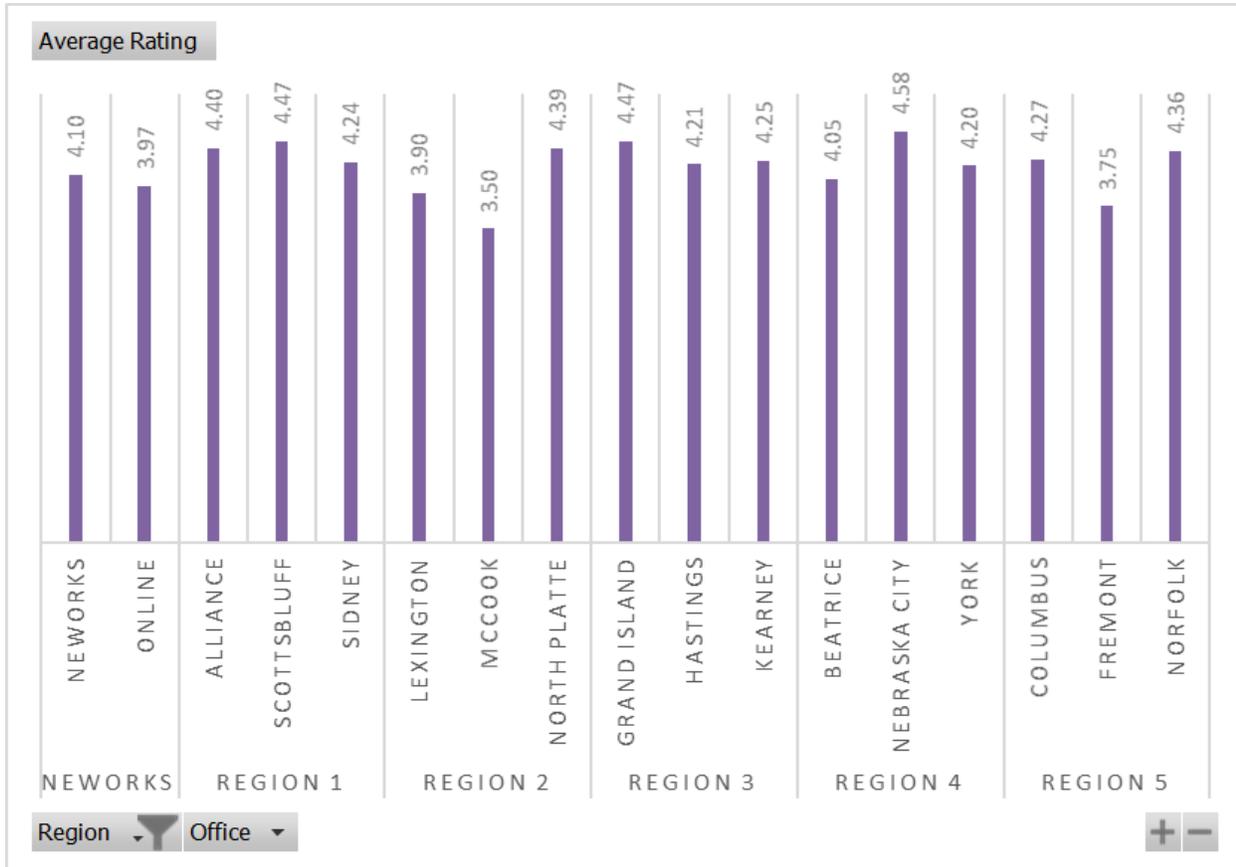
h) Help with testing and/or assessments



i) Help finding information on training opportunities



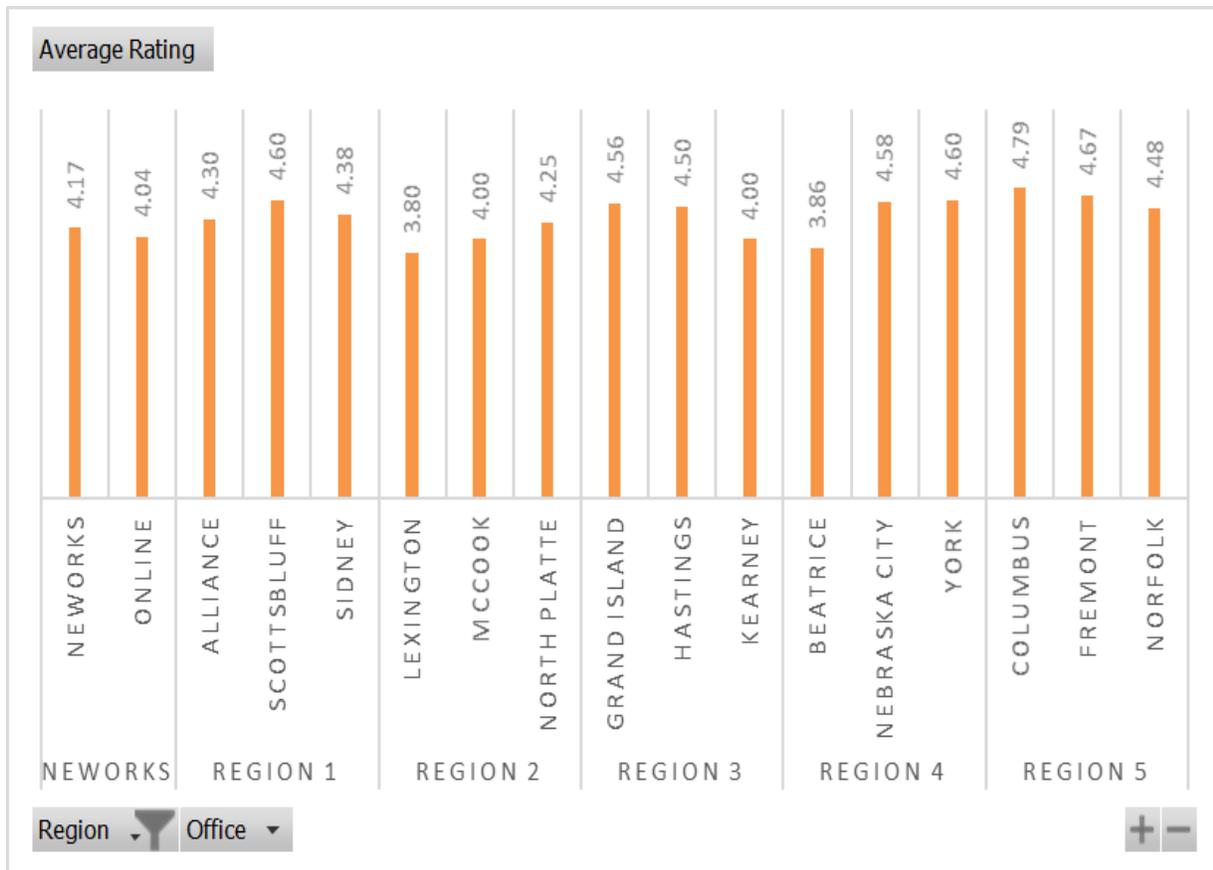
4. Overall, how satisfied or dissatisfied were you with the employment services provided to you?



