

Workforce Investment Act

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# Annual Report

State of Nebraska

Program Year 2003

July 1, 2003 through June 30, 2004



This is a publication of the Nebraska Workforce Investment Board.  
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**Mike Johanns**, Governor

**Fernando Lecuona III**, Commissioner of Labor, State WIA Liaison

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Pepper Aasgaard, Jeff Anderson, Dr. Doug Christensen, Bruce Cutright, Dr. Connie Eichhorn, Pamela Lancaster, Daniel Mauk, Liz Mazzotta, Gayle McClure, Charles Richter, Trevis Sallis, Dr. Pearl Van Zandt

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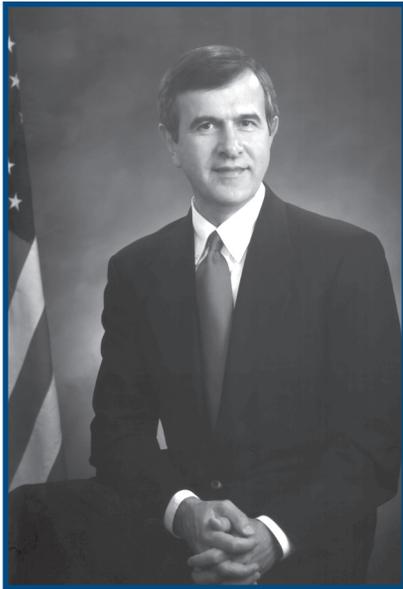
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Nebraska Workforce Development is a Proud Member of America's Workforce Network

# Objectives



Governor Mike Johanns

- Prepare a workforce to meet the changing needs of Nebraska employers to compete in the global marketplace.
- Expand employment opportunities for all Nebraskans by providing greater access to skill training, education, and career information.
- Assure efficient use of Nebraska's Workforce Development resources by coordinating programs and streamlining services.

“Because of our efforts in Nebraska, we are moving toward our workforce development goals. These goals include helping employers recruit and retain talented workers, fostering an environment that supports and provides the best training and educational opportunities and helping workers find rewarding employment success. As a result of these endeavors, we are opening up new opportunities for workers and employers across the state each and every day.”

*Governor Mike Johanns*

# Nebraska Workforce Investment Board



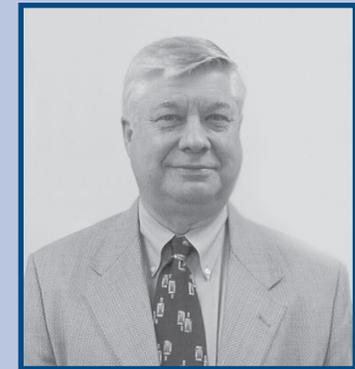
Fernando Lecuona III,  
Commissioner of Labor,  
State WIA Liaison,  
and NWIB member.

- Organized in December, 1999.
- 55 Members
- Majority of membership (28) comes from business and industry.
- The Chair is Donavon Heimes (Corporate Finance Associates - Columbus, NE)
- The Vice-Chair is Jim Linderholm (HWS Consulting Group Inc. - Lincoln, NE)

The Board is a public body as defined by Nebraska law and is subject to both the Public Records law and the Public Meeting Law requirements.

“The Nebraska Workforce Investment Board is a dynamic board that is focused on making continuing improvements in the delivery and quality of workforce development services for both employees and employers. Since passage of the Workforce Investment Act in 1998, Nebraska has adopted the concepts and objectives of the Act and has been a leader among the states in its successful implementation. For the second year in a row, Nebraska has received a \$750,000 incentive bonus under a special Federal program in which only 23 states qualified. Governor Johanns again demonstrated his support for the Workforce Development concept by hosting his 4th Annual Summit on Workforce Development which brings together business leaders, service providers and agency leaders to discuss the important issues. In an effort to better understand how we can better meet the needs of business and agency leaders, Nebraska recently held a special Summit for Business Leaders. Based on this Summit’s feedback and results from ongoing surveys, new avenues for providing and marketing services shall be explored in the coming year. Thanks to all who are devoting their time, energy and skills to the workforce development effort. It has been a privilege and a pleasure to work with the members and the staff of this board. Their efforts do make a difference.”

*Don Heimes, Chair, Nebraska Workforce Investment Board*



Don Heimes, Chair  
State Workforce  
Investment Board

## Nebraska Workforce Investment Board

### STANDING COMMITTEES



Don Heimes, Chair  
Managing Director, Corporate  
Finance Associates - Columbus



Gayle McClure, Chair  
Sr. Vice President, Dutton-  
Lainson Co. - Hastings



Tom Whalen, Co-Chair  
Principal, SilverStone  
Group - Omaha



Jim Linderholm, Co-Chair  
Chairman, HWS Consulting  
Group, Inc. - Lincoln



Mark Lutz, Chair  
Administrator, Nebraska  
Restaurant Association - Lincoln

### SPECIAL COMMITTEES

#### Executive Committee

- Authority to act on behalf of the NWIB between scheduled meetings.

#### Compliance Committee

- Grant planning, administration and service delivery.
- Performance Measures.
- Youth services and programs.
- Adoption of continuous improvement.
- Allocations.

#### Workforce and Economic Development Committee

- Recommend strategic initiatives after obtaining quantitative data on workforce and economic development trends and issues.
- Communicate ways to increase the use and awareness of services at the Career Centers.

#### Finance Committee

- Obtain data on the funds used within Nebraska Workforce Development programs.
- Make recommendations as to the use and source of funds.

# NWIB Roster



## BUSINESS

<b>Donavon Heimes, Chair</b>	Columbus
<b>Jim Linderholm, Vice Chair</b>	Lincoln
<b>Pepper Aasgaard</b>	Omaha
<b>Michael Abramson</b>	Omaha
<b>Cheryl Burkhart-Kriesel</b>	Gurley
<b>Tammie Burns</b>	Lincoln
<b>James Cada</b>	Lincoln
<b>Bruce Cutright</b>	Hastings
<b>Kay Erickson</b>	Albion
<b>Mathew Fleischer</b>	Columbus
<b>J. Brent Gilbert</b>	Omaha
<b>Larry Hiers</b>	Sidney
<b>Richard Johnson</b>	Kearney
<b>Darlene Kiefer</b>	Kimball
<b>Mark Lutz</b>	Lincoln
<b>Daniel Mauk</b>	Norfolk
<b>Liz Mazzotta</b>	Omaha
<b>Gayle McClure</b>	Hastings
<b>Betty Palmer</b>	Springview
<b>Dana Patterson</b>	Omaha
<b>Charles Richter</b>	Omaha
<b>Becky Stitt</b>	Scottsbluff
<b>Robert Twiss</b>	Gretna
<b>Suzanne Mahel Tyrrell</b>	Lincoln
<b>Tom Whalen</b>	Omaha
<b>Raymond Wright</b>	Nebraska City

