

WIA

STATE OF NEBRASKA
WORKFORCE
INVESTMENT ACT
**2013 ANNUAL
REPORT**
JULY 1, 2013 -
JUNE 30, 2014

TABLE OF CONTENTS

- 3 Nebraska's Vision
- 4 Workforce Investment Board
- 5 Workforce Investment Act Flowchart
- 6 Nebraska Local Workforce Investment Areas
- 7 Local Area WIA Customer Base
- 7 State and Local WIA Revenues
- 8 WIA Financial Statement
- 9 Innovative Service Delivery Strategies
- 14 Evaluation and Continuous Improvement
- 18 Key Websites
- 19 Awards and Recognitions
- 20 Success Stories
- 24 WIA Waivers
- 25 Veterans Services
- 28 Carl D. Perkins Act
- 30 Customer Satisfaction
- 33 Tables
- 38 Appendix



DAVE HEINEMAN
Governor

JOHN H. ALBIN
Acting Commissioner of Labor,
State WIA Liaison and Nebraska
Workforce Investment Board Member

STAN ODENTHAL
Editor

GRACE JOHNSON
Editor

ANGELA HANSEN-KRUSE
Performance Data

NDOL FINANCE
Expenditure Reports

TAYLOR COLT
Design

This is a publication of the
**NEBRASKA WORKFORCE
INVESTMENT BOARD (NWIB) &
NEBRASKA DEPARTMENT
OF LABOR (NDOL)**

550 South 16th Street
Lincoln, NE 68509-4600
Telephone: (402) 471-9903
Fax: (402) 471-9917
dol.nebraska.gov
Published November 2014

Equal Opportunity Employer/Program. Auxiliary
aids and services are available upon request to
individuals with disabilities. TDD: 1.800.833.7352

NEBRASKA'S VISION

Nebraska's Workforce System is driven to find skill gap solutions, resource solutions, innovation solutions, and work readiness solutions that create a skilled and ready workforce for Nebraska employers.

Nebraska's competitive advantage in today's global knowledge-based economy focuses on three highly interrelated building blocks:

- The underlying performance of specific industry clusters in Nebraska based on employment trends, economic output, and geographic patterns of development
- The position of Nebraska in innovation and high-growth entrepreneurial development
- The talent position of Nebraska overall and within its leading industries

"Economic and education success are directly linked – and we have worked tirelessly to prioritize both in Nebraska. Over the last 10 years, we have kept a laser-like focus on creating higher paying jobs and developing a more highly-educated workforce. Through these efforts, our graduates and young professionals are prepared for high-quality, high-skill jobs with dynamic companies here in Nebraska."

Governor Dave Heineman



"Business, supported by a talented and well-prepared workforce, drives the Nebraska economy. When Nebraskans work together to build and sustain our workforce, our state maintains its standing as an exceptional place to live and work."

Catherine D. Lang – Former Commissioner of Labor (2008-2014), Director of Economic Development (2011-2014), State WIA Liaison and Nebraska Workforce Investment Board Member

WORKFORCE INVESTMENT BOARD

Information regarding the Nebraska Workforce Investment Board, the Performance Committee and the Executive Committee is located at www.dol.nebraska.gov.

AGRICULTURE & FOOD PROCESSING

- M.L. Martin, Coyote Lake Ranch, Inc. - North Platte
- Becky Stitt, Western Sugar Cooperative - Scottsbluff

ARCHITECTURE & CONSTRUCTION

- Cheryl Anderson, Leo A. Daly - Omaha
- Michael Geary, Kiewit & Sons - Omaha

FINANCIAL & INSURANCE

- Tammie Beck, Cabela's - Kearney
- Mathew (Bud) Fleischer, Columbus Bank - Columbus
- Bradley Schroeder, Blue Cross Blue Shield - Omaha

HEALTH SERVICES

- Terri Ridder, Franciscan Care Services, Inc. - West Point
- Bruce Cutright, Mary Lanning Memorial Hospital - Hastings

MANUFACTURING

- Vanessa K. Brown, Valmont Industries, Inc. - Omaha
- Brian Deakin, BD Medical - Holdrege
- Mark J. Moravec (Chair), Chief Industries, Inc. - Grand Island
- Carol Swigart, Hillaero Modification Center - Lincoln
- Gayle McClure, Dutton-Lainson Company - Hastings

RENEWABLE ENERGY

- Don Nordell, Black Hills Energy - Lincoln

TECHNOLOGY

- James R. Hanson, inTouch Communications - Omaha

TRANSPORTATION, WAREHOUSING, & DISTRIBUTION LOGISTICS

- Jennifer Sedlacek, Union Pacific Railroad - Omaha

LOCAL GOVERNMENT

- Vern Powers, Mayor of Hastings - Hastings

PARTNER AGENCIES

- Dennis Baack, Nebraska Community College Association
- Mindy Fisher, Migrant Seasonal Farm Workers
- Ronald Johns, Scotts Bluff County Detention Center
- Ken Mass, Nebraska State AFL-CIO
- Mark Ondracek, Steamfitters & Plumbers Local Union 464
- Michelle Olson, American Business Corporation/JobCorps
- Ann Rouch, Experience Works, Inc.
- Clyde Tyndall, Indian Center, Inc.

STATE GOVERNMENT

- Governor Dave Heinemann, State of Nebraska
- Lieutenant Governor John E. Nelson, State of Nebraska
- Senator Galen Hadley, Legislative District 37 - Kearney*
- Senator Steve Lathrop, Legislative District 12 - Omaha*

PARTNER AGENCIES

- John H. Albin, Nebraska Department of Labor;
- Matt Blomstedt, Nebraska Department of Education
- Dacia Kruse, Nebraska Department of Economic Development
- John McNally, Nebraska Department of Veterans Affairs
- Kerry Winterer, Nebraska Department of Health and Human Services

* *ex-officio member*



"A dynamic, demand-driven workforce system fully integrates multiple partner services to meet the changing needs of businesses and individuals by providing the knowledge, skills, and resources for learning, earning, and living today and tomorrow."

A handwritten signature in black ink that reads "Mark Moravec".

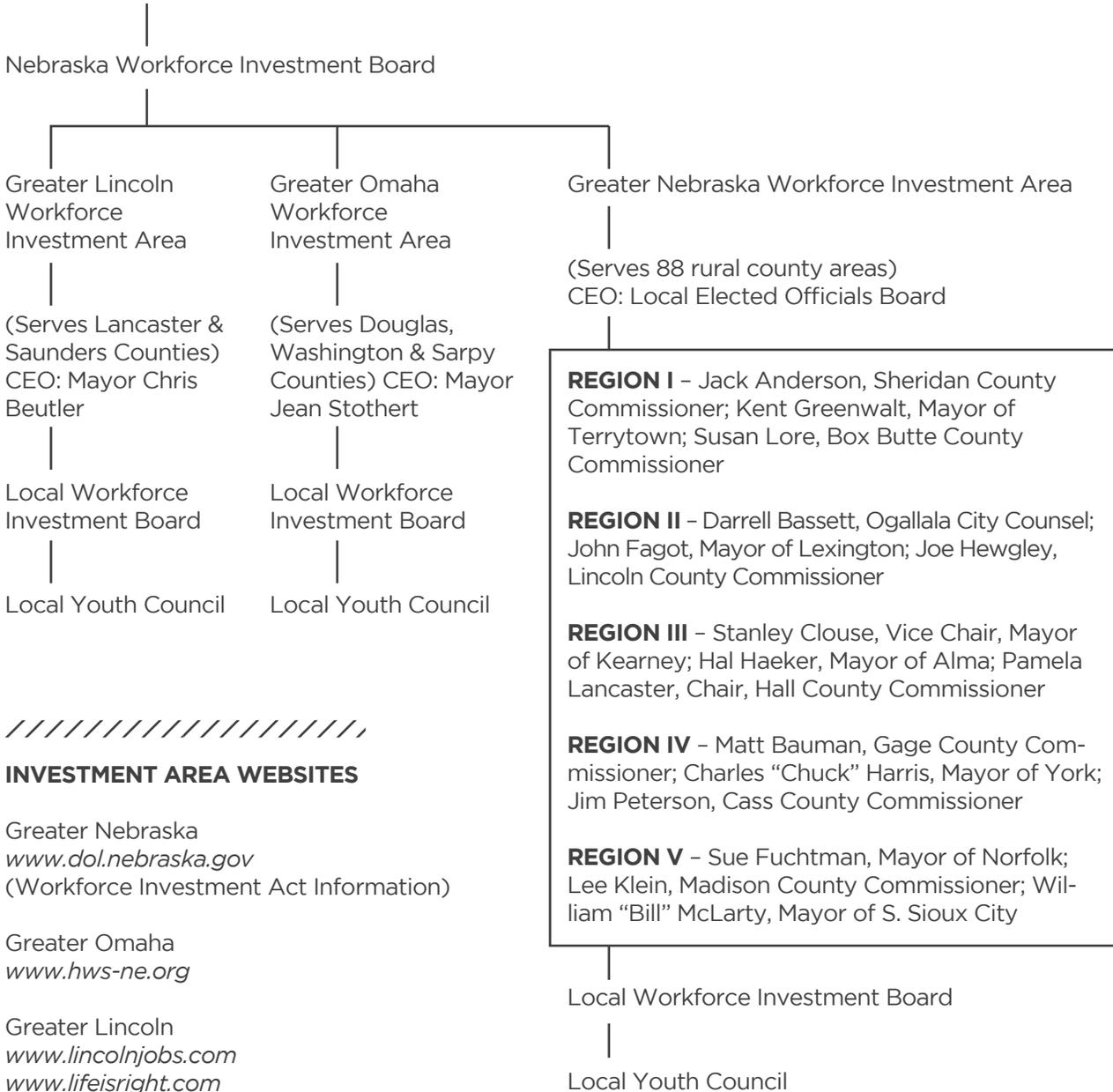
Mark Moravec (Chair),
Business Development
Manager at *Chief
Industries, Inc.*

WORKFORCE INVESTMENT ACT

WORKFORCE INVESTMENT AREAS ARE RESPONSIBLE FOR:

- Creating the local plan and budget
- Establishing and certifying the American Job Center delivery system
- Providing Rapid Response services to laid off and dislocated workers
- Choosing eligible service providers
- Establishing performance accountability systems
- Establishing reporting and monitoring capabilities

GOVERNOR DAVE HEINEMAN



INVESTMENT AREA WEBSITES

Greater Nebraska
www.dol.nebraska.gov
 (Workforce Investment Act Information)

Greater Omaha
www.hws-ne.org

Greater Lincoln
www.lincolnjobs.com
www.lifeisright.com

LOCAL WORKFORCE INVESTMENT AREAS, COMPREHENSIVE AMERICAN JOB CENTERS AND ACCESS SITES

American Job Centers serve as the cornerstone of the Workforce Investment system. These centers unify training, education, and employment programs into one customer-friendly system across Nebraska.