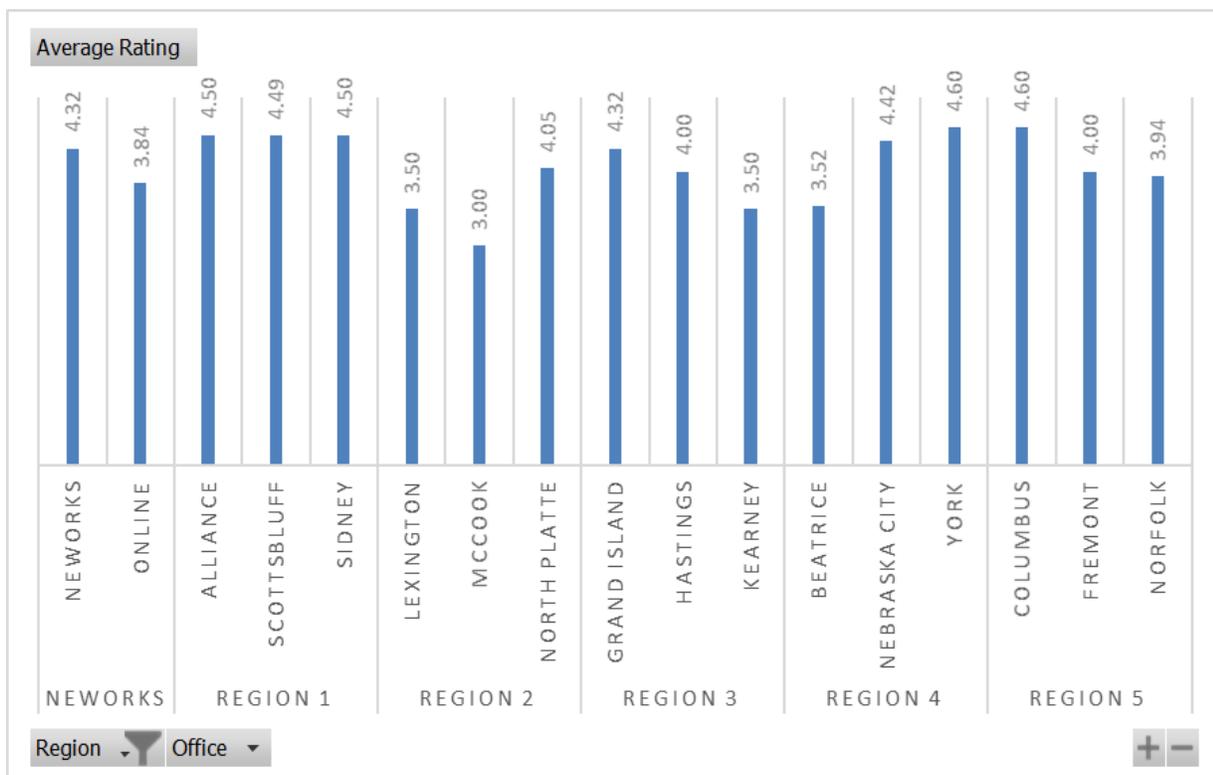
5. How professional (prompt, accurate, and businesslike) or unprofessional (impolite, inaccurate, and unbusinesslike) were the staff of the American Job Center (AJC)/ Career Center?