## GOVERNOR OF NEBRASKA

**Governor Mike Johanns** Lincoln

### ELECTED OFFICIALS

**Mayor Mike Fahey** Omaha  
**Pamela Lancaster** Grand Island  
**Mayor Coleen J. Seng** Lincoln

### LEGISLATURE

**Sen. Patrick Bourne** Omaha  
**Sen. Matt Connealy** Decatur

### LABOR

**Jeff Anderson** Omaha  
**Ken Mass** Omaha

### GOVERNOR DESIGNATE

**Garold Chalupa** Lincoln  
**Michelle Olson** Omaha  
**Dr. John Owens** Lincoln  
**Paulo Reynoso** North Platte  
**Trevis Sallis** Omaha  
**Larry Scherer** Lincoln  
**Dr. Pearl Van Zandt** Lincoln

## STATE AGENCY

### Labor

**Fernando Lecuona III** Omaha

### Education

**Dr. Douglas Christensen** Lincoln

### Health and Human Services

**Nancy Montanez** Lincoln

### Economic Development

**Richard Baier** Lincoln

### COMMUNITY BASED ORGANIZATION

**Dennis Baack** Lincoln  
**Peg Harriott** Omaha  
**Jose Zapata** Loup City

### YOUTH

**Dr. Connie Eichhorn** Omaha

# Workforce Investment Act



Governor Mike Johanns

Nebraska Workforce Investment Board

Greater Lincoln Workforce Investment Area  
(Serves Lancaster & Saunders Counties)  
CEO: Mayor Coleen J. Seng

Greater Omaha Workforce Investment Area  
(Serves Douglas, Washington & Sarpy Counties)  
CEO: Mayor Mike Fahey

Greater Nebraska Workforce Investment Area  
(Serves 88 rural county area)  
CEO: Local Elected Officials Board

Local Workforce Investment Board

Local Workforce Investment Board

Local Youth Council

Local Youth Council

**Region I** – County Commissioner John Madsen, Chadron

**Region II** – County Commissioner Linda Benjamin, Cozad; Mayor John Fagot, Lexington; Mayor Jerda Garey, McCook

**Region III** – County Supervisor Pamela Lancaster, Grand Island; Mayor Richard Sheehy, Hastings; Mayor Jay Vavricek, Grand Island

**Region IV** – Mayor Jo Dee Adelung, Nebraska City; Mayor Roger Glawatz, Seward;

County Commissioner Phil Weber, Dorchester  
**Region V** – Mayor Gordon Adams, Norfolk; Mayor Donald Edwards, Fremont; County Supervisor Ronald Pfeifer, Lindsay

Local Workforce Investment Board

Local Youth Council

## Workforce Investment Areas Are Responsible For:

- Local Plan and Budget
- Establish and certify One Stop Delivery System
- Provide Rapid Response Services to laid off and dislocated workers
- Choose eligible service providers
- Establish performance accountability system
- Establish reporting and monitoring capabilities
- Develop and implement a continuous improvement plan.

## Core Services

- Eligibility Determination
- Outreach, Intake, and Orientation to Available Services
- Initial Assessment
- Job Search
- Placement Assistance
- Career Counseling
- Labor Market Information Delivery
- Performance and Program Cost Information on Eligible Providers of Training Services
- Local Area Performance Information
- Information on Filing Claims for Unemployment Compensation
- Assistance in Establishing Eligibility for other programs
- Follow-Up Service
- Supportive Service Information Provided

## Intensive Services

- Comprehensive and Specialized Assessments
- Development of an Individual Employment Plan
- Group Counseling
- Individual Counseling and Career Planning
- Case Management
- Short-term Prevocational Services

## Training Services

- Occupational Skills Training
- On-the-Job Training
- Combination of Workplace Training with Related Instructions
- Private Sector Training
- Skill Upgrade and Retraining
- Entrepreneurial Training
- Job Readiness Training
- Adult Education and Literacy Activities
- English as a Second Language
- Customized Training

## Youth Services

- Tutoring, Study Skills Training, and Dropout Prevention Strategies
- Alternative Secondary School Services
- Summer Employment Opportunities
- Work Experiences, including Internships and Job Shadowing
- Occupational Skills Training
- Leadership Development Opportunities
- Adult Mentoring
- Follow-Up Services
- Comprehensive Guidance and Counseling

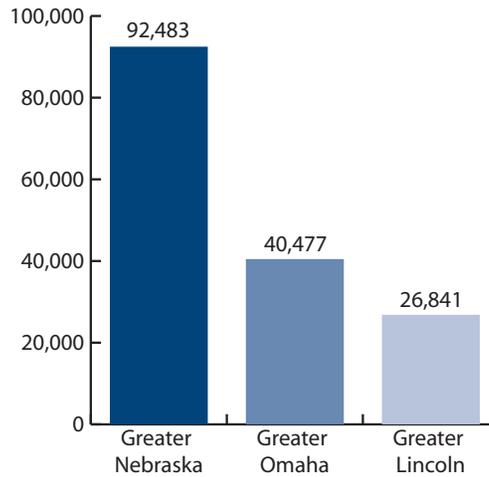
## Supportive Services

- As defined in Local Plans, may include services such as transportation, child care, dependent care, housing, needs-related payments that are necessary to enable an individual to participate in authorized activities.

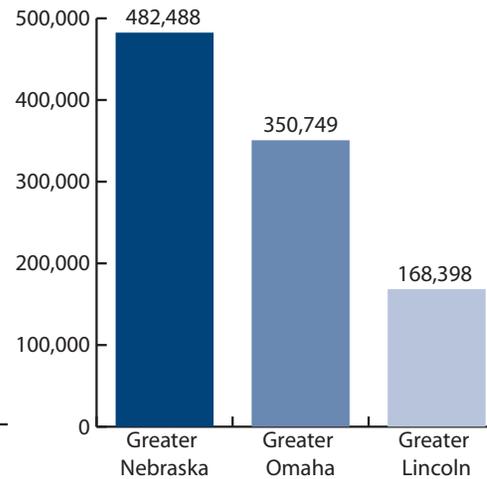
# Customer Base



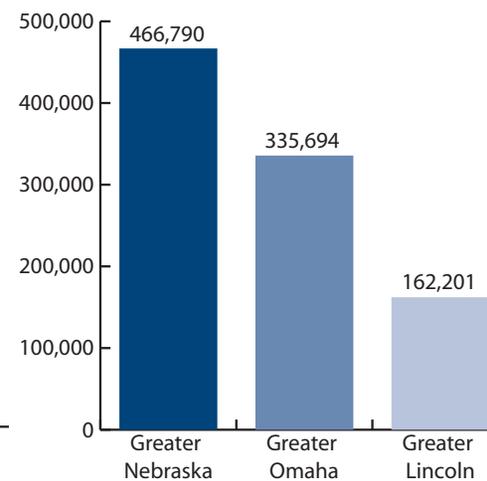
**\*Accessing Services Through One-Stop System**