AMERICAN JOB CENTERS

LINCOLN
 American Job Center
 1111 O Street, Suite 205
 Lincoln, NE 68508
 402-441-1660
amjobctr@lincoln.ne.gov

OMAHA
 American Job Center
 Heartland Workforce Solutions
 5752 Ames Ave.
 Omaha, NE 68104
 402-44-4700
admin@hws-ne.org

GRAND ISLAND
 American Job Center
 203 East Stolley Park Rd, Ste. A
 Grand Island, NE 68801
 308-385-6312
ndol.grandislandwfd@nebraska.gov

COLUMBUS
 3100 23rd St., Ste. 22
 Columbus, NE 68601-3161
 402-564-7160
ndol.columbuswfd@nebraska.gov

HASTINGS
 2727 W. 2nd St., Ste. 338
 Hastings, NE 68901-4684
 402-462- 867
ndol.hastingswfd@nebraska.gov

LEXINGTON
 1501 Plum Creek Parkway, Ste. 3
 Lexington, NE 68850
 308-324-2064
ndol.lexingtonwfd@nebraska.gov

LINCOLN
 1111 O Street, Suite 222
 Lincoln, NE 68508
 402-471-2275
ndol.lincolnwfd@nebraska.gov

NORTH PLATTE
 306 E. 6th, Ste. 140
 North Platte, NE 69101-4160
 308-535-8320
ndol.northplattewfd@nebraska.gov

OMAHA
 5717 F St.
 Omaha, NE 68117-2822
 402-595-3000
ndol.omahawfd@nebraska.gov

SCOTTSBLUFF
 505A Broadway, Ste. 300
 Scottsbluff, NE 69361-2708
 308-632-1420
ndol.scottsbluffwfd@nebraska.gov

YORK
 510 Lincoln Ave.
 York, NE 68467-2997
 402-362-5891
ndol.yorkwfd@nebraska.gov

NDOL LOCATIONS

ALLIANCE
 302 Box Butte Avenue
 Alliance, NE 69301-3342
 308-763-2935
ndol.alliancewfd@nebraska.gov

BEATRICE
 5109 W. Scott Rd., Ste. 413
 Beatrice, NE 68310-7059
 402-223-6060
ndol.beatricewfd@nebraska.gov

NEBRASKA CITY
 917 Wildwood Lane, Ste. J
 Nebraska City, NE 68410-3312
 402-873-3384
ndol.nebraskacitywfd@nebraska.gov

NORFOLK
 105 E. Norfolk Ave., Ste. 100
 Norfolk, NE 68701
 402-370-3430
ndol.norfolkwfd@nebraska.gov



- GREATER **NEBRASKA**
- GREATER **OMAHA**
- GREATER **LINCOLN**

- ACCESS SITE
- ★
 COMPREHENSIVE AMERICAN JOB CENTER



LOCAL AREA WIA CUSTOMER BASE

- GREATER LINCOLN
- GREATER OMAHA
- ▨ GREATER NEBRASKA

LABOR FORCE



Source: Nebraska Department of Labor Local Area Unemployment Statistics

EMPLOYMENT



Source: Nebraska Department of Labor Local Area Unemployment Statistics

UNEMPLOYMENT



Source: Nebraska Department of Labor Local Area Unemployment Statistics

PARTICIPATION LEVELS

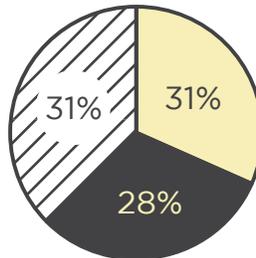


Source: Participation Levels As Reported On Tables "O" on the ETA Form 9091

STATE & LOCAL WIA REVENUES

TITLE 1 FUNDING

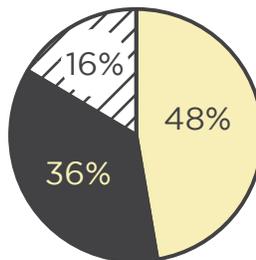
TOTAL \$5,759,225



- ADULT - \$1,821,995
- DISLOCATED WORKER - \$1,779,828
- ▨ YOUTH - \$2,157,402

LOCAL AREA FUNDING

TOTAL \$5,293,281

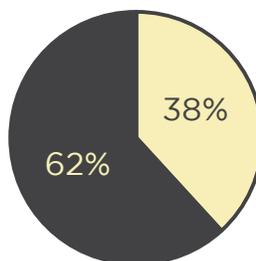


- GREATER OMAHA - \$2,504,144
- GREATER NEBRASKA - \$1,917,668
- ▨ GREATER LINCOLN - \$871,469

* The pie charts reflect PY 2013 WIA allotments.

STATE LEVEL FUNDING

TOTAL \$465,944



- RAPID RESPONSE - \$177,983
- STATE ADMIN - \$287,961

WIA FINANCIAL STATEMENT

Program	Funds Available	Expended /Obligation	Percent	Balance Remaining
Adult Program - Current Yr	1,698,793.00	1,212,315.28	71.36%	486,477.72
Carry In - Prior Yrs	1,154,381.74	1,101,921.78	95.46%	52,459.96
DLW Program - Current Yr	1,354,645.00	387,579.48	28.61%	967,065.52
Carry In - Prior Yrs	704,689.41	692,148.31	98.22%	12,541.10
Youth Program - Current Yr	1,844,582.00	1,578,975.14	85.60%	265,606.86
Carry In - Prior Yrs	787,945.97	377,515.04	47.91%	410,430.93
Out of School	1,649,063.98	1,282,259.77	77.76%	366,804.21
In School	983,376.75	674,230.41	68.56%	309,146.34
Summer Youth		-		
Local Admin - Current Yr	529,333.00	424,560.60	80.21%	104,772.40
Carry In - Prior Yrs	112,836.34	65,718.17	58.24%	47,118.17
Rapid Response - Current Yr	177,993.00	231.88	0.13%	177,761.12
Carry In - Prior Yrs	456,580.94	209,351.57	45.85%	247,229.37
Governor's Funds - Current Yr	287,966.00	100,023.78	34.73%	187,942.22
Carry In - Prior Yrs	614,835.10	561,017.31	91.25%	53,817.79
Current Year Totals	5,893,312.00	3,703,686.16	62.85%	2,189,625.84
Carry In Totals	3,831,269.50	3,007,672.18	78.50%	823,597.32
Combined Totals	9,724,581.50	6,711,358.34	69.01%	3,013,223.16

INNOVATIVE SERVICE DELIVERY STRATEGIES

The current environment necessitates that the employment and training system provide more services with less. Therefore, Nebraska continues to explore new service strategies that enhance the ability of all residents and employers to access employment and training services, regardless of where they reside in the state. With shrinking resources and new generations of job seekers and employers, Nebraska has developed new partnerships, new delivery models, and a new way of thinking to utilize technology to meet its workforce needs.

The following programs and recent accomplishments are all part of implementing Nebraska's Five-Year Integrated Plan.

NEBRASKA STANDARDS FOR CAREER READY PRACTICE

The Nebraska Standards for Career Ready Practice is a joint initiative of NDOL and the Nebraska Department of Education. Adopted by the Nebraska State Board of Education in December 2011, and by the Nebraska Workforce Investment Board in June 2013, the Standards for Career Ready Practice teach soft skills that all students need to become employable and successful in the workplace. The standards are an outgrowth of the 2009 Nebraska Summit on

Career Readiness which stressed that "A career ready person capitalizes on personal strengths, talents, education and experiences to bring value to the workplace and the community through his/her performance, skill, diligence, ethics and responsible behavior."



Nebraska's Standards for Career Ready Practice were designed in conjunction with the National Career Clusters Framework, which has been developed over the past decade with input from national business and industry committees expressing the most critical skills needed for employee and or entrepreneur success. The standards provide a valid source of workplace expectations for all students to be career ready, and describe varieties of expertise that educators at all levels should seek to develop in their students. The career readiness standards rest on important "practices and proficiencies" with long-standing importance in career

education, and should be used over and over again with increasing complexity and relevance by students as they progress through their educational pathway. The eleven standards, accessed at www.education.ne.gov/nce/, are provided as a resource to assist schools, colleges, teachers and faculty members in defining curricular and assessment outcomes. Educators are encouraged to work with local business and industry councils to define learning objectives most appropriate for their situation.



NDOL continues their strong partnership with the Nebraska Department of Education to promote virtual learning to the public through the website nelearn.nebraska.gov. This website connects the public with free learning tools to assist them in their careers, and highlights the following programs:

NELearn

H3 - High Wage, High Skill, High Demand - Combines labor market information, economic development information, and “real time” job market information into an easy, understandable layout for the public to gain a better understanding when determining the high skill, high wage, high demand occupations within Nebraska.