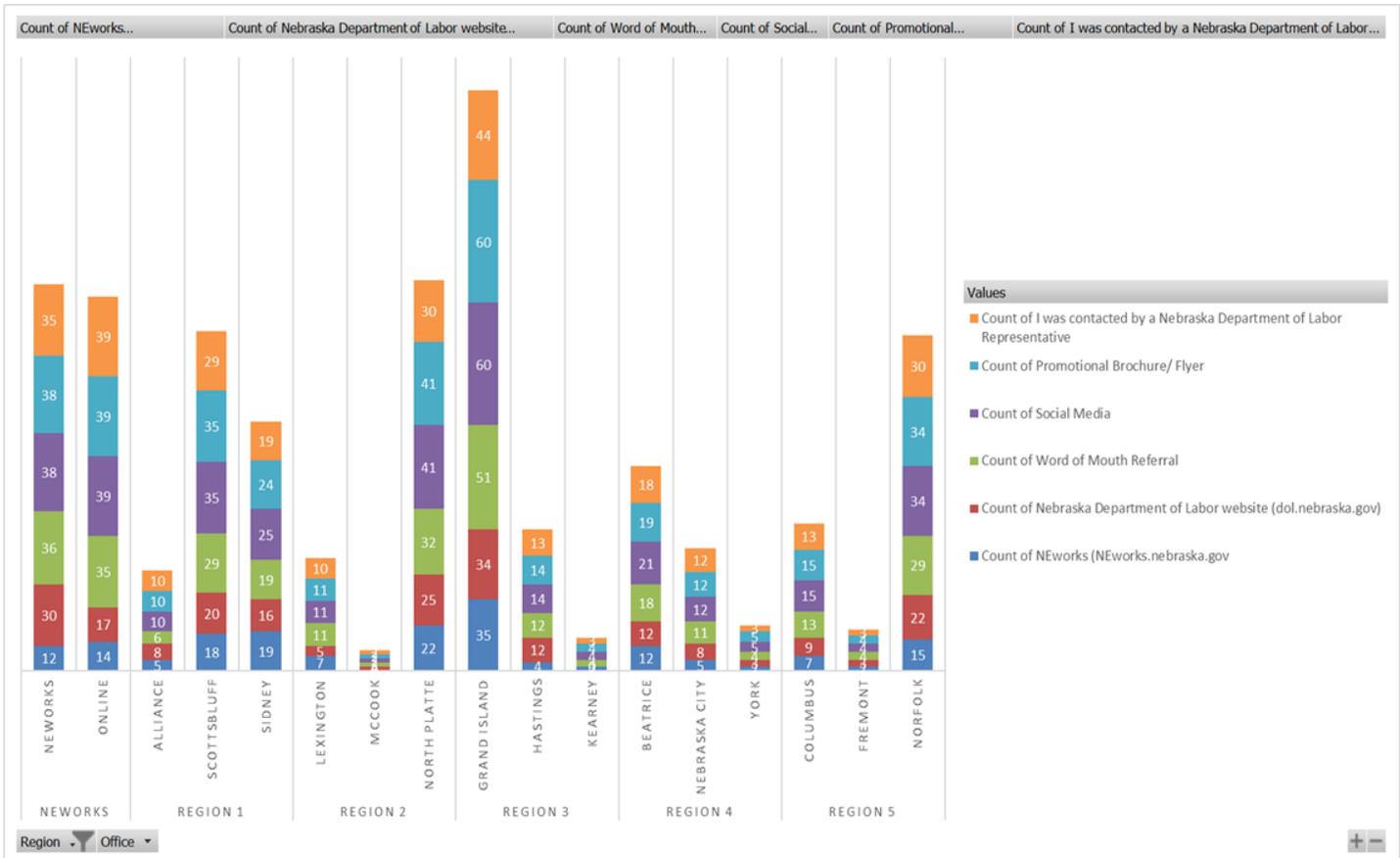
6. How accessible or inaccessible were the staff of the American Job Center (AJC)/ Career Center?