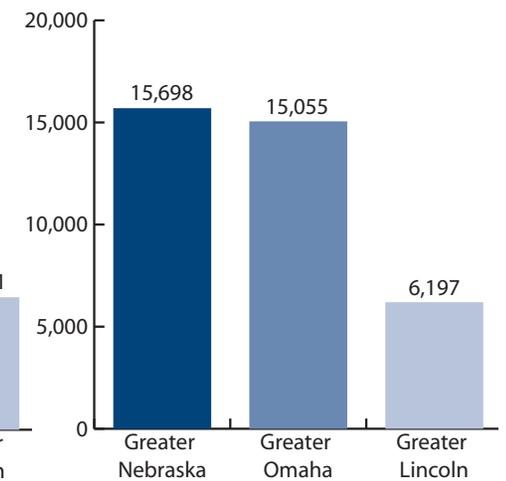
**Labor Force (June 2004)**



**Employment (June 2004)**



**Unemployment (June 2004)**



\* Self-service customers may not always be reflected.

# Major Career Center Partners



Partners: Fernando Lecuona III (Commissioner of Labor), Tony Raimondo (Nebraska Worker Training Board Chairperson and Behlen Manufacturing Company - CEO), and Richard Baier (Director of Economic Development).

“The focus of our local area clearly is upon understanding the connection between workforce and economic development needs and then acting to make that connection better for both job seekers and employers.”

*Quote from the Greater Lincoln WIB Chair*

- Adult Employment and Training Activities
- Dislocated Worker Employment and Training Activities
- Youth Activities
- Migrant and Seasonal Farmworker Programs
- Veterans' Programs
- Native American Programs
- Job Corps
- Employment Services
- Adult Education and Literacy
- Post Secondary Vocational Education
- Vocational Rehabilitation
- Welfare-to-Work
- Title V of the Older Americans Act
- Trade Adjustment Assistance
- NAFTA Transitional Adjustment Assistance
- Community Services Block Grant
- U.S. Department of Housing and Urban Development Employment and Training Programs
- Unemployment Insurance
- Health and Human Services System - Employment First

# Carl D. Perkins Act

**Q.** If Perkins funding changes during the reauthorization process, what impact will that have on WIA?

**A.** There are no anticipated major changes in the legislation with the relationship of WIA. As Perkins is reauthorized, the continued commitment to collaborate and coordinate with WIA is a priority in Nebraska.

**Q.** Has data been gathered to determine the impact with postsecondary students who have accessed Perkins resources in WIA programs, and what has been the involvement?

**A.** No, this data has not been gathered. The funding process for Perkins is at the district/institution and program levels and the student performance reporting is at the aggregate level of the district/institution. The funding and reporting process does not currently create a connection to the individuals served within WIA programs. Work is being explored to possibly connect with UI wage record data for the postsecondary students in the areas of job placement and employment retention. This may create a possible link between those served through the Perkins funding and through WIA based programs.

**Q.** Is Career and Tech Ed using career paths in a manner that would be beneficial to WIA?

**A.** The development of career paths (also forms of career fields and clusters) will definitely create a beneficial link to WIA. The relationship and commitment with Workforce Development and WIA has created a common language. Processes are occurring at the developmental stages of building curriculum, reporting and displaying Labor Market Information data, and various other activities that continue to create an organizational structure consistent in both the education and labor areas.

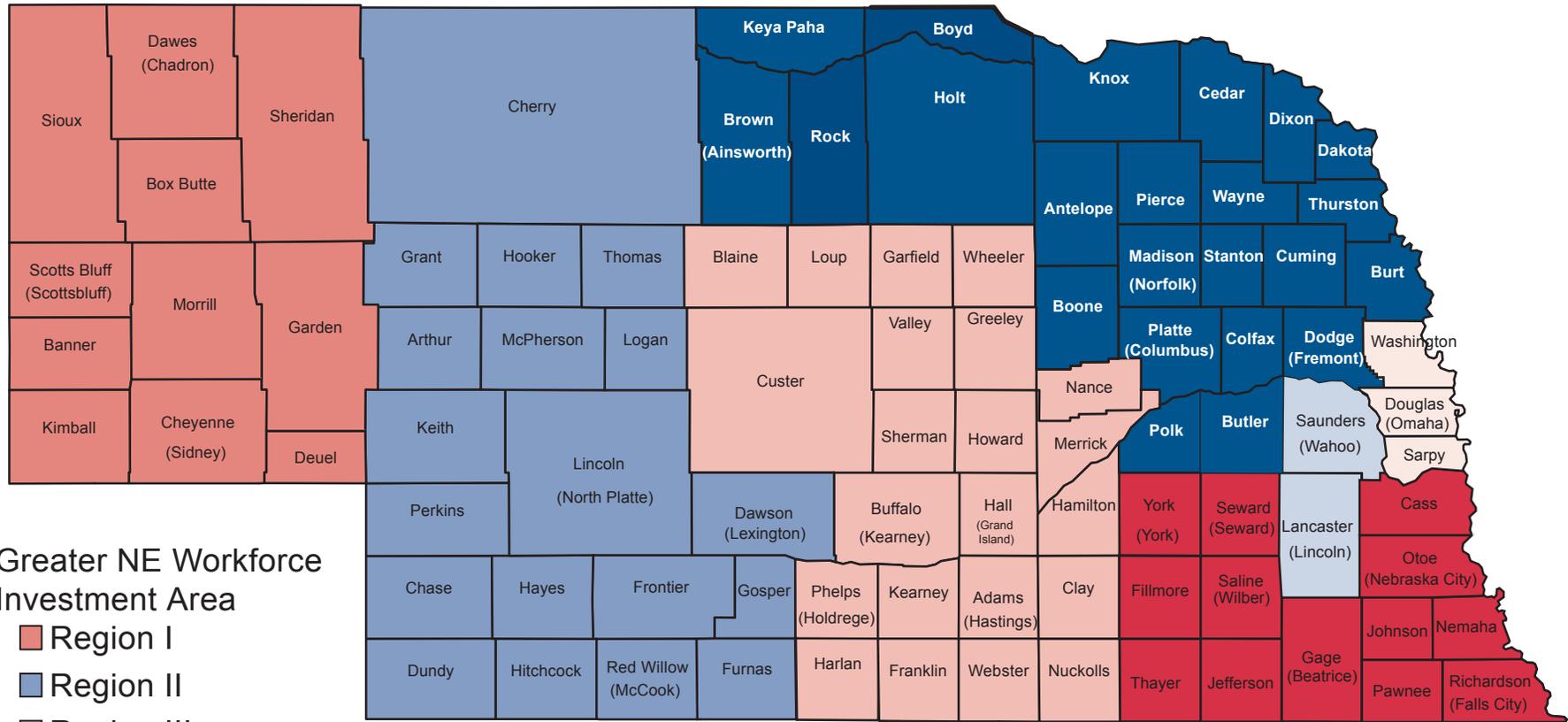


Nebraska Workforce Investment Board's Compliance Committee meeting. Gayle McClure, Pepper Aasgaard, Dr. Connie Eichhorn, Charles Richter, Liz Mazzotta, Jeff Anderson, Dr. Pearl Van Zandt