CAREER READINESS - Online learning modules developed to help individuals improve their basic skills for job readiness. They can strengthen their knowledge on the following topics: seeking employment, workplace success, communication, presentations, conflict resolution, decision making, teamwork and leadership, workplace ethics, social and cultural awareness, and financial and personal well-being.

USA LEARNS - Virtual instructional program that is committed to assisting English as a Second Language (ESL) students. This is a highly versatile program that can be used in or outside of the classroom, and on various levels of understanding. The program focuses on three main areas of learning: survival skills, workplace skills, and the practice of reading and writing.



SUCCESS STORIES

“I couldn’t have done it without you guys. You paid JTL and I got a job right away; had several offers. I was homeless a year ago. This was awesome! I’m working at ABC Supply as a commercial driver.”

*Male Job Seeker (Age 49)
Greater Omaha*





NEBRASKA BROADBAND BUILDS NEBRASKA COMMUNITIES

The “Nebraska Broadband Builds Nebraska Communities” program started in 2012 as a pilot project through a partnership between NDOL and the Nebraska Library Commission. The project increased broadband capabilities and computer equipment in 147 libraries across the state, enabling them to serve as virtual access sites for labor exchange services. The pilot project, originally implemented with funds from the American Recovery and Reinvestment Act (ARRA) and the Bill and Melinda Gates Foundation, has successfully evolved into a statewide program. There have been 58 workshops to train library staff on using NEworks, as well as job seekers and employers. There are 43 libraries participating in the program and Wagner-Peyser staff will continue to develop and expand the partnership.



The broadband project has proven to be beneficial to both NDOL and the libraries across the state. NDOL is leveraging the libraries’ connectivity to the state labor exchange system and local libraries are able to provide additional services to their communities. Libraries serve as virtual workforce offices featuring content and programs covering topics such as online job search, resume writing and interview preparation.

NDOL’s roles and responsibilities as a partner of this program are to offer in-person, computer-based assistance for computer center users and library staff. This includes, but is not limited to:

- Providing community outreach
- Training library staff in utilizing NEworks
- Providing “How To” materials for library visitors
- Presenting workshops such as resume and interview workshops, and creative job search and employer outreach workshops for finding quality candidates on NEworks.



“LOCAL JOBS” BUTTONS

In partnership with local Chambers of Commerce and economic development organizations, the “Local Jobs” buttons are displaying on partner websites and are providing access to employment opportunities on the NEworks labor exchange system. The employment opportunities searchable via the “Local Jobs” buttons are refined to showcase geographic areas based on the needs of Chambers of Commerce and economic development organizations.

The ability to link local Chambers of Commerce and economic development entities to NEworks is a mutually beneficial connection. Expanded availability of the NEworks labor exchange system benefits these organizations with better access to workforce services for their citizens. Job seekers have expedient access to current, local jobs, and employers



benefit from the increased labor pool and seeker access to their current openings.

Deployment of the “Local Jobs” buttons to Chambers of Commerce and economic development organizations is the initial phase in a long-term strategic relationship intended to improve workforce opportunities and job matching in Nebraska. The intention of the “Local Jobs” button is to provide direct workforce solutions to regions and communities wanting to promote local and regional employment opportunities.

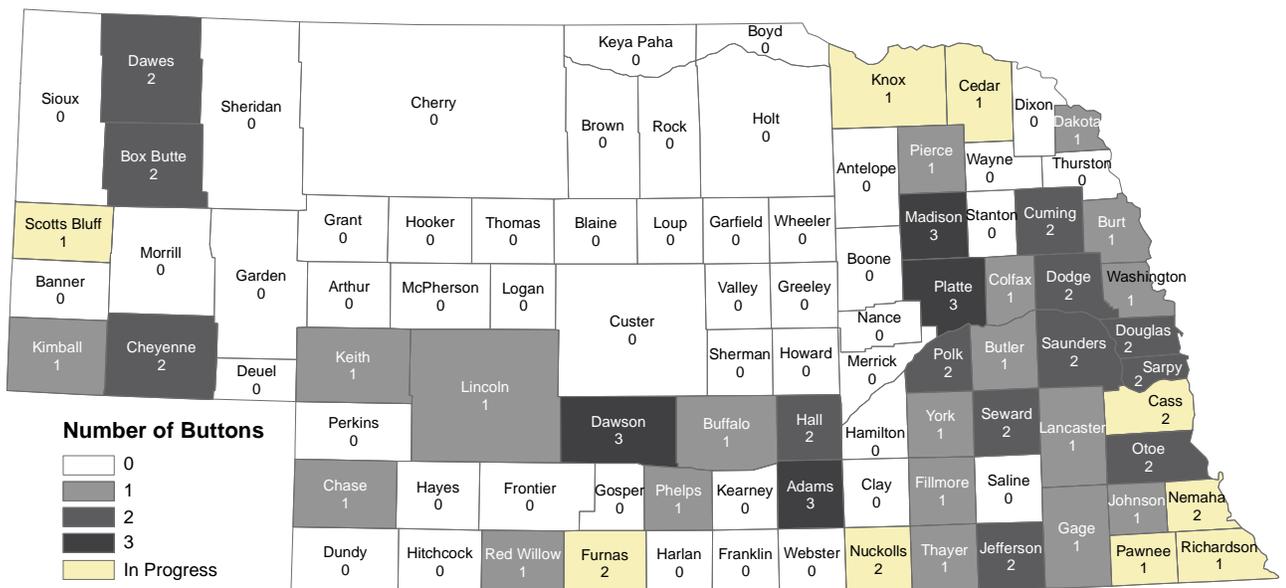
NDOL staff assume responsibility for on-going relationship building and

the provision of workforce solutions to local agencies. NDOL utilizes information developed from the “Local Jobs” button search criteria to develop specific and strategic service plans that address the needs of the local area’s employers. Some of the information reported to participating agencies includes: jobs posted, referrals of qualified job seekers, new job orders, and successful job matching. Additionally, local area labor market information and current employment trends are used to assist partnering agencies in addressing the local area’s job market.

Since the rollout of the “Local Jobs” button in October 2013, Nebraska has successfully deployed the “Local Jobs” button to more than 45 counties and 50 cities, which include:

- 34 counties and 36 cities
- Over 20 economic development councils
- 16 chambers of commerce
- 9 city municipalities

“LOCAL JOBS” BUTTONS: DEPLOYMENT BY COUNTY



//////
NEMAC SOCIAL MEDIA PROJECT

Showcasing the new face of manufacturing in the Midwest is the focus of a new social media campaign initiated by NDOL, the Nebraska Department of Economic Development, and the Nebraska Manufacturing Advisory Council (NeMAC), an alliance of Nebraska manufacturers. The idea is to promote H3 careers in manufacturing to young adults in secondary education, their parents, and their school counselors. NeMAC's new pages on Facebook, Twitter, Pinterest, Google+ and Bing are all about taking charge of the public image of manufacturing, connecting with future generations about shortages of skilled labor that manufacturers face, and the education and training necessary to ensure the ongoing prosperity of the whole industry.



SUCCESS STORIES

“When I was first told JKS Manufacturing was sold to a company in Michigan, and that I could either relocate to another state or lose my job, I was devastated. I heard about the news upon returning from Christmas vacation in January, 2013, and my last day at the company was March 6th. A day later, my wife told me she was pregnant, and honestly, I felt helpless.

When I heard about a program that helps dislocated workers go back to school to integrate successfully back into the workforce, I felt a bit of hope. WIA's program made it possible for me to go back to school and learn a trade where good pay and great benefits are a possibility, instead of forcing me to settle into a factory job just to make ends meet. In all the program helped me with \$7,000 for school, which paid for my classes, and I was able to get unemployment while I was in school. I couldn't have done it without the program. “

*Douglas - Greater Nebraska
DLW - Western Nebraska
Community College - Lineman*

EVALUATION AND CONTINUOUS IMPROVEMENT

EVALUATION

In PY 2013, Nebraska was granted a waiver regarding the requirement that the state conduct evaluation activities. Therefore, due to limited funding for statewide activities, no new formal evaluations were conducted.

PERFORMANCE

NEworks (Nebraska's Management Information System) meets WIA Title I regulatory and reporting requirements for tracking WIA Title I participants and has the functionality to integrate both state and Wage Record Interchange System (WRIS) unemployment insurance data into participant records to allow for federal reporting from a statewide and regional perspective. The performance data identified in the Tables section of this report was provided through this system. Data validation policy and procedures were followed during PY 2013, ensuring the accuracy of the data reported.

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. Nebraska is a participant in WRIS and currently is one of 35 states and Puerto Rico participating in WRIS2.

For PY2013, Nebraska exceeded performance for six of the nine WIA

common measures and met performance for the other three measures. This past year, the state performed very well on the adult and dislocated worker employment retention rate and average earnings measure, as well as literacy numeracy for youth. Technical assistance for the youth placement in employment/education and attainment of degree/ certificate is being provided through a youth performance work group of state and local area staff.



CONTINUOUS IMPROVEMENT

STATEWIDE

Evaluation of NEworks, the virtual one stop system (VOS), was a primary focus in PY 2013. Feedback forums for both internal and external end users were conducted across the state. This process, along with the customer service surveys already in place, provided quality information and feedback to support the continuous improvement process.

The Performance Committee of the Nebraska Workforce Investment Board provides oversight of Nebraska's WIA Common Measures performance and, in particular, the performance of the Greater Lincoln, Greater Omaha, and Greater Nebraska three local areas. "Dashboard"

reports, implemented by the committee, provide a comparison of the current quarter's performance with the same quarter performance for the two previous program years for the Adult, Dislocated Worker, and Youth programs. Additional dashboards compare actual Youth enrollments and exits with planned enrollments and exits, and provide a financial snapshot of the amount of administrative and program funds authorized to each local area with the unspent amount each quarter. Careful examination of the data on a regular basis enables the Performance Committee to make recommendations on performance, as needed, for the consideration of the full board.