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



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



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

*Unemployment related comments denoted in gray text

Did not Indicate Where Services were Received

- **I called and spoke with a consultant. Not only was she not helpful, the website that she referred me to was not correct and I understanding her was extremely difficult. It was clear that English was not her first language, but it was so bad it was almost impossible to understand her.**
- I had Nicole as my unemployment person...when she called me she was very rude and did not treat me with any respect ...needs to be more courteous...plus just because someone is out of a job and worked for a company 27 years and I understand protocol..and deny them unemployment benefits for 5 months because of severence.
- **i hate taking surveys**
- In my opinion a labor department in this state is inhuman because I worked for 3years and then I don't have a un-employment for no reason thank
- I think the wait time to collect your unemployment is to long and you should not have to wait a week.
- I went in to speak with an adjudicator and was unable to do so.
- **it just seemed they are rushed to work with you and help you. like they have only so much time.**
- not helpful i did wks claimed wrong was not helped until to late
- **Not sure why I am getting this survey. I never went into an office for anything.**
- **Overall I was very satisfied with my experience. Did not expect help for repairs on my transportation. Was extremely grateful for the help. Took longer than I hoped it would to find satisfactory employment but I did. Had some disappointments but such is life.**
- **Seems the system is designed for failure. not success**
- **The ladies that greet you and check you in are very rude and snotty. Didn't care about me as a person, or cared about your guests. Very sad.**

- **Very Helpful**
- Why are employers always given more weight to their replies than employees. My most current past employer has had 11 employees leave her office in 4 years due to hostile working conditions. Yet she gave you the answers she knew she had to give to save herself from paying unemployment. I would suggest you flag her file due to the fact that I'm sure there will be more who leave her employ.

NEworks

- **Because nature of my line of work is typically remote, the system is geared toward finding local jobs, and the UI system requires minimum contacts and applications through the system, it was sometimes difficult to find fitting jobs to apply for.**
- Deadline is Saturday 12PM - NOWHERE does it say Central Time zone and numerous times I have had problems being in the Mountain Time zone. NOWHERE does it tell you what replies to certification might mean or how they will affect eligibility, this has also been a problem. It is important to offer online training modules & information close and easy to find in the Unemployment area (and other modules). Being unemployed is difficult enough that the added stress of understanding and using of the system will lead to inadvertent user errors.
- **I am very Satisfied!**
- **I applied for several jobs I thought I would really like. I received one reply. Pretty sure it was due to my age. They (Neworks)repeatedly sent a job notice for a Trooper with the Nebraska State Patrol. I retired from NSP 12 years ago and I am no longer eligible because of maximum age restrictions.**
- I collected unemployment benefits while waiting for my job to go back to regular hours, I was still employed with my company, and did not look for other employment
- **I had several answers that were n/a and it would only let me choose one for n/a. I did not use veteran services, labor stats, interview**
- I have been claim unemployment for 9 weeks out of work, won an appeal and still have no clue when of how much I will receive. the whole point in these benefits are to assist you when losing your income .
- **I have felt this site to be very informative**
- I wasn't told or showed how to submit my job finds or interview information so in the 2 months of having unemployment I haven't received any payments or card for my payment of unemployment benefits. So what is the point of unemployment if you don't know how to submit anything for the requirements to receive benefits.
- **It is very difficult to make edits of the resume section of the website. I did just now live chat with someone, which I love. I would say that after hours and on weekends this is a very difficult site to use.**
- **it matches me up with jobs I am not qualified for more than good job matches**
- **More search options would be better. After dealing with staffing agencies in the past I would like to eliminate them from my search.**
- **My experience with NEworks has been overall satisfactory. I've had questions regarding filing unemployment, I've called to inquire and was given expert courteous advice.**
- **Not an appropriate survey for everyone. Formatting is off. I'd take it down and try it again.**
- **Question number 3 of this survey is not working properly. If the same rating for two items, it removes the first one. So you are not getting accurate data from that question at all.**
- **Thank you for all your help in finding my new job at DHHS.**
- **Thank you for being there.**
- **The clumsiness of the website is somewhat reflected in this survey's formatting. Very frustrating experience trying to navigate the website's functionality.**
- **Very Helpful**
- **very prompt service so far. thank you**
- **What a joke**
- When I'm laid off and attached to my employer, I feel I should be attached until my employer says I'm no longer employed. Instead of being contacted that I need to do job searches and attend the NERes program. The information required from my employer stating I am still employed should be obtained from you. Such a hassle to get it all together having to talk to my employer then being told I needed to contact corporate to send you the information requested. So why can't you just send them the notice to ask if I'm still employed? My unit has approximately 50 employees whom all at one time or another receive benefits. We are basically shut down for the summer. It's a college food service....I know several that got the same letter as I did. this could have all been done by contacting our