**Comment:**

**The Compliance Committee reviewed the information on Carl D. Perkins Act coordination and found it acceptable.**

# Nebraska Local Workforce Investment Areas



## Greater NE Workforce Investment Area

Region I

Region II

Region III

Region IV

Region V

Greater Lincoln Workforce Investment Area

Greater Omaha Workforce Investment Area

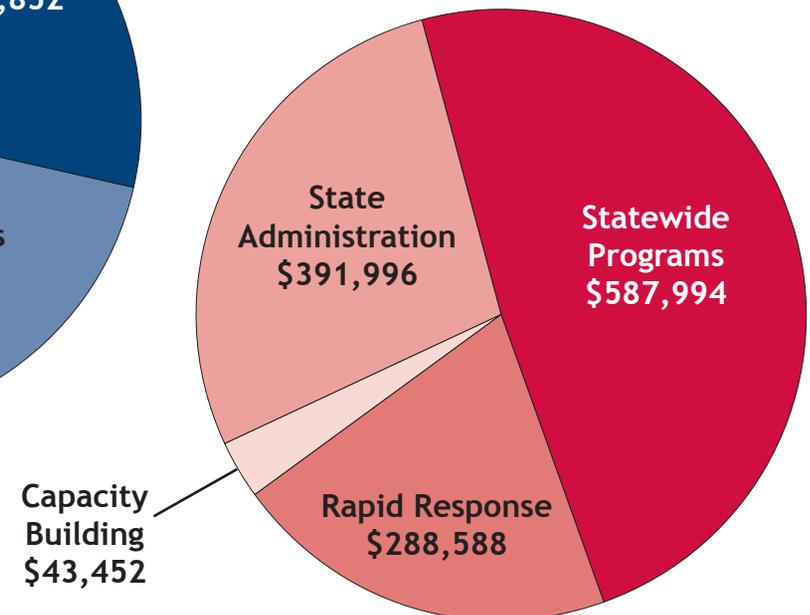
## Program Year 2003 WIA Title I Funding

Total = \$7,839,950



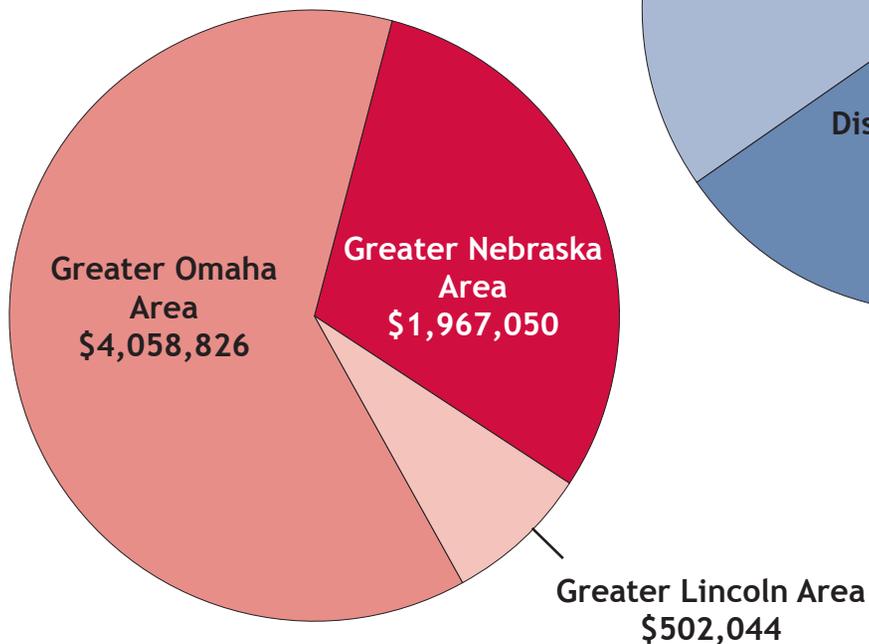
## State Level Funding

Total = \$1,312,030



## Local Area Funding

Total = \$6,527,920



# WIA Financial Statement



Operating Results	Available	Expended	Percent	Balance Remaining
Total All Funds Sources	\$12,994,013	\$7,361,543	56.7%	\$5,632,470
Adult Program Funds	\$1,923,552	\$696,483	36.2%	\$1,227,069
<i>Carry in Monies (no add)</i>	\$877,306	\$877,306	100%	\$0
Dislocated Worker Program Funds	\$1,731,023	\$573,679	33.1%	\$1,157,344
** <i>Carry in Monies (no add)</i>	\$1,112,924	\$1,112,924	100%	\$0
Youth Program Funds	\$2,083,259	\$1,278,994	61.4%	\$804,265
<i>Carry in Monies (no add)</i>	\$1,126,377	\$1,126,377	100%	\$0
Out-of-School Youth		\$918,817		
In-School Youth		\$1,486,554		
Local Administration Funds	\$637,538	\$452,006	70.9%	\$185,532
<i>Carry in Monies (no add)</i>	\$321,092	\$321,092	100%	\$0
Rapid Response Funds	\$288,588	\$0	0.0%	\$288,588
** <i>Carry in Monies (no add)</i>	\$290,130	\$73,428	25.3%	\$216,702
Statewide Activity Funds	\$1,175,990	\$152,548	13.0%	\$1,023,442
<i>Carry in Monies (no add)</i>	\$1,426,234	\$696,706	48.8%	\$729,528

## Cost-Effectiveness C-E Ratio

Overall, All Program Strategies	\$1,822
Adult Program	\$1,824
Dislocated Worker Program	\$1,452
Youth Program	\$2,219

**NOTE:** Nebraska initially received \$7,853,536 in WIA Title I Adult, Youth, and Dislocated Worker funds for Program Year 2003. The Consolidated Appropriations Act of 2004 required an across-the-board reduction of .59 percent to the FY 2004 advance funds for the Adult and Dislocated Worker programs. Nebraska's rescission amount for the Adult program was \$10,476. Nebraska's rescission amount for the Dislocated Worker program was \$12,513. However, Nebraska's Dislocated Worker program received \$9,403 through the reallocation process. These changes reduced Nebraska's total amount of WIA Title I Adult, Youth, and Dislocated Worker funds for Program Year 2003 to \$7,839,950.