LOCAL AREAS

GREATER LINCOLN

- After relocation to the Southeast Community College Education Square campus, Lincoln's American Job Center was designated as a certified comprehensive center by the Greater Lincoln Workforce Investment Board in May, 2014. The City of Lincoln and the Greater Lincoln Workforce Investment Board hosted a community open house on June 24, 2014 to feature the new location and the program offerings of the American Job Center, the Nebraska Department of Labor's Lincoln office, and Southeast Community College's Adult Basic Education and GED programs.
- Board members and staff participated in collecting survey data for the 2014 Business Conditions and Indicators Report compiled by the Lincoln Partnership for Economic Development. Results showed that 58% of those surveyed plan to ex-

pand, renovate, or re-invest in the next three years. These plans call for \$122M investment and roughly 800 jobs. The top strength of the community was listed as worker quality (76%) and the top weakness was listed as skilled worker availability (38%). The top answers for best business conditions were strong employee work ethic and strong educational system.

- During Program Year 2013, staff and board members attended numerous training events. Local training opportunities included attendance at the 2014 Civil Rights Conference sponsored by the Lincoln Commission on Human Rights. Staff received training offered by the Nebraska Department of Labor in the areas of NEworks, the Trade program, Case Management, and Strategic Social Media, and also participated in webinars presented by Workforce 3 One.
- Greater Lincoln staff attended the 2014 Heartland Summit. The Greater Lincoln Workforce Investment Board continued its participation in the Great Lakes Employment & Training Association (GLETA). GLETA is the voice of the local workforce system and has board members from Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, and Wisconsin. GLETA provides a vehicle to exchange ideas, promote policy development, and advocate for the employment and training system and is a partner with National Association of Workforce Boards (NAWB) in sponsoring the annual Heartland Summit.

GREATER NEBRASKA

- WIA staff participated in a conference titled “Strategic Social Media – Hands On.” The conference was intended to increase awareness of social media among staff and create ideas on how staff can utilize this technology in their roles.
- The Compliance Committee of the Greater Nebraska Workforce Investment Board annually completes a case management file review of WIA participants to ensure services are being delivered appropriately. The results are reviewed with case management staff to assess strengths and weaknesses.

GREATER OMAHA

- On October 2, 2013, Erin Porterfield started her duties as the Executive Director for Heartland Workforce Solutions (HWS). Among these was working with the HWS Board to complete a strategic planning session in February 2014 as part of the Local Plan development. Another planning session was held in August 2014 to continue looking at goals and the focus areas for the coming years. The goals of increasing basic skills in literacy and numeracy of the workforce, preparing job candidates with the essential employability skills to be retained in the workplace, supporting attainment of educational and employment credentials to fill essential jobs, and meeting employer needs with job ready candidates have not changed but new approaches are being taken. A grant from the City of Omaha provided funding for basic computer literacy classes along

with training and materials for the adult version of the “Bring Your “A” Game to Work” curriculum. The latter program was shared with 11 partners in the metro area to help facilitate a systems change in preparing individuals for the world of work. The board has also undertaken research for a data system that will benefit not just the WIA programs but other community partners as well.

- The American Job Center in Greater Omaha has continued to receive high customer satisfaction ratings. To help ensure that needs are being met, a separate interest survey was started to gather demographic data on customers and solicit their direct feedback on services that might assist them. These surveys are completed quarterly and shared with the board, the functional teams, and the partners at the Center. Their feedback has resulted in refining the questions and recommendations for changes in the workshops that are offered. Analysis of the data is ongoing and enhancements to services will continue to be made.
- Another part of our continuous improvement efforts was to increase the partnerships with the Center, both through co-location of new partners and involvement of businesses and other community agencies. In PY13, there were 17 partner programs co-located at the Center, with several others using the facility on an intermittent basis. Numerous individual employers have used the facility for recruitment and job fairs. These activities helped the Center exceed their goals for

employer involvement. In addition to HWS' designation as the recipient of the annual Suit Drive by the Men's Wearhouse, Board members spread the word about this service, resulting in additional donations from individuals and organizations. In one week alone, 80 suits were provided to individuals so that they would have appropriate attire for interviews and starting new jobs. In addition, the Center participated in the Books by the Busload project and continues to offer free books to customers to help enhance literacy in the community.

- A third Supervisor I class was offered in PY13. A shift was made to day hours. This affected the number attending, so future classes will again be offered in the evening beginning this fall. After a short hiatus, the Healthcare sector has been brought back together. Initial discussions have centered around the supervisory class with the goal of making these self-sustaining. Future meetings will help identify other needs and goals for this industry sector.
- The Youth Council (YC) set a goal this past year to meet at different locations to enhance their knowledge of other community organizations, agencies, and businesses. This has been well received by the members and will be continued into PY14.
- Staff in GO WIA have participated in numerous in-house training sessions to improve their job knowledge and success with working with participants. In addition, management has participated in the quarterly Youth Work Group

meetings and staff attended the train-the-trainer session for the "A Game" program for Adults. Erin Porterfield also attended the NAWB conference and continues to work with the National Fund for Workforce Solutions with a goal to enhance workforce development in the local area.



STAFF DEVELOPMENT

"STRATEGIC SOCIAL MEDIA: HANDS ON" Winter Conference

Community- Connections - Content

NDOL's Office of Employment and Training organized a winter conference entitled "Strategic Social Media: Hands On" for their workforce staff, service providers and administrative staff of the Local Workforce Investment Areas. Focusing on the effective use of social media and the development of effective workforce-related websites, the conference featured acclaimed national speaker, Spencer Critchley.



Spencer Critchley,
Managing Partner of
Boots Road Group LLC

Critchley, a communication consultant with experience in advertising, film, digital media, public relations, and broadcasting, explored the current phenomena of social media and the importance of not just communicating, but communicating with

impact. The presentation focused on crafting content that works in social media, building impact through networking, reaching people by understanding them, designing effective social media strategies, and measuring results.

KEY WEBSITES

STATE

State of Nebraska
www.nebraska.gov

Nebraska Commission for the Blind and Visually Impaired
www.ncbvi.ne.gov

Nebraska Department of Economic Development
www.neded.org

Nebraska Department of Education
www.education.ne.gov

Nebraska Health and Human Services
www.hhs.state.ne.us

Nebraska Unicameral Legislature
<http://nebraskalegislature.gov>

Nebraska Vocational Rehabilitation
www.vocrehab.state.ne.us

Nebraska Department of Labor
www.dol.nebraska.gov
(Workforce Investment Act)

Workforce Services
<https://networks.nebraska.gov>

UI Claims Site
<https://uibenefits.nwd.ne.gov/BP-SWeb/jsp/BPSClaimantWelcome.jsp>

H3 (High Wage, High Demand, High Skill)
<http://h3.ne.gov>

NATIONAL

Employment and Training Administration
www.doleta.gov

United States Department of Education
www.ed.gov

United States Department of Health and Human Services
www.hhs.gov

United States Department of Labor
www.dol.gov

AWARDS & RECOGNITION

GREATER LINCOLN

- Dr. Jack Huck retired from the Greater Lincoln Workforce Investment Board on June 30, 2014, the same date as his retirement as president of Southeast Community College. He has been chosen as the recipient of the 2014 Western Region Chief Executive Officer Award presented by the Association of Community College Trustees. In the nomination letter from SCC's Board of Governors, Dr. Huck was described as "a board's dream president. Since taking over as CEO in 1994, he has instilled a culture of student-centeredness and accountability to constituents throughout the district, all the while elevating the college's outstanding reputation and position among schools across the nation." Dr. Huck was the sole nominee from the Western Region for the prestigious Marie Y. Martin Chief Executive Officer Award, presented in October.
- Laura Williams, WIB member and employee of Tabitha Health Care Services, shared in the September 2013 Cornerstone Award presented to Tabitha by the Lincoln Chamber of Commerce. The Cornerstone Award recognizes entrepreneurship and skillful endeavor adding to the economic base of the community and providing opportunities for others to work and live in Lincoln.

- In May, 2014 Crete Carrier Corporation was named 2014 Most Valuable Employer for Military® by CivilianJobs.com. This is the third year in a row Crete has been honored by CivilianJobs.com for efforts in hiring military members. Crete Carrier has long supported our nation's military veterans with almost 30 percent of their employees having military experience. Jane Goertzen, Crete's director of human resources, serves on the Greater Lincoln Board and is also an advocate for the "Hiring Our Heroes" veterans job fairs.

GREATER OMAHA

- Tina McGaugh, Goodwill Industries' WIA Adult Services Coordinator, was recognized as the 2013 Manager of the Year for Goodwill Industries serving eastern Nebraska and southwest Iowa.
- Frank McGree, President and CEO for Goodwill Industries serving eastern Nebraska and southwest Iowa, received the Visionary Pioneer Award from Downtown Omaha Inc.
- Christine Aguilar, Goodwill Industries' quality assurance manager, was named Manager of the Quarter for the third quarter of 2013.
- Brent Janzen, Goodwill Industries' WIA Education Specialist, was the December 2013 Employee of the Month.

- Justin Dougherty, Goodwill Industries' Director of Workforce Services, completed Leadership Omaha training in June 2014.
- Goodwill Industries, WIA Service Provider and One Stop Operator for the Greater Omaha area received:
 - The Nonprofit of the Year Award by the Greater Omaha Chamber
 - North Omaha Community Care Council Award

SUCCESS STORIES

A female job seeker enrolled in the WIA Youth program to develop employability skills so that she could support herself and her newborn son. After starting the program, she was arrested and then involved in a car accident requiring physical therapy as part of her recovery. Her goal was to work in construction. She participated in the WIA workshops and in a work experience to help build her work readiness. After a series of interviews and technical testing that was organized by the WIA business outreach coordinator, she accepted a position as a carpentry apprentice starting at \$18.22 per hour

*Female Job Seeker
Greater Omaha*

“You are all great people that really help people when they really need it. Last quarter my books were \$600; I didn’t have \$600, I would have had to drop out of school, it was so nice that you helped me and paid for my books. (My career specialist) is a sweetheart. When I’m scared about school I can call and he always calms me down and tells me that I can do it. Everyone here cares about people. I can do this because of your help. You all are such great people.”