employer and verifying all of us at one time. The 2nd issue I have is being held up when I reported a bonus over the summer. I know others that reported and still got their weekly pay ...yet mine was withheld for 3 weeks....makes it rough when that's the only \$\$ coming in.

- **Your website is somewhat cumbersome to use. The pages I use all the time are not on the first pages.**

Region 1

- **AJ has been extremely helpful in my search for work, clear, cogent and very professional.**
- Determinations not based on facts involved.
- **Everyone at the NDOL in Sidney are absolutely awesome. They go over and above to help you with everything. They help with the Resume, Cover Letter, Mock interviews, etc.**
- **Everyone is helpful respectful and knowledgeable**
- **fouind parttime job**
- I am still very confused with all the different offices. I went to the nebr office for unemployment only. I didnt do any ALS or what ever it is. Thankyou. M
- I waited 25 minutes for someone to acknowledge me. Then I was moved to 4 different offices for my time their. At first they couldn't decide who was suppose to work with me. It was like neither one wanted to. I already had my resume, cover letter and unemployment taken care of. I only needed to visit per unemployment. They were nice and seemed more than capable of helping the gentleman that came in after me.
- **I was very pleased with the help the staff gave me. They went out of their way to help me out when I needed it.**
- **I wish that the Nebraska Department of Labor could have better examples what they went .**
- I'm incredibly grateful for the training program at a time when a company I had worked for for almost 17 years laid us off with no accessible market to rehire in our area with the same job experience. I'm saddened that each state has different rules. I'm in the training program in Colorado because of my residency at the time and unemployment in Nebraska. In Colorado my unemployment would be extended through the extent of the program but in Nebraska the unemployment is only 52 weeks. I feel it sets you up to be less successful that way.
- **Kimberly was exceptional!**
- **Mailing a letter to somebody who lives in Western or Central Nebraska TAKES TIME. I got a letter with 48 hours notice that I had to be a 2-3 hour drive away, when I don't have the gas money or very reliable vehicle to be capable of doing such a thing. I was very lucky to pull this off, but the expectations here are not very realistic for most average people in this same situation.**
- **No problems**
- **Thank**
- The process of filing for unemployment has been very stressful for me. It's traumatic to lose a job; I had a job so I didn't need to be on assistance or food stamps. After weeks of job searching but no payments, I realized I was doing something wrong, so I went to the Job Service to see how to fix it. They were helpful in getting me on the right track, and I was glad there was somewhere to go. The lady on the phone (Christine) helped me to file my current week and offered to help with previous weeks--I was so grateful. I was entering the information, but not clear on everything I needed to do yet and the lady in the office was quick to help...but felt I shouldn't enter all the weeks on the same day and should enter some on the following days. I was frustrated, but did manage to enter the information for 1 extra week. When Christine called the next morning, I was confused with terminology and I forgot that I needed 5 search interests, but only 1 application (up until that point I was applying for all the jobs I looked at and wasn't sure how to show the 'interest' part--it is good to try and improve). I have now added another week (it's good practice anyway) for consideration. It's a learning process and once I learn it I'll wonder why I didn't get it before--I wish I had started here!
- **The staff in Alliance has been very helpful, despite the few jobs available in our market.**
- **they where very nice Ladies and they where very helpful**
- **Very,very helpful.**
- **When I lost my job of 7 1/2 years, I felt very disillussioned. I felt there was no hope of ever finding viable employment, especially because I'm an older worker going back into the job market & having to compete with younger job seekers. The staff at NEWorks in Scottsbluff, Patricia & Deb were quick to build up my confidence, always pointing out my marketable skills and positive traits. They were quick to help me out in all areas of employment services -- from teaching me to maneuver through the NEWorks website to file my unemployment claim; to helping**

me with my job searches; my resume building; giving me valuable tips on how to succeed in obtaining employment. They always made me feel comfortable; they were always professional, and regardless of how busy they were -- they were never too busy to attend to me, or to answer any of my questions. When I met with Michelle, she gave me great interview tips & techniques that I used in one of my job interviews. The employer was so impressed. I cannot say enough about the Scottsbluff NEWorks staff. I can only say "THANK YOU" to a wonderful team!