\*\* \$85,000 of Rapid Response carry in monies were distributed to a Local Area for Program activities.

# Career Center Office Locations



Career Centers serve as the cornerstone of the Workforce Investment system. These centers unify training, education, and employment programs into one customer-friendly system in each community.

(Includes Comprehensive, Affiliate, and Access Sites)

★ Denotes Certified Comprehensive Career Center    ■ Certified Affiliate One Stop Career Center    ● Nebraska Workforce Development Career Center

**Alliance**  
302 Box Butte Avenue  
Alliance, NE 69301-3342  
(308) 763-2935  
Fax: (308) 763-2936

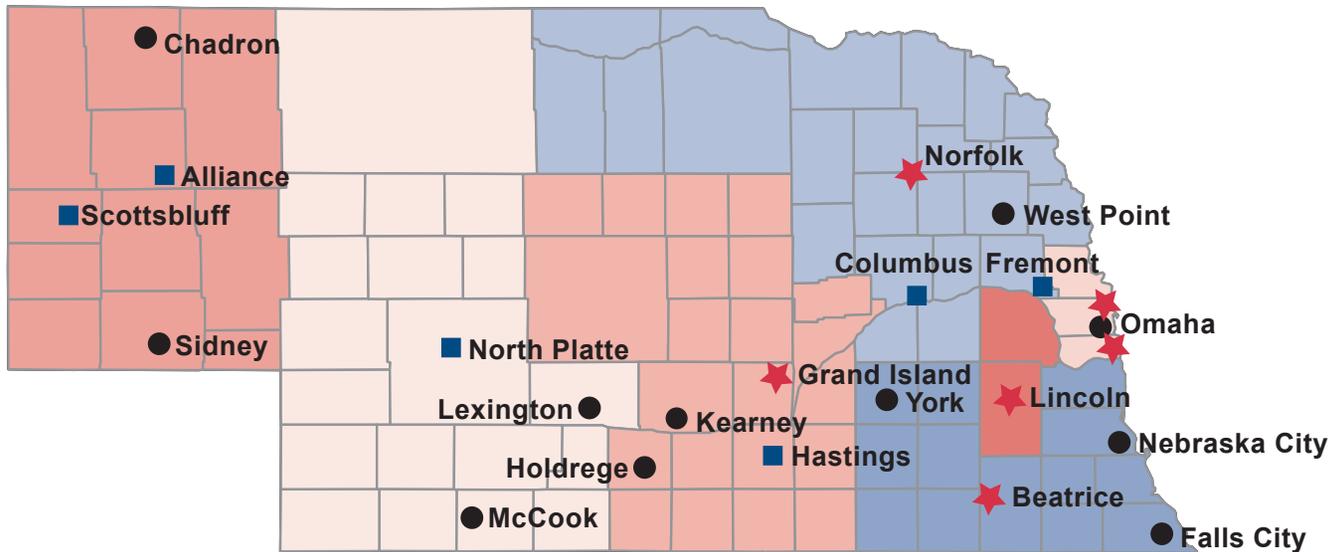
**Beatrice \***  
5109 West Scott Road  
Suite 413  
Beatrice, NE 68310-7059  
(402) 223-6060  
Fax: (402) 223-6088

**Chadron**  
250 Main Street  
Chadron, NE 69337-2356  
(308) 432-6121  
Fax: (308) 432-6129

**Columbus**  
3020 18th St., Ste. #1  
Columbus, NE 68601-4254  
(402) 564-7160  
Fax: (402) 563-2715

**Falls City**  
1423 Harlan Street  
Falls City, NE 68355-2653  
(402) 245-4401  
Fax: (402) 245-4402

**Fremont**  
406 East 6th Street  
Fremont, NE 68025-5136  
(402) 727-3250  
Fax: (402) 727-3264



**Grand Island \***  
1306 West 3rd Street  
Grand Island, NE 68801  
(308) 385-6300  
Fax: (308) 385-6029

**Hastings**  
Landmark Center, Ste. 338  
2727 West 2nd Street  
Hastings, NE 68901-4663  
(402) 462-1867  
Fax: (402) 462-1896

**Holdrege**  
502 East Avenue, 2nd Floor  
Holdrege, NE 68949-0073  
(308) 995-5627  
Fax: (308) 995-5321

**Kearney**  
124 West 46th Street, Ste. 106  
Kearney, NE 68847-8348  
(308) 865-5404  
Fax: (308) 865-5407

**Lexington**  
1308 North Adams  
Lexington, NE 68850  
(308) 324-2064  
Fax: (308) 324-6320

**Lincoln \***  
1010 "N" Street  
Lincoln, NE 68508  
(402) 471-2275  
Fax: (402) 471-9776 or  
(402) 441-6038

**McCook**  
220 West 1st Street  
McCook, NE 69001-3601  
(308) 345-8470  
Fax: (308) 345-8471

**Nebraska City**  
905 Third Corso  
Nebraska City, NE 68410-0700  
(402) 873-3384  
Fax: (402) 873-3552

**Norfolk \***  
105 East Norfolk Avenue, Ste 100  
Norfolk, NE 68701  
(402) 370-3430  
Fax: (402) 370-4431

**North Platte**  
306 East 6th, Ste. 140  
North Platte, NE 69101-4160  
(308) 535-8320  
Fax: (308) 535-8085

**Omaha**  
**Blue Lion Centre \***  
2421 North 24th Street  
Omaha, NE 68110  
(402) 444-4700  
Fax: (402) 444-3755

**5404 Cedar Street \***  
Omaha, NE 68106  
(402) 595-3000  
Fax: (402) 595-2701

4826 South 24th Street  
Omaha, NE 68105  
(402) 444-3572  
Fax: (402) 996-8088

**Scottsbluff**  
1717 Avenue C  
Scottsbluff, NE  
69361-2332  
(308) 632-1420  
Fax: (308) 632-1414

**Sidney**  
927 23rd Avenue  
Sidney, NE 69162-1418  
(308) 254-6937  
Fax: (308) 254-6916

**West Point**  
539 East Decatur Street  
West Point, NE 68788  
(402) 372-5749

**York**  
510 Lincoln Avenue  
York, NE 68467-2997  
(402) 362-5891  
Fax: (402) 362-5901

# Awards and Recognition



## Greater Lincoln

- The Greater Lincoln Workforce Investment Board hosted an Employee Appreciation Breakfast for One Stop Career Center staff. Corporate sponsors for the event were Behlen Productions, Duncan Aviation, HWS Consulting Group, Inc., and The Cornhusker Hotel.
- Mark Koller of HRConnex received a Volunteer Award from the Lancaster County Commissioners for participation in numerous community groups, including the Greater Lincoln Workforce Investment Board, Lincoln's Community Development Task Force, and the Board of Neighborhoods, Inc. Having been appointed in 1999, Mark is an original member of the Workforce Investment Board.
- The Lincoln Job Corps staff received special recognition from Dynamic Educational Systems, Inc. for their admissions and career transition services.