*Female Job Seeker (age 47)
Greater Omaha*

A single mother was 20 years old and working a part-time job when she enrolled in the WIA Youth program. She had dropped out of high school after being diagnosed with Leukemia and now wanted assistance with getting her GED so that she could have a career that would provide for her and her two-year-old son. She worked with the WIA education specialist, picking up her homework weekly and studying at home for the GED tests. She obtained her GED in December 2013 and also completed a Certified Nursing Assistant program through Nebraska Methodist College in February 2014. She secured a job as a C.N.A. and is planning to attend Metropolitan Community College this fall to continue her education. No matter what obstacles, whether big or small, She let nothing keep her from reaching her dreams.

Female Job Seeker - Greater Omaha

“In March I was let go from my job due to an injury, which was pretty hard for me because my wife and I just had a baby and we also have a six year-old-son. So, I didn’t know where I was going to go or what I was going to do, so I went to Dept of Labor and was introduced to the WIA case manager who really encouraged me to go back to school. So now I chose to get an associate degree in emergency medical technician. Because of the WIA program, I now have the opportunity to work in a field of my choice, which is a really a big deal to me. I am super excited about my future and I couldn’t be more thankful or more blessed. “

*Jeremey - Greater Nebraska
Mid Plains Community College - EMT*

After being laid off from a company in Texas, a job seeker moved to Omaha to care for his elderly mother. He was not able to find a job in Texas or in Omaha after the move. He enrolled in the WIA Dislocated Worker program and attended Metropolitan Community College to earn an associate degree in Business Management. He worked with the WIA program’s business outreach coordinator, who assisted him with his resume and interviewing skills and referred him to a position with a local utility company. He started his new job as a measurement analyst with a salary that far exceeded his expectations.

Male Job Seeker - Greater Omaha

A female job seeker came into the program angry at the world. She had run out of options and had been kicked out of her home. She came into the program seeking her GED, but had many problems showing up, and when she did show up, there was always a crisis. She finally shared with her case manager that she was going to be evicted due to not paying her rent. The case manager went over her budget and then put her in a work experience program. She received support services and by working with other agencies, her back rent was paid and she was able to stay in her apartment. She was placed at the City Mission Distribution Center. Through some intensive case management and a good match for her work experience, she was offered a full-time job at the Distribution Center where she is doing well. Her supervisor is impressed by her ability to show up and do the job competently. She decided to exit the program without getting her GED, but the employer has told her if she ever wants to pursue her GED they will work with her.

Female Job Seeker - Greater Lincoln

Greg, a dislocated worker from Columbus, completed his Commercial Drivers License (CDL) training course. Prior to entering this training, Greg had actually been dislocated twice in one year! First from a local cab company and then from a local hotel. Upon completion of his CDL training and certification, Greg was offered full-time employment with a commercial trucking company.

Greg - Greater Nebraska



A female job seeker applied for services in May of 2013. She was 20 years old and had been living on her own since age 17. Working two part-time jobs while attending Southeast Community College in the surgical tech program, she was having a difficult time trying to pay for rent, groceries and other necessities. She was hoping to use her Pell grant and student loans to pay living expenses while going to school if WIA could pay for her tuition and books. Her parents were unable to provide any financial assistance.

Her grades were excellent and she was highly motivated and driven to succeed. She completed the WIA assessment process and was enrolled in WIA Adult funding. She graduated with an associate degree this past June and accepted a surgical tech position at Bryan LGH with a starting salary of \$32,000 plus a shift differential! She is grateful for the assistance she received through the Lincoln WIA program. Her future plans include working full time and eventually obtaining a bachelor's degree.

Female Job Seeker - Greater Lincoln

“My name is Matthew. When I first came to the Department of Labor, I tried to get into the Synergy Program, but I’m a recovering drug addict and I relapsed and went back to rehab. After that I came back to the Department of Labor but, I didn’t have a resume, no job experience, nothing. They helped me put together a resume, get a job and now I’m in school – my life is better than it ever has been because of WIA.

I work full time over nights and go to school during the day. I have an amazing job. Because of the help from WIA I’m getting ready to finish my associates degree. My life has changed tremendously.

I am proud that I am able to get a job without having to lie on the application. I don’t have to work at a fast food restaurant the rest of my life. I actually have a job that pays me very well. All I can say is that without these programs, a lot of people suffer, especially those of us who want to do it, but can’t find a way or the means to do it ourselves. I couldn’t have done it without the help and courage WIA gave me. I just appreciate everything WIA has done for me.”



Matthew - Greater Nebraska - CCC Electro-Mechanical

WIA WAIVERS

In PY 13, Nebraska operated under the following waivers:

Waiver of Period of Initial Eligibility for Training Providers

Waiving subsequent eligibility requirements brings a larger number of training provider choices to the state's Eligible Training Provider (ETP) list so that customers (especially in rural areas) have a broader range of approved providers from which to select. It reduces training providers' reporting burden and encourages them to add programs.

Waiver of the Requirement to Conduct Evaluations of Workforce Investment Activities for Adults, Dislocated Workers, and Youth

This waiver allows the State to accept the Local Areas' customer satisfaction surveys as the approved tool to evaluate continuous improvement.

Waiver of Requiring Provisions of Incentive Grants to Local Areas

This waiver allows the State to prioritize the use of Governor's Reserve funds for required statewide activities in order to operate within a reduced budget.

Waiver of the Required Maximum 50% OJT Employer Reimbursement

Allowing Nebraska to reimburse On-the-Job Training employers on a graduated scale based on the size of the business creates more incentive for small employers to participate in OJT that achieves high skill, high demand, high wage attainment and

family-sustaining jobs. The graduated scale for reimbursement is:

- up to 90% of the trainees' wages for employers with 50 or fewer employees
- up to 75% of the trainees' wages for employers with 51 - 250 employees
- 50% of the trainees' wages for employers with 250 or more employees

Waiver to Replace Performance Measures with Common Measures

Replacing the WIA 17 performance measures with the Common Measures has streamlined administrative processes, fostered greater flexibility when negotiating performance measures with the local boards, simplified service delivery, and improved consistency and reliability of data collection, reporting and validation.

Waiver of Transfer Authority

By allowing transfer of up to 50% of a program year allocation for either Adult or Dislocated Worker funds between the two funding streams, local boards are able to respond to changes in local labor markets and economic conditions more efficiently, help maximize recruitment and customer service, and allow the needs of communities and business to be met as timely as possible.

VETERAN SERVICES

Veterans receive priority of service at all Nebraska American Job Centers and access sites, where they register and receive staff-assisted services through the American Job Center delivery system.

Priority of services to veterans is further supported through the use of NEworks, the state's management information system, which automatically matches qualified applicants to available jobs through job registration and the creation of an online resume. When a job search is run against any job opening, a list of qualified job seekers is created. All eligible veterans are placed at the top of the list. Staff members then notify eligible veterans of available job openings.

Disabled Veterans' Outreach Program (DVOP) specialists provide intensive services to job-seeking veterans, including comprehensive assessment of education, skills, and abilities; in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals; group and individual career coaching; short-term, pre-vocational services; and development of an individual employment plan that identifies employment goals, interim objectives, and appropriate services that will enable the veteran to meet his or her employment goals. DVOPS conduct outreach activities at a variety of sites, and serve as case managers for veterans with serious disadvantages in the job market and for veterans enrolled in federally-funded

training programs, such as the Department of Veterans Affairs' Vocational Rehabilitation program.

When veterans are determined to be job ready after receiving intensive services from a DVOP specialist, it is the role of the Local Veterans' Employment Representative (LVER) staff to then focus on individualized job development. This may be facilitated through the use of employer-focused seminars or, in conjunction with employers, may involve veteran-focused job search workshops, Transition Assistance Program (TAP) workshops, and/or the establishment of job search groups. LVERs advocate for employment and training opportunities for veterans with business and industry and community-based organizations. Responsibilities may include planning and participation in job fairs to promote veterans, working with unions and apprenticeship programs and promoting credentialing and training opportunities for veterans, monitoring job listings from federal contractors, and ensuring veterans receive priority in referrals to these jobs.

As the state's primary source of staff-assisted and self-service labor exchange services, all One-Stop American Job Centers and access sites have fully integrated the Veterans program into their local service delivery system.

At least one fully-qualified DVOP and/or LVER staff member is located in 9 of the 15 locations, and at

least one Employment Service staff member [trained and certified in Veterans programs by the National Veterans Training Institute (NVTI)] is located in the remaining six locations. In addition, five of the 15 locations have been identified as Regional American Job Centers with program oversight responsibilities for the locations within their regional boundaries. All five regional locations have fully qualified DVOP and/or LVER staff available to provide program support to locations in their region that don't have full-time Veterans staff. The guidelines for the integration, provision, priority, training, placement, and coordination of staff-assisted core and intensive services, as well as referral to other partner training programs for the veteran population, is provided through the State Veterans' Plan and local American Job Center Memorandums of Understanding (MOU) and Business Plans.

The Veteran Retraining Assistance Program (VRAP) was implemented as part of a provision of the Veterans Opportunity to Work (VOW) to Hire Heroes Act of 2011, and is being actively promoted by DVOPS within the American Job Centers and access sites. VRAP allowed qualifying veterans to receive up to 12 months of assistance equal to the full-time Montgomery GI Bill at the Active Duty rate, which was \$1,564 per month. Veterans applied on a first-come, first-serve basis for VRAP for programs that began on or after July 1, 2012. Assistance under this benefit program ended on March 31, 2014.

The Gold Card, also being actively promoted, provides unemployed post-9/11 era veterans with the intensive and follow-up services needed to succeed in today's job market.