- Your web sight has caused me to be disqualified for several weeks. Your computer that links directly to Lincoln has been broken for months. I am homeless and have no mailing address yet in disqualified for something I received by mail. Total joke this program made me even worse off than i was. Terrible needs revamping

Region 2

- **Cathy Eastwood was very helpful from day one. If i had trouble she was right there to help.**
- **Did a good job**
- **Great help from Steph**
- **I have gone into Workforce development and am told everything is done online. Was happy to go into the Lexington office and have someone help start the online process and give information which helped me get started.**
- **I received a call while still employed but none after. I was part of a rapid response.**
- I was supposed to receive up to 16 weeks of benefits. But my case closed after 7 weeks. Is it possible to collect what I'm owed still? Or is it not possible?
- I went here because I got a letter from unemployment telling me that I had to meet with a job counselor and really it was just a big waste of my time. She really didn't know everything she was supposed to know about the program and what we were supposed to be doing that day so she kind of walked herself through it. She did a good job I had been on unemployment once before and I already had to go through this meeting at that time it was done with a group of us instead of individually and that too felt like a big waste of my time it's like the information isn't anything that I didn't already know just someone reading to me things that I can already read myself and not have to waste a trip to town to meet with someone to have them read the same things that I can read
- **I will discuss my situation with the representative when they contact me.**
- Nebraskas unemployment process is, in general, a joke. All around. You expect me to go from a \$900/wk job that I was fired from for no reason to any min wage job or dangerous job just so nebraska can say they have a 3% unemployment rate. If you quit one of these shit jobs, you are denied benefits. I am about to enter myself into a hospital because I'm starving to death...but congrats on 3% unemployment nebraska!!
- **thanks**
- **the North Platte folks did an awesome job in all the help they provided me with from paperwork to actually getting the job even tho its part time still great to be working.**
- **The system is cumbersome.**
- **these representatives are always courteous and extremely professional. i enjoy working with them when ever i have to visit their office**
- **this is very hard to do for us that do not use computers on a daily basis. Not all instructions are clear for us that are computer illeterate**
- **This local office is fantastic, helpful, efficient and kind.**
- Unemployment got all messed up and no one cares so I am no longer getting it. The worst experience I have ever had.
- **Useless. To call this a service is an insult to the word itself.**
- **Very educational**
- **Very helpful feedback**
- **walked in and wasn't certain if the desk ahead was the main reception area. TWO ladies sitting at the desk working on the computer NEVER even acknowledged me. I walked in the building further to see if there was a reception area. I waited and waited... finally, I had to ask the 2 gals if they worked there. They said "yes but we're busy and have to finish this". Dept of Labor? Really? They need to AT LEAST say, I'll be with you in a moment.**