## Greater Omaha

- Board members recognized: Mike Kohler (Cox Communications, One of Omaha's Best Places to Work Award, J.D. Powers Award); Gail Braun (City of Omaha, Outstanding Efforts Toward the Abolishment of Domestic Violence); Megan Barlow (Nebraska Furniture Mart, National Safety Award); Joel Rogers (NE Health and Human Services, Global War on Terrorism Expeditionary Medal Sea Service Deployment Ribbon and the Navy, Marine Corps Overseas Ribbon); Virgil Keller (United Way of the Midlands, Gold Level Well Workplace Award from Wellness Council of the Midlands); and Susan Shald (The Gallup Organization, Charles H. Weitz Award of Excellence, Special Olympics-Breakfast of Champions Award, Heartland Big Brother Big Sister Award, Cornhusker State Games Awards, Urban League of Nebraska 2003 Equal Opportunity Day Award, Omaha Henry Doorly Zoo Recognition, Nebraska Educational Telecommunications Award).

## Greater Nebraska

- Columbus One Stop Career Center was chosen as mentor site for National Business Learning Partnership. The goal of the National Business Learning Partnerships is to improve workforce system overall performance in local areas through effective engagement of business as customer, as strategic partner and as workforce system leaders. The Columbus One Stop Career Center was awarded \$10,000 in technical assistance funds, as part of the project.
- Nebraska Workforce Development – Department of Labor presented Key to the Future Awards: Leadership Award to Randy Kissinger (Regional Manager for Region III) for the "5 in 1" Labor Law Poster and Partnership Award to Angela Ramaekers (Employment Specialist in Region V) and the Columbus Collaborative Team Diversity Committee for the Let's Grow Columbus Initiative.
- Board Members recognized: Ann Chambers (Excellence Award from the National Institute for Staff and Organizational Development); Joyce Carroll (Completion of the Nebraska Safety Council Voluntary Protection Program Training); Don Smith (Grand Island Independent received the sweepstakes and first place for general excellence awards for daily newspapers presented by the Nebraska Press Association); and Kammie Reile Renter (Area III Highest Placements presented by the AARP Foundation Senior Community Service Employment Program).

## Statewide

- Manpower and the U.S. Department of Labor recently celebrated the one-year anniversary of a national business partnership formed to create joint employment and training strategies for unemployed and underemployed workers. Nebraska was one of only four states recognized for exceptionally successful business partnerships. Dee Ruleaux has worked for the past year with a Greater Nebraska Regional Manager, Ron Myers. Lincoln Workforce Development Manager Steve Richman was among those recognized for his efforts in building an effective partnership between Manpower and the Lincoln Workforce Development office.
- Nebraska exceeded the agreed to performance levels for outcomes in WIA Title I, Adult Education, and Vocational Education programs for PY 2002 allowing the state to qualify for a \$750,000 WIA Section 503 Incentive Grant in PY 2003.

# Successes



“As a single mom with a young child, I knew I would need a good paying job. I started school to become a Registered Nurse. I was receiving ADC and Food Stamps, but I could see that my finances were not going to be enough to finish school. I had worked hard and had a 3.3 GPA. A friend told me about the WIA program. I applied for assistance and with their financial backing I was able to finish my schooling. I am now working in a local hospital and earning over \$17.00 an hour. Over the next three years, I will be eligible for up to \$14,000 in bonuses. None of this would have been possible without the assistance from WIA. Thank you.”

**Greater Lincoln Adult Participant**

“I was in a pre-release program when a gentleman from Greater Omaha Workforce Development came to visit us. My life had been in total destruction because of my chronic use of drugs. Due to a gunshot wound, I lived on Social Security Disability for many years. After my incarceration, I went to a treatment center at the Campus of Hope. I was approved to attend the local Community College where I graduated with an Associate Degree. Then I was hired full time at the agency where I was doing my practicum. I am taking classes at the University. My goal is to get my Master’s Degree in Mental Health and Addiction. I have been sober now for three and a half years. I am highly indebted and grateful to your organization for helping me to become a productive member of society contributing something back to the community.”

**Greater Omaha Adult Participant**

“As a high school dropout, I came into the program just planning to attend a GED class. Nine months later, I had received my High School Diploma as well as having had an opportunity to attend a Chicago Youth Conference. Now I’ve set my goal on continuing my education at a four-year University. The one thing Workforce Development has taught me is perseverance and determination.”

**Greater Omaha Youth Program**

“After I lost my public school system job due to a reduction in force, I enrolled in the WIA Dislocated Worker program. With this program and the support of my case manager, I am now working full time and attending college. I feel like I am finally reaching my fullest potential. Before enrollment in this program, I was doomed to dead-end jobs with no chance for advancement. Now I have many future opportunities including a very satisfying career and the opportunity to continue my education. All this has been made possible by the WIA program and a case manager who believed in me. Rather than a job I have a career.”

**Greater Nebraska Dislocated Worker**

“In August of 2002, I found myself soon to become a single Mom and working as an office manager for \$6.50 an hour. Medical coding captured my interest and I was contemplating returning to school. I contacted Workforce Development and found that I could receive assistance to return to school and get a degree in Health Information Management. In May 2004, I graduated from Western Nebraska Community College. All this is wonderful, but even better is the fact that before I graduated I was offered a job as the Director of Medical Records in a small facility. I have tripled my earning capacity, increased my confidence in my abilities and my self-worth has greatly increased. I am very thankful for the opportunity to return to school and improve myself and improve the lives of my family members. Thank You!”

**Greater Nebraska Adult Participant**

“Getting laid off was quite stressful and a strain on my finances. I thought this process might be hard, and difficult to get the financial aid that could help me with my situation. But it was quick, easy and efficient, just like you said it would be. Your upbeat attitude and keeping me on task made a huge difference. Thank you for making this so easy. Pessimists I’ve talked with have said there must be a catch. I even brought one “pessimistic” friend with me and she was surprised by how easy it was. Words cannot express how much I really appreciate what you have done and your kind demeanor during this stressful time in my life.”