An eligible veteran can present the Gold Card at his or her local access site to receive enhanced intensive services (including up to six months of follow-up) for: job readiness assessment, including interviews and testing; development of an Individual Development Plan (IDP); career guidance through group or individual counseling that helps veterans in making training and career decisions; provision of labor market, occupational, and skills transferability information that inform educational, training, and occupational decisions; referral to job banks, job portals, and job openings; referral to employers and registered apprenticeship sponsors; referral to training by WIA-funded or third party service providers; and monthly follow-up by an assigned case manager for up to six months.

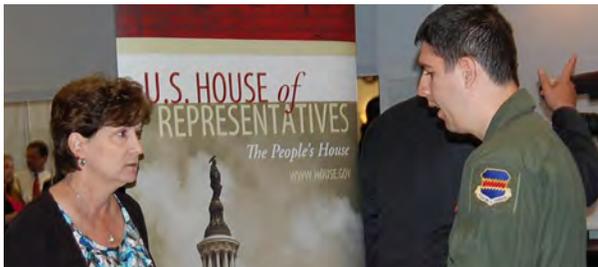


HIRING OUR HEROES INITIATIVE

A partnership between NDOL, the Nebraska National Guard, and the U.S. Chamber of Commerce resulted in three Hiring Our Heroes career fairs to help veterans and military spouses find meaningful employment and put to use the diverse skill sets they bring to the workforce. Workshops in preparation for the hiring fairs were also held to help current and former servicemen and women translate their military skills into the civilian job market. Sessions covered resume writing, meeting with employers, professional etiquette and other career topics.

As part of this recruitment effort,

NDOL has utilized a video entitled “Nebraska Hires Veterans” to draw job-seeking veterans to Nebraska. Following active duty deployments, many servicemen and women are looking for employment and a place to call home. The video features four veterans from various parts of the country, and a wide array of occupations, discussing why Nebraska truly is The Good Life when transitioning from military service. The video, accessible at dol.nebraska.gov, thegoodlifeforveterans.com and governor.nebraska.gov, has been distributed to base commanders across the county, veterans’ friends and family, veteran support organizations and many others, in an effort to get it in front of anyone getting close to military discharge.



SUCCESS STORIES

A female job seeker was under-employed and on public assistance trying to support a family of four when she enrolled in the WIA Adult program.

“I want to express my sincere gratitude to you (her career specialist) and the WIA program. I greatly appreciate that the program was there for me to help me return to the career I love. Without you I may not have had the opportunity to take the nursing refresher course and found a job I truly love. After completing the refresher course at Clarkson College, I read about a company called ‘A Place at Home.’ They work at keeping elderly individuals in their homes as long as possible. It was slow going in the beginning and I was getting a little frustrated, but I wasn’t willing to give up because I believed in their mission and philosophy. That determination and ‘stubbornness,’ if you will, has now manifested into a full-time position as the lead registered nurse. I hope you will share this with all those who were involved in my success. Thank you again for being there and for the program’s assistance in helping return to the career I love and that I love even more today.”

*Female Job Seeker
Greater Omaha*

CARL D. PERKINS ACT

The Carl D. Perkins Career and Technical Education Improvement Act funding coordinates with the Workforce Investment Act program.

Nebraska received \$6,916,893.00 in funds from the Perkins Federal Legislation. This amount is the same as in the previous fiscal year. The formula is based on the state's population of students age 5-17 and the poverty level of those students. Nebraska has reached the hold harmless level, which represents the same allocation as we received in 1998 from the Federal Government for investment in career education at the secondary and postsecondary levels.

A maximum of 15% of the allocation may be retained at the state level for administration and statewide leadership activities. The balance is distributed to local schools and community colleges. The formula for local schools is the same as the federal formula, based on student population and poverty. On the postsecondary side, it is based on the number of Pell grant and Bureau of Indian Affairs (BIA) grant recipients that are enrolled in career and technical education programs. In Nebraska, 55% of the money is allocated to secondary schools and 45% of the money is allocated to community colleges with Career and Technical Education (CTE) programs.

Nebraska requires that local eligible recipients collaborate with WIA and workforce professionals in the development of their plan for the Perkins resources. We have had a significant

increase in collaboration at the state level, especially on the development of new resources for schools and discussion of aligning career technical education more closely with Nebraska's projected workforce needs.

The NDE Career Education staff collaborated with DOL staff to provide professional development on the NE-Learn website. Participants received an overview of Nebraska's Career Cluster Model, Economic Industry Clusters, H3 (High Skill, High Wage and High Demand) data, Career Readiness and Professional Development training modules, i-Pathways and USA Learns. Participants gained an understanding of the free materials and how they can apply the resources to their daily work within the NELearn.nebraska.gov website.

Career academy programs have grown rapidly and many innovative activities have taken place.

Career academies continue to grow throughout Nebraska. Often an integral component of these career academies includes close partnerships with local community colleges. As the popularity of career academies continues to grow in Nebraska, the planning and development of new and expanded academies continues throughout Nebraska. These centers are being developed with the collaboration of business and industry, WIA and workforce professionals, and postsecondary and secondary educators. The academies utilize data provided by the Department of Labor to adjust curriculum

and to identify high skill, high wage and high demand jobs in Nebraska.

Among the new career academies currently in development is a \$25 million project located in Lincoln. This joint venture between Southeast Community College and Lincoln Public Schools held its groundbreaking ceremony in May and is scheduled to open in August of 2015. The center will allow students to earn high school and college credit at the same time, and include focused areas of study in agriculture, food and natural resources; business, marketing/management and entrepreneurship; communication and information technology; health sciences; human sciences and education; and skilled and technical sciences. The broad community support for this new career academy was made evident by the passage of a \$153 million bond issue in February, providing the necessary funding to construct and operate the new 125,000 square-foot center.



NEW INITIATIVES IN CAREER TECHNICAL EDUCATION

REVISION

The Nebraska Department of Education continues to conduct the reVISION process for schools. This process, started in 2012, is a comprehensive evaluation of career education including career guidance in Nebraska schools. The process is conducted in cooperation with the Nebraska Department of Labor.

NEW STANDARDS

Standards, benchmarks and performance indicators have been rewritten over the past three years and are now complete. This process involved starting with a meeting of business and industry representatives, post-secondary and secondary educators, along with workforce professionals, to determine what students should know and be able to do to be ready for postsecondary education and/or employment. This session guided the development of Nebraska's new programs of study and corresponding standards.

CAREER GUIDANCE

A renewed effort to improve career guidance is underway with new evaluation tools and a new middle school curriculum under development.

CAREER READINESS STANDARDS

NCE continues to emphasize the Nebraska Career Readiness Standards. A toolkit is under development to provide the resources needed to embed these employability skills throughout the K-12 school experience.

Note: The Performance Committee reviewed and accepted the information submitted by the Nebraska Department of Education, Nebraska Career Education, in coordination with the Federal Carl D. Perkins Career and Technical Education Improvement Act of 2006.

CUSTOMER SATISFACTION

WIA Section 136(b)(2)(B) requires states to measure customer satisfaction for employers and job seekers, including participants of state and local agencies that provide employment and training services. During PY 2013, Nebraska utilized numerous methods for measuring employer and participant customer satisfaction. These methods were deployed at both the local and state level. Nebraska has a Common Measures waiver. However, in an effort to ensure continuous improvement, the State requires customer satisfaction data be collected regularly and the results consistently reviewed and analyzed.

The statewide NEworks online, self-service system randomly sends an optional customer satisfaction survey to job seekers that have used the system to conduct a job search, engage in career planning or occupational research, locate education or training opportunities, or find employer contact information.

Respondents are asked if they thought information was easy to find and understand, if they felt the data met their needs, and about their overall satisfaction with their visit to the NEworks website. Of the 5,832 customers responding to the electronic survey, 64.9% rated their experience as good to excellent. Of the respondents, 96.4% described themselves as job seekers and 90% described their primary purpose for seeking information on NEworks as “job search” related.

Assessing the usefulness and accessibility of information and data provided by NEworks, 59.9% of the respondents indicated that they “agreed” or “strongly agreed” that the information they were looking for was easy to find, with 63.1% indicating that they “agree” or “strongly agree” that the data was easy to understand. The results of this statewide customer satisfaction survey can be found in Appendix D.

Nebraska also conducts a statewide customer service survey through Wagner-Peyser. Feedback to questions on timing, services, perceived treatment, and suggestions for improvement are reported to the Nebraska Workforce Investment Board at Performance Committee meetings held three times each year. Job seekers are asked to rate their answers to a variety of questions by selecting Strongly Agree, Agree, No Opinion, Disagree, Strongly Disagree, Don’t Know, or Not Relative.

Oversight of customer satisfaction is conducted by the Performance Committee of the Nebraska Workforce Investment Board. The Performance Committee periodically requests updates from the three local areas regarding their customer satisfaction practices and how each local area utilizes the information collected. Since each local area represents a unique geographic region of the state, each area individualizes its survey tools to its own specific needs rather than using a common survey tool. This individual approach to

measuring customer service satisfaction helps highlight each local area's strong points.

GREATER LINCOLN

Customer satisfaction surveys were distributed at the American Job Center in June 2014. Customers received a paper survey at each visit made during the month. Approximately 1,000 surveys distributed, with 330 surveys completed, for a response rate of over 30%. Customers gave high marks to AJC staff and to the services provided: Ninety-seven percent of the respondents agreed they were treated as a valued customer and 94% would recommend the AJC's services to a friend or family member. When asked to identify the most helpful part of the center experience, the most common response was the helpfulness of the staff.

As part of the survey, respondents were asked to mark all of the services they were seeking when they entered the AJC that day. Respondents were allowed to choose multiple service categories if applicable. The responses included the following:

- 68.5% - Help Finding a Job
- 30.6% - Filing for Unemployment Insurance Benefits
- 9.6% - Information on Training Opportunities
- 8.8% - Labor Market Information
- 5.2% - Job Interview
- 4.2% - Testing/Assessments
- 3% - Youth Services
- 1.8% - Veterans Services

Of the respondents, 74% indicated that they were not currently employed.