Region 3

- **Everyone seemed nice and welcoming.**

- Everyone was so friendly and very helpful.
- Grand island center is amazing and the people are great
- I am an older woman having a very difficult time finding a job I guess because of my age. All I was told was to expand my search area (no job no money to travel to job interviews) and that unemployment is at 3%
- I think the website is a bit overwhelming. I am a bit disappointed realizing today that I might not be a candidate for unemployment after all.
- I tried to file for unemployment. Told I was done, but application never went through
- I was pleased with my case worker Carrie Keene and she was very helpful whenever I needed assistance. The lady at the front desk (Receptionist) was also very helpful when I came in to use the computer lab. She was always available and treated me very professionally. Unfortunately, getting terminated at my age makes getting hired very difficult, however, one cannot give up.
- I wasn't too happy about losing a unemployment check because I was in the hospital with a heart attack
- It's a mixed bag some of the staff are very helpful and others are quite aloof towards helping or going that extra step
- Liane at the Grand Island office is of great assistance. I would recommend her to anyone that needs help with resumes, processing and anything else. The other people in this office are all so willing to help whenever you have questions. Highly recommend.
- Love the people and they help me with these hard time's and make them much less stressful .
- Need to make the app easier to navigate
- People looking for work should not be allowed to bring little children into the Job Center with them. It's very distracting when they cry and scream.
- Reception very rude, Really racist and the head manager lady-they need new ppl who not Bias to black people
- Sight is very helpful and even though I haven't landed a job, it has allowed me to submit applications for all types of work and not just my field of work.
- They are a big help.
- They helped with website. But unemployment is set up so you get so frustrated you just drop it all. Even your Employees said don't read letter more than once, it will make less sence!!
- This survey did not leave any questions about making us sign up on line. OR any problems we have.
- Very very helpful thank you
- you folks handled my case very well and fast. I now feel I have a great shot of getting back on my feet again. thank you
- Region 4
- 6 months of frustration. Left out of assistance except what I found on my own. No messages returned. Made to feel unwelcome at the office. Only contact from them was only made when required I'm sure by protocol. But even then when I returned the call and left message it was not returned. I would rather die than go through this again!! It was my money to begin with. I paid for 30 years to get bo help. Still without a job, thanks for helping me give up.
- I needed help navigating the NEWorks website and Sandy was very healpfull
- No unemployment because moved...and not able to get till I gain employment at \$25...very unlikely as am 62 and no degree BUT IMMIGRANTS AND REFUGEES RECEIVE BENIFITS. I have lived and worked in Nebraska whole life and not able to get help. UNREAL!!!
- Overall not very helpful
- Takes an hour for anyone to pick up and make you jump threw hoops to get unemployment
- The ladies here are amazing and very helpful, even when the computers/internet are being super slow and not working...
- The services offered were great the staff was polite inviting and professional On the other hand the service offered by unemployment is terrible hard to navigate and unpleasant you get the feeling that they really dont want you reciveing unemployment and i feel that they make it just as hard to receive the sistem needs to be updated to a more friendly and usable system that helps you threw each week of your filing as to what goals you need to be working on for that particular week overall unsatisfied with the unemployment system when filling for weekly Claim

- The staff at the Beatrice, Nebraska location that I met with all did a good job. But, my experience with my actual job placement person through Vocational Rehabilitation in Lincoln was average at best. I feel that he could've done a lot more to help find me adequate employment.
- Very helpful services I received

Region 5

- Bill was an outstanding at assistance with any type of question I had. He went above and beyond to help. I always looked forward to his help, opinions, and patience.
- Great services
- i asked about financial aid to take an online course. Even though that was not the reason for my appt., sue? or sara? went and spoke with michaela. i was just expecting to be told to go online and fill out application for financial aid and wait. but, they both got the ball rolling immediately! great encouragement as well!! even received a text from michaela the next day, to let me know shes there to help!! awesome ladies you have working for you!!
- I didn't get much help finding a job. The person who helped me screwed up my account and made me have to wait for someone to fix it when I applied for unemployment.
- just feel like it's almost impossible to find a job at the pay and what I would like to do
- Never return calls or emails, tired of being lied to
- Norfolk ne center best they help but no follow through
- Rebecca and Suzie are awesome representatives of the State of Nebraska Dept of Labor. Best care anywhere!
- Roxann was very helpful.
- Staff not very helpful.
- staff was great wish search would take back to previos spot after viewing details instead of top of page
- Staff were unable to answer questions about adjudication and unemployment appeals. Sometimes the front desk is unattended and you have to stand there for a while before anyone notices you. Overall, the members of staff I have talked to have been friendly and willing to help to the best of their knowledge.
- Thank you
- The letter builder was a true disappointment. A cover letter is one item that is truly needed and I had to cut and paste from other sites to get a letter put together.
- The mobile app constantly kicks you off. I live on the border of Iowa and South Dakota and there are no jobs listed in the area
- The staff in Norfolk, NE. were very helpful and very nice. They made me feel welcome and got me some answers I needed!
- the staff is great but the site is difficult!!!!!!!!!!!!!!!!!!!!!!
- the staff member who help me when i came in on the first day did not give me the correct information to open a claim. she is not here no more.
- very helpful long process
- Very, helpful experience. Kind, staff..
- When I needed assistance, the response time was prompt and efficient. Thank You.

Announcements

Former Board Member



Stan Zimbelman worked with Nebraska Department of Labor (NDOL) out of the Grand Island, Norfolk, and Kearney Career Centers. After retiring from NDOL, he began working as the Executive Director of Kearney Works. Stan retired from Kearney Works in July 2019. He has served on the Greater Nebraska Workforce Development Board since May 2018. We will miss his wisdom and experience. We wish him the happiest of retirements.