**Greater Lincoln Dislocated Worker**

# Evaluations and Continuous Improvement



The Nebraska Workforce Investment Board applied the Continuous Improvement Strategy based on Baldrige Quality Principles to their efforts in PY 2003. As part of the customer and market focus, actions were taken to increase communication between State and Local Board members with a Board Summit held in June, 2004 that included a Malcolm Baldrige workshop. The Board's committees also moved the Continuous Improvement process forward. The Compliance Committee surveyed the local areas to evaluate the progress made in meeting the goals established in the Workforce Investment Act Strategic Plan. The Economic and Workforce Development committee completed the pilot phase of developing a survey to identify gaps in labor market information potentially used by economic development professionals to assess the strengths of Nebraska communities. The Finance Committee put the finishing touches to a financial inventory report evaluating the dollar resources in Nebraska for job training activities. The local areas were also striving to improve their services and Career Center delivery as identified below:

## Greater Omaha

- Each program area has established monthly monitoring tools which help to forecast performance in several of the required 17 measures. Additionally, information is captured monthly on each Training Provider and program's performance as it relates to completions, entering employment upon completion and average. Meetings are held with the training providers to share this information.
- Partners are invited to make presentations at monthly all staff meetings. These informational sessions provide great opportunity to leverage resources, financially and programmatically.
- Tours and Orientations at employer worksites are attended monthly by WIA staff and partnering agencies. This creates a stronger awareness of career path opportunities for job seekers and training participants, and enhances staff knowledge about the soft and hard skills required within the various work cultures of Omaha's diverse employers.

## Greater Nebraska

- The Greater Nebraska Workforce Investment Board and One Stop Operators continue to use the Malcolm Baldrige Continuous Improvement Model in their business planning process. The Continuous Improvement Plans are living documents submitted annually by each One Stop Operator to the Office of Workforce Services.
- The Service Provider believes training is key to "becoming the best we can be." In PY03 Greater Nebraska participated in over ten training sessions.
- The Greater Nebraska One Stop Operators' Customer Surveys reflect the effort to provide 100% Customer Satisfaction to our partners, employers and job seekers. Testimony to higher customer satisfaction lies in the statistic that 86.7% of our customers would recommend One Stop Career Center Services to family or friends.

## Greater Lincoln

- Greater Lincoln One Stop Career Center staff completed the Baldrige Continuous Improvement Self Assessment. Staff defined 26 steps for improving services for the customers.
- Improvement steps completed or underway include: identification of Career Center goals and steps to achieve them; development of a Center wide activities report; involvement of all staff in monthly meetings; orientations during which all Partners presented their programs; development of the Partner Directory and Services guide; establishment of a Partner To Partner Team to identify and implement ways to improve customer flow and to increase customer resources; and opening of the Career Center Cooperative Computer Lab.
- Results of customer surveys distributed at the One Stop showed that: 96% of the respondents said they were treated with respect; 92% of the respondents said the entire process made efficient use of their time; and 94% said they would recommend our services to family and friends.
- The Lincoln Board, in partnership with Southeast Community College, sponsored a teleconference, "One Stop Success: How Can You See, Touch and Feel It?"

- **Tracking and Validating Performance**

The Tracking and Reporting Exchange System (TRES) continues to meet WIA Title I regulatory and reporting requirements for tracking WIA Title I participants. It is able to draw local and unemployment insurance data into a format that will allow for federal reporting from a statewide perspective. The performance data identified in the Tables section of this report was provided through this system. Data Validation procedures were implemented during PY 2003.

- **Renegotiation of Levels for Standards**

The goals for PY 2003 were renegotiated in late PY 2002. Due to economic conditions, the values set for Nebraska's Adult Earnings Change, Dislocated Workers Earnings Replacement Rate, and Older Youth Earnings Change measures were lowered from the original plan. Several other PY 2003 employment and retention measures reflect higher expectations than ever before.

- **Challenges**

Adjusting to the new time periods for some of the performance measures and meeting an earlier due date for submission of the Annual Report for PY 2003 was challenging.

The use of Unemployment Insurance (UI) wage records for ascertaining data for many of the performance measures is cost effective and brings credibility to the measurement process. However, Nebraska has many workers who are in employment not covered through the unemployment insurance system, i.e., federal government and railroad workers. In addition, the time lag required to access the UI wage record data prevents timely intervention at the local level.

- **Sharing Information with Other States**

By participating in the Wage Record Interchange System (WRIS), Nebraska tracks individuals who exit the program and find employment in partnering states. Since almost all of the states now share data through this system, the financial effects of program services on mobile populations are much clearer than in the past.

- **Nebraska's Decisions**

“To be considered eligible for receiving an incentive award, a local area must have a cumulative average of 100% of the core performance level per program area and customer satisfaction measures. When calculating an individual standard, performance is rounded to whole numbers.” [State Plan]

- **Overall Results**

Nebraska achieved at least a 100% cumulative program area score for each of the program areas and for the customer satisfaction group. In addition, all of the seventeen measures were over 80% of the negotiated performance levels. Although all of the local areas are eligible for a portion of the state incentive funding, the Greater Omaha Tri-County Alliance shall not receive state incentive funding for the adult program since they failed to meet a cumulative average of 100% of the core performance level for that program.

# Key Web Sites



A new cooperative computer lab at the Lincoln One Stop Career Center offers assistance for unemployed workers lacking computer skills. Started with donated equipment and a grant from the Woods Charitable Fund, Inc., the lab provides classes and tutorials to help people learn skills necessary to get and keep a job in a market that requires computer knowledge. Many partner agencies have collaborated in planning and implementing the computer lab, with special effort made by Goodwill, AARP, Lincoln Action Program, Lincoln Area Agency on Aging, and Manpower.

## State

State of Nebraska — [www.state.ne.us](http://www.state.ne.us)  
NE Commission for the Blind and Visually Impaired — [www.ncbvi.state.ne.us](http://www.ncbvi.state.ne.us)  
NE Department of Economic Development — [www.neded.org](http://www.neded.org)  
NE Department of Education — [www.nde.state.ne.us](http://www.nde.state.ne.us)  
NE Health and Human Services System — [www.hhs.state.ne.us](http://www.hhs.state.ne.us)  
NE Unicameral Legislature — [www.unicam.state.ne.us/index.htm](http://www.unicam.state.ne.us/index.htm)  
NE Vocational Rehabilitation — [www.vocrehab.state.ne.us](http://www.vocrehab.state.ne.us)  
NE Workforce Development - Department of Labor — [www.NebraskaWorkforce.com](http://www.NebraskaWorkforce.com)  
[Information — WIA — State Plan and WIA Policies]

## Local

Greater Lincoln — [www.ci.lincoln.ne.us/city/urban/WIadmin/index.htm](http://www.ci.lincoln.ne.us/city/urban/WIadmin/index.htm)  
[www.lincolnjobs.com](http://www.lincolnjobs.com); [www.workresources.org](http://www.workresources.org)  
Greater Nebraska — [www.greaternebraskawib.com](http://www.greaternebraskawib.com)  
Greater Omaha — [www.ci.omaha.ne.us/departments/gowd](http://www.ci.omaha.ne.us/departments/gowd)

## National

America's Job Bank — [www.ajb.dni.us](http://www.ajb.dni.us)  
Employment and Training Administration — [www.doleta.gov](http://www.doleta.gov)  
U.S. Department of Education — [www.ed.gov](http://www.ed.gov)  
U.S. Department of Health and Human Services — [www.hhs.gov](http://www.hhs.gov)  
U.S. Department of Labor — [www.dol.gov](http://www.dol.gov)