Customer suggestions for improvements included better explanations,

more computers, new computers, more staff in computer rooms, more hard copies of applications, having a UI person there to answer questions, strongly suggesting success as much as possible, and having a more user friendly website.

Greater Lincoln has established multiple processes for incorporating customer satisfaction feedback. This includes Memorandum of Understanding (MOU) negotiations, updates provided to the local workforce investment board and its partners, and the transitional planning for WIOA. For a sample of the survey used by Greater Lincoln, please see Appendix A.

GREATER NEBRASKA

Customer satisfaction surveys are conducted in the American Job Center and access sites within the Greater Nebraska area, and are available in print and accessible in common areas. The surveys are given at the point of service, made available in the resource rooms and common areas, and/or mailed out to the customer with a self-addressed, stamped envelope. Greater Nebraska collected 1,303 customer satisfaction surveys in PY13 with a response rate of 50% for this voluntary survey.

Customers responding to the survey indicated a high level of satisfaction with NEworks registration processes, staff services, timeliness of customer assistance, and the sufficiency and accuracy of answers provided by staff. Greater Nebraska uses customer satisfaction information in the career center certification/recertification process. As part of an ongoing focus on continuous improvement, Greater Nebraska regularly reviews the use of survey data, method of de-

livery and questions asked to explore usefulness, value, and leveraging of technology.

Additionally, Greater Nebraska conducts employer feedback sessions relating to the effectiveness of employer service features within the state's Management Information System, NEworks. Employer feedback included positive results relating to the user friendliness of the NEworks system and its associated employer services. Additionally, recommendations for improvement to the system were also received.

Greater Nebraska has established multiple processes for incorporating customer satisfaction feedback. This includes using feedback to improve and enhance employer services, increase services offered to employers, and improve and enhance customer services based on population needs and recommendations. For a sample of the survey used by Greater Nebraska, please see Appendix C.

GREATER OMAHA

Surveys are made available in the resource area and handed out by partner staff. The American Job Center manager ensures that the results are tallied on a monthly basis and follows up with customers on an individual basis as needed. Heartland Workforce Solutions (HWS) staff shares the results with the HWS Performance Committee, the Executive Committee, and at meetings of the full board.

The survey is available to all who come to the AJC, which averages about 1,800 unique visitors per month. However, there is no tracking of how many actually are provided or the response rate of the survey. The re-

sults are summarized on a monthly basis. The surveys are reviewed by the American Job Center manager for concerns and suggestions that may enhance the operation of the center and increase accessibility to the programs and services offered at the center. Overall satisfaction rates of survey respondents remain extremely high from month to month, frequently in excess of 90%.

HWS is committed to continually analyzing the customer satisfaction results, and using these results as a tool in evaluating the programs and services at the AJC. For a sample of the survey used by Greater Omaha, please see Appendix B.



STATUS OF EVALUATION ACTIVITIES

WIA Section 134(a)(2)(B)(ii) notes that conducting evaluations of workforce investment activities under WIA section 136(e) is a required statewide activity. For PY 2013, Nebraska was granted a waiver regarding the requirement that the state conduct evaluation activities. Therefore, due to limited funding for statewide activities, no new formal evaluations were conducted.

TABLES

- 33** B. Adult Program Results
- 34** C. Outcomes for Adult Special Populations
- 34** D. Other Outcome Information for the Adult Program
- 34** E. Dislocated Worker Program Results
- 35** F. Outcomes for Dislocated Worker Special Populations
- 35** G. Other Outcome Information for the Dislocated Worker Program
- 35** H. Youth (14-21) Program Results
- 36** L. Other Reported Information
- 36** M. Participation Levels
- 36** N. Cost of Program Activities
- 37** O. Local Performance:
 - 37** • Greater Nebraska Workforce Investment Area
 - 37** • Greater Omaha Tri County Workforce Investment Area
 - 38** • Greater Lincoln Workforce Investment Area

TABLE B. ADULT PROGRAM RESULTS

ADULT PROGRAM RESULTS				
Reported Information	Negotiated Performance Level	Actual Performance		
Entered Employment Rate	75.0%	80.1%	226	NUMERATOR
			282	DENOMINATOR
Employment Retention Rate	88.0%	85.4%	264	NUMERATOR
			309	DENOMINATOR
Average Earnings	\$10,700	\$11,144	2,763,819	NUMERATOR
			248	DENOMINATOR

TABLE C. OUTCOMES FOR ADULT SPECIAL POPULATIONS

OUTCOMES FOR ADULT SPECIAL POPULATIONS								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	Entered Employment	76.8%	96 125	68.4%	13 19	91.67%	11 12	69.6%
Employment Retention	87.5%	112 128	100.0%	19 19	80.77%	21 26	68.8%	11 16
Average Earnings	\$10,021	1,102,299 110	\$13,232	238,175 18	\$11,670	221,735 19	\$12,925	129,250 10



TABLE D. OTHER OUTCOME INFORMATION FOR THE ADULT PROGRAM

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	80.8%	185 229	76.5%
Employment Retention Rate	85.7%	222 259	85.7%	30 35
Average Earnings Rate	\$11,264	2,342,917 208	\$10,012	300,365 30



TABLE E. DISLOCATED WORKER PROGRAM RESULTS

DISLOCATED WORKER PROGRAM RESULTS			
Reported Information	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	89.0%
Employment Retention Rate	94.0%	95.6%	281 294
Average Earnings	\$14,800	\$14,799	3,877,310 262

TABLE F. OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS

OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS								
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	80.0%	20	83%	10	90.0%	27	100%	2
		25		12		30		2
Employment Retention Rate	100.0%	32	100%	12	95.4%	41	100%	1
		32		12		43		1
Average Earnings Rate	\$17,059	528,825	\$12,010	120,095	\$14,722	544,732	\$9,362	9,362
		31		10		37		1



TABLE G. OTHER OUTCOMES FOR THE DISLOCATED WORKER PROGRAM

OTHER OUTCOMES FOR DISLOCATED WORKER SPECIAL PROGRAM				
Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	88.8%	167	88.5%	23
		188		26
Employment Retention Rate	95.2%	260	100.0%	20
		273		20
Average Earnings Rate	\$14,499	3,523,175	\$18,569	334,249
		243		18



TABLE H. YOUTH (14-21) PROGRAM RESULTS

YOUTH (14-21) PROGRAM RESULTS			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	70.0%	83.0%	137
			165
Attainment of Degree or Certificate	65.0%	78.0%	181
			232
Literacy and Numeracy Gains	57.5%	64.1%	82
			128

TABLE L. OTHER REPORTED INFORMATION

OTHER REPORTED INFORMATION										
Reported Information	12 Month Employment Retention Rate		12 Months Earnings Increase (Adults & Older Youth) or 12 Months Earnings Replacement (Dislocated Workers)		Placements in Non-traditional Employment		Wages at Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to Training Received of Those Who Completed Training Services	
	Adults	86.6%	284 328	\$5,059	1,553,086 307	2.7%	6 226	\$5,342	1,153,888 216	63.8%
Dislocated Workers	93.7%	297 317	106.0%	4,415,541 4,165,251	7.3%	14 192	\$6,469	1,190,251 184	64.1%	107 167

TABLE M. PARTICIPATION LEVELS

PARTICIPATION LEVELS		
Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	43,660	38,650
Total Adults (self-service only)	42,359	38,057
WIA Adults	43,264	38,440
WIA Dislocated Workers	397	210
Total Youth (14-21)	627	303
Out-of-School Youth	346	189
In-School Youth	281	114

TABLE N. COST OF PROGRAM ACTIVITIES

COST OF PROGRAM ACTIVITIES		
Program Activity		Total Federal Spending
Local Adults		\$2,314,237
Local Dislocated Workers		\$1,079,728
Local Youth		\$1,956,490
Rapid Response		\$209,583
Statewide Required Activities		\$6,202
Statewide Required Activities	MIS	\$120,807
	Software System	\$804
	Statewide Capacity Building	\$6,223
Total of All Federal Spending Listed Above		\$5,694,074

TABLE O. LOCAL PERFORMANCE - GREATER NEBRASKA

LOCAL PERFORMANCE GREATER NEBRASKA WORKFORCE INVESTMENT AREA					
Local Area Name:	Total Participants Served	Adults	19,049		
Greater Nebraska Workforce Investment Area		Dislocated Workers	257		
		Older Youth (19-21)	122		
		Younger Youth (14-18)			
ETA Assigned #:	Total Exitters	Adults	16,440		
31015		Dislocated Workers	140		
		Older Youth (19-21)	48		
		Younger Youth (14-18)			
Reported Information		Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	Adults	83.0%	83.9%		
	Dislocated Workers	89.0%	87.9%		
Retention Rate	Adults	88.0%	90.1%		
	Dislocated Workers	94.0%	93.9%		
Average Earnings (Adults, DLWs)	Adults	\$9,800	\$9,726		
	Dislocated Workers	\$14,000	\$13,476		
Placement in Employment or Education	Youth (14-21)	76.7%			
Attainment of Degree or Certificate	Youth (14-21)	68.0%	75.9%		
Literacy and Numeracy Gains	Youth (14-21)	66.4%	71.4%		
Overall Status of Local Performance			Not Met	Met	Exceeded
				X	