New Staff Members



Yvette Montes Jung is a Staff Assistant I for Employment and Training. She began her career with the Nebraska Department of Labor in April 2015. She originally served as the Administrative Assistant I for the Director of Employment and Training and returned in June 2019 to serve the Greater Nebraska and Trade programs. The majority of her career has been in the federal government, including the Department of Veterans Affairs' Veterans Health Administration (VHA) and Veterans Benefits Administration (VBA) and the Department of the Army. She is originally from Los Angeles, California and has resided and traveled to many states as a military spouse for more than 20 years. She currently resides in Lincoln with her husband and two teenage sons.



Mary Anne Bradfield filled the newly created position of Deputy Commissioner for Reemployment Services in early September. The Deputy Commissioner is responsible for the duties previously performed by the Directors of Unemployment Insurance (UI) and Employment and Training (E&T). The consolidation of the UI and E&T programs in the Nebraska Department of Labor is intended to better coordinate and integrate the services delivered by these two programs.

Bradfield is a native Oklahoman, graduating from the University of Oklahoma. She was most recently employed as Director of Public & Congressional Affairs for the National Credit Union Administration.

New CEOB Member



Tony Kaufman is the Senior Vice President and manager of the commercial lending department at Platte Valley Bank in Scottsbluff, Nebraska. He and his wife, Libby, reside in Gering, Nebraska and have two children; Drew age 10 and Kynlee age 7. Tony is also the current Mayor of the City of Gering. They have lived in Western Nebraska since 2000 and attend church at Grace Chapel. Prior to their residency in Gering, they lived near Lake Minnatare where Tony was employed by Kaufman Ranch. Tony also co-authored the text titled *Livestock Production, Selection and Reasoning*. Tony attended the University of Wyoming in Laramie receiving a Bachelor of Science Degree in Psychology in 1998 and a Master of Science Degree in Agricultural & Applied Economics in 2000. He serves on the League of Nebraska Municipalities Executive and Legislative Committees, Panhandle Cooperative Association Board of Directors, JG Elliot Board of Directors, University of Nebraska Panhandle Research and Extension Center Advisory Committee and numerous other local boards, commissions and committees. His past service includes the ACYPL Delegation to China & Taiwan, Riverside Discovery Center Board of Directors, Scottsbluff/Morrill County Extension Board of Directors, Scottsbluff/Gering Chamber Agriculture and Government Affairs Committees, United Way of Western Nebraska Funds Distribution Committee, University of Wyoming Alumni Board of Directors, and Congressman Smith's Business Advisory Council. Tony is also a member of the ACYPL Alumni Council, the Nebraska LEAD Alumni Association, University of Wyoming Alumni Association, Riverside Discovery Center, and Legacy of the Plains Museum, Midwest Theatre, Oregon Trail Community Foundation, Pheasants Forever, and Ducks Unlimited.



"21st Century Equipment, in Scottsbluff, became the first Diesel Mechanic Youth Registered Apprenticeship in Nebraska. Wayne Brozek, with 21st Century Equipment, is a Greater Nebraska Workforce Development Area board member. He is pictured below. This program is an example of multiple workforce partners working together in order to create a practical workforce solution. The partnership includes the Nebraska Department of Labor, United States Department of Labor Office of Apprenticeship, Scottsbluff High School, Department of Education Career and Technical Education, Western Nebraska Community College, and the Southeast Community College John Deere Tech Program. Youth apprentices will complete the Diesel Mechanic program with a nationally recognized post-secondary credential from the United States Department of Labor and an associate's degree from Southeast Community College."

—Scott Asmus, Registered Apprenticeship Project Manager



In September, Lisa Wilson and Kelsey Miller attended the SNAP Next Step and Economic Mobility Summit held in Kansas City, Missouri as Nebraska's Industry Partner.

Meeting Schedule

Date	Time	Location	Board(s)
January 23, 2020 *	9 a.m. - 3 p.m. (CT)	TBD, Kearney	GNWDB & CEOB
May 28, 2020	9 a.m. - 3 p.m. (CT)	TBD, Ogallala	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	Employment and Training Nebraska Department of Labor NDOL.GreaterNebraska@nebraska.gov
Board Planning/Support, Program Coordination, and Compliance	Ashley Mathers <i>Program Coordinator</i> Greater Nebraska Workforce Development Area Nebraska Department of Labor PHONE 308-221-6959 ashley.mathers@nebraska.gov
One-Stop Operator	Employment and Training Nebraska Department of Labor Ndol.greaternebraska@nebraska.gov
Program Oversight	Kelsey Miller <i>Workforce Administrator</i> Nebraska Department of Labor PHONE 308-535-8340 kelsey.miller@nebraska.gov

* Date contingent on CEOB and GNWDB approval at the October 24, 2019 meeting.

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

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