## WIA Annual Report Data

State Name: NE

Program Year: 2003

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	70	83.8	884	1,243	1,243	71.1
Employers	71	76.9	665	3,914	748	88.9

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73	89.5	145
			162
Employment Retention Rate	76	92	218
			237
Earnings Change in Six Month	2,600	2,962	610,129
			206
Employment and Credential Rate	52	67.3	142
			211

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	96.4	27	80	8	88.9	8	100	5
		28		10		9		5
Employment Retention Rate	92.9	39	85	17	95.2	20	87.5	7
		42		20		21		8
Earnings Change in Six Months	3,155	123,051	2,890	52,011	3,304	56,176	-2,342	-9,368
		39		18		17		4
Employment and Credential Rate	71	22	36.4	4	75	6	100	5
		31		11		8		5

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	88.8	127	94.7	18
		143		19
Employment Retention Rate	92.2	178	90.9	40
		193		44
Earnings Change in Six Months	3,134	523,303	2,226	86,826
		167		39

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	82	92.2	402
Employment Retention Rate	88	96.6	368	381
Earnings Replacement in Six Months	86	77	4,006,694	5,201,510
Employment and Credential Rate	52	75.8	301	397

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	87	60	78.6	11	86.4	38	83.3
		69		14		44		6
Employment Retention Rate	93.9	62	90	9	97.4	38	100	4
		66		10		39		4
Earnings Replacement Rate	62.2	678,133	61.6	62,391	41.9	204,192	738	48,803
		1,089,789		101,202		487,877		6,613
Employment And Credential Rate	77.4	48	41.7	5	62.8	27	83.3	5
		62		12		43		6

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	91.4	363	100
397			39	
Employment Retention Rate	97	318	94.3	50
		328		53
Earnings Replacement Rate	75.6	3,522,763	89	483,931
		4,657,842		543,668

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	62
Employment Retention Rate	79	90.5	68
			38
Earnings Change in Six Months	1,500	4,531	163,118
			36
Credential Rate	48	53.6	45
			84

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	85.7	12 14	0	0 1	72.7	8 11	84
Employment Retention Rate	77.8	7 9	0	0 1	100	5 5	87.5	28 32
Earnings Change in Six Months	5,400	43,199 8	2,005	2,005 1	3,641	10,922 3	4,510	126,289 28
Credential Rate	56.3	9 16	0	0 1	50	6 12	50.8	31 61

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	70	83.4	848 1,017
Diploma or Equivalent Attainment Rate	49	77.6	132 170	
Retention Rate	58	61.7	87 141	

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	83.6	148	85.6	166	65	93
		177		194		143
Diploma or Equivalent Attainment Rate	53.8	7	88.9	24	52.9	9
		13		27		17
Retention Rate	65.2	15	75	30	67.9	19
		23		40		28

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85	278	2,864	807,718	4.8	7	3,967	472,118	66.2	96
		327		282		145		119		145
Dislocated Workers	91.7	342	81.5	4,022,856	3.5	14	5,615	2,055,013	70.6	284
		373		4,936,317		402		366		402
Older Youth	84.1	37	3,183	124,135	3.6	2	2,990	137,528		
		44		39		55		46		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>863</b>	<b>343</b>
<b>Dislocated Workers</b>	<b>1,162</b>	<b>484</b>
<b>Older Youth</b>	<b>283</b>	<b>96</b>
<b>Younger Youth</b>	<b>801</b>	<b>481</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$1,573,789.00</b>
<b>Local Dislocated Workers</b>		<b>\$1,686,603.00</b>
<b>Local Youth</b>		<b>\$2,405,371.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$73,428.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$131,548.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Capacity Building	<b>\$64,452.00</b>
	NTST	<b>\$200,000.00</b>
	MIS	<b>\$55,395.00</b>
	Miscellaneous	<b>\$74,893.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$6,265,479.00</b>

# WIA Annual Report Data

State Name: NE

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Greater Lincoln Workforce Investment Board	<b>Total Participants Served</b>	Adults	34
		Dislocated Workers	167
		Older Youth	13
		Younger Youth	28
	<b>Total Exiters</b>	Adults	18
		Dislocated Workers	50
		Older Youth	5
		Younger Youth	5

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	91.6
	Employers	71	71.7
Entered Employment Rate	Adults	73	100
	Dislocated Workers	82	95.1
	Older Youth	62	75
Retention Rate	Adults	76	100
	Dislocated Workers	88	96.8
	Older Youth	79	100
	Younger Youth	58	90
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,600	8,354
	Dislocated Workers	86	113.1
	Older Youth (\$)	1,500	2,352
Credential / Diploma Rate	Adults	52	72.7
	Dislocated Workers	52	85.3
	Older Youth	48	40
	Younger Youth	49	75
Skill Attainment Rate	Younger Youth	70	75.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Yes
			Exceeded

# WIA Annual Report Data

State Name: NE

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Greater Nebraska Workforce Investment Board	<b>Total Participants Served</b>	Adults	476
		Dislocated Workers	478
		Older Youth	144
		Younger Youth	260
	<b>Total Exiters</b>	Adults	147
		Dislocated Workers	192
		Older Youth	58
		Younger Youth	68

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	86
	Employers	71	79.1
Entered Employment Rate	Adults	73	93.2
	Dislocated Workers	82	93.8
	Older Youth	62	91.4
Retention Rate	Adults	76	92.3
	Dislocated Workers	88	97.4
	Older Youth	79	96.7
	Younger Youth	58	77.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,600	5,001
	Dislocated Workers	86	96.2
	Older Youth (\$)	1,500	4,669
Credential / Diploma Rate	Adults	52	78.5
	Dislocated Workers	52	77.9
	Older Youth	48	63.8
	Younger Youth	49	84.6
Skill Attainment Rate	Younger Youth	70	76
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded Yes

# WIA Annual Report Data

State Name: NE

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Greater Omaha Workforce Development	Total Participants Served	Adults	353
		Dislocated Workers	517
		Older Youth	126
		Younger Youth	513
	Total Exiters	Adults	178
		Dislocated Workers	242
		Older Youth	33
		Younger Youth	408

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	70	82
	Employers	71	71.1
Entered Employment Rate	Adults	73	86.3
	Dislocated Workers	82	90.6
	Older Youth	62	69
Retention Rate	Adults	76	91
	Dislocated Workers	88	96
	Older Youth	79	70
	Younger Youth	58	49.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,600	870
	Dislocated Workers	86	65.6
	Older Youth (\$)	1,500	4,375
Credential / Diploma Rate	Adults	52	59.5
	Dislocated Workers	52	73.3
	Older Youth	48	40.6
	Younger Youth	49	75.6
Skill Attainment Rate	Younger Youth	70	87.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	Yes		