TABLE O. LOCAL PERFORMANCE - OMAHA

LOCAL PERFORMANCE - GREATER OMAHA TRI COUNTY WORKFORCE INVESTMENT AREA					
Local Area Name:	Total Participants Served	Adults	17,394		
Greater Omaha Tri County Workforce Investment Area		Dislocated Workers	63		
		Older Youth (19-21)	184		
		Younger Youth (14-18)			
ETA Assigned #:	Total Exitters	Adults	15,520		
31010		Dislocated Workers	40		
		Older Youth (19-21)	91		
		Younger Youth (14-18)			
Reported Information		Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	Adults	72.0%	76.0%		
	Dislocated Workers	89.0%	86.7%		
Retention Rate	Adults	88.0%	81.4%		
	Dislocated Workers	94.0%	96.8%		
Average Earnings (Adults, DLWs)	Adults	\$10,900	\$11,688		
	Dislocated Workers	\$16,000	\$16,049		
Placement in Employment or Education	Youth (14-21)	70.0%			
Attainment of Degree or Certificate	Youth (14-21)	62.0%	77.9%		
Literacy and Numeracy Gains	Youth (14-21)	55.0%	63.4%		
Overall Status of Local Performance			Not Met	Met	Exceeded
				X	

TABLE O. LOCAL PERFORMANCE - LINCOLN

LOCAL PERFORMANCE GREATER LINCOLN WORKFORCE INVESTMENT AREA			
Local Area Name:	Total Participants Served	Adults	6,821
Greater Lincoln Workforce Investment Area		Dislocated Workers	52
		Older Youth (19-21)	48
		Younger Youth (14-18)	
ETA Assigned #:	Total Exiters	Adults	6,480
31005		Dislocated Workers	26
		Older Youth (19-21)	49
		Younger Youth (14-18)	
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	93.8%	94%
	Dislocated Workers	95.3%	100.0%
Retention Rate	Adults	95.0%	95.2%
	Dislocated Workers	98.3%	100.0%
Average Earnings (Adults, DLWs)	Adults	\$12,800	\$13,974
	Dislocated Workers	\$16,000	\$17,293
Placement in Employment or Education	Youth (14-21)	60.0%	77.8%
Attainment of Degree or Certificate	Youth (14-21)	72.9%	81.6%
Literacy and Numeracy Gains	Youth (14-21)	57.5%	66.7%
Overall Status of Local Performance			Not Met
			Met
			Exceeded
			X

APPENDIX

- 41** A. American Job Center Customer Survey
- 42** B. Heartland Workforce Solutions Customer Survey
- 44** C. Customer Service Survey
- 46** D. Customer Service Survey Results

A. AMERICAN JOB CENTER CUSTOMER SURVEY



AmericanJobCenter CUSTOMER SURVEY

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

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

1. Please mark all of the services you came to the American Job Center for today:

- | | |
|--|---|
| <input type="checkbox"/> Help Finding a Job | <input type="checkbox"/> Filing for Unemployment Insurance Benefits |
| <input type="checkbox"/> Veterans Services | <input type="checkbox"/> Information on Training Opportunities |
| <input type="checkbox"/> Testing / Assessments | <input type="checkbox"/> Labor Market Information |
| <input type="checkbox"/> Youth Services | <input type="checkbox"/> Job Interview |

2. Are you currently employed? YES NO

3. Please circle your level of agreement with the statements below.

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Don't Know / Doesn't Apply
	SA	A	N	D	SD	DK
a. When entering the Center, I received a friendly, efficient greeting.	1	2	3	4	5	6
b. I was treated as a valued customer.	1	2	3	4	5	6
c. The staff was able to answer my questions and make suggestions.	1	2	3	4	5	6
d. The NEworks website contained helpful information.	1	2	3	4	5	6
e. I feel confident that I can use NEworks on my own.	1	2	3	4	5	6
f. I would recommend your services to a friend or a family member.	1	2	3	4	5	6

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

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

6. Additional comments? _____

THANK YOU for completing this survey!

Your responses will remain anonymous unless you wish to be contacted by the Manager.

Would you like to be contacted by the Manager to discuss your experience today? YES NO

If you answered YES, please provide your contact information below.

Name: _____ Telephone: _____

Best Day / Time to Reach You: _____

Revised 05/07/2014 URBANDEV/WIA BOARD/

B. HEARTLAND WORKFORCE SOLUTIONS CUSTOMER SURVEY

Customer Survey: Heartland Workforce Solutions

Your Opinion Counts!

Your thoughts and ideas help us serve you better. Please take a moment to answer the following questions.

Today's Date: / / 20____

1. Are you currently employed? Yes No
2. How many times have you used our service in the last 90 days, including today?
 1 2-5 6 or more
3. Please check the following services you came in for today:
 Help finding a job Filing for Unemployment Insurance
 Information on job opportunities Information on training opportunities
 Job interview, employer _____ Test or assessment
 Other _____
4. Please check the time you were in the Workforce Solutions Center today:
 8 am – 11 am 11 am - 2 pm 2 pm – 5 pm

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
5. I was treated as a valued individual.	1	2	3	4
6. When entering the Center, I was greeted quickly.	1	2	3	4
7. The time I waited for services seemed reasonable to me.	1	2	3	4
8. The staff treated me with respect.	1	2	3	4
9. The entire process today made efficient use of my time.	1	2	3	4
10. The staff answered my questions to my satisfaction.	1	2	3	4
11. I did NOT feel like a number today.	1	2	3	4
12. The staff really cared about meeting my needs.	1	2	3	4
13. I have total confidence in the staff to meet my needs.	1	2	3	4
14. I learned something today that will help me.	1	2	3	4

15. Based on your experience so far, would you recommend our services to a friend or family member?
 Yes No Don't Know

See Back Page

16. In using our services, what is the single most important issue for you? _____

17. Is there one thing you could suggest to help us improve our services? _____

18. In using our services today, what was the best part of your experience? _____

19. Is this Career Center conveniently located to suit your needs? _____

If you would like to be contacted by the Workforce Solutions Center Manager to discuss an issue, please provide your name and contact information along with a brief summary of the issue you wish to discuss.

Name: _____

Telephone: _____

Best time to contact: _____

Brief summary of issue: _____

Thank you for your cooperation in completing this survey. Your responses will remain anonymous unless you wish to be contacted by the Manager as a follow-up.

Please return this survey to the Information Desk! Thank You!

C. CUSTOMER SERVICE SURVEY



Customer Service Survey

YOUR OPINION COUNTS!

Please take a few moments to tell us how we did. Your feedback will help us serve you better. NOTE: Your participation in this survey will *in no way* affect your employment prospects.

THANK YOU!

Date: _____

1. Please mark all of the services you came to the Career Center for today.

- | | |
|--|---|
| <input type="checkbox"/> Learn more about NEworks | <input type="checkbox"/> Help with an NEworks job search |
| <input type="checkbox"/> Help with a resume & cover letter | <input type="checkbox"/> Labor Market Information |
| <input type="checkbox"/> Help with a job application | <input type="checkbox"/> Job interview |
| <input type="checkbox"/> RES Orientation | <input type="checkbox"/> Filing for Unemployment Insurance Benefits |
| <input type="checkbox"/> Veterans Services | <input type="checkbox"/> Testing / Assessments |
| <input type="checkbox"/> Use the Resource Room | <input type="checkbox"/> Information on training opportunities |

2. Are you currently employed? Yes No

3. Number of times you used our services in the last 90 days? 1 Time 2-5 Times Over 6

4. What time were you in the Career Center today? 8am – 11 am 11 am – 2 pm 2 pm – 5 pm

Please indicate the level of agreement with the statements below using the following scale.

1 = Strongly Agree (SA)
2 = Agree (A)

3 = Neither Agree nor Disagree (N)
4 = Disagree (D)

5 = Strongly Disagree (SD)
6 = Don't Know/Doesn't Apply (DK)

	SA	A	N	D	SD	DK
5. I was treated as a valued individual.	1	2	3	4	5	6
6. I was assisted by Center staff in a timely manner.	1	2	3	4	5	6
7. The NEworks registration was reasonable to fill out.	1	2	3	4	5	6
8. The staff answered questions and made suggestions.	1	2	3	4	5	6
9. The Center staff met my needs today.	1	2	3	4	5	6
10. The NEworks website contained helpful information.	1	2	3	4	5	6
11. I would recommend the Center & NEworks to a friend or family member.	1	2	3	4	5	6
12. I am confident I can use NEworks from home successfully.	1	2	3	4	5	6



Customer Service Survey

In using our services, what is the **single most important issue** for you?

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

In using our services today, what was the **best part of your experience**?

Is this Career Center conveniently located to suit your needs? Yes No (Comment Below)

Additional Comments

Would you like to be contacted by the One Stop Manager to discuss your experience today? Yes No

If YES, please provide your contact information below.

Name: _____
Telephone: _____
Best Day / Time to Contact: _____

Thank you for your cooperation in completing this survey. Your responses will remain anonymous unless you wish to be contacted by the Manager.

D. CUSTOMER SERVICE SURVEY RESULTS

WHICH TYPE OF USER BEST DESCRIBES YOU?

ANSWER	NUMBER OF TIMES ANSWERED	PERCENT OF TIMES ANSWERED
Youth (18 years old or less)	35	0.6%
Jobseeker	5666	96.38%
Employer	40	0.68%
Labor Market Analyst/Researcher	11	0.19%
Other	127	2.16%
Total	5879	



INDICATE THE PRIMARY PURPOSE FOR WHICH YOU WILL BE USING THIS INFORMATION

ANSWER	NUMBER OF TIMES ANSWERED	PERCENT OF TIMES ANSWERED
Job Search	5204	90.08%
Career Planning/Occupational Research	103	1.78%
Locate Education or Training Providers	26	0.45%
Find Employer Contact Information	158	2.73%
Research/Reports	5	0.09%
Planning/Policy Making	3	0.05%
Just Looking Around	72	1.25%
Employer Looking for Candidates	66	1.14%
Other	140	2.42%
Total	5777	



IT WAS EASY TO FIND INFORMATION

ANSWER	NUMBER OF TIMES ANSWERED	PERCENT OF TIMES ANSWERED
Strongly Agree	731	12.53%
Agree	2765	47.41%
Neither Agree or Disagree	1693	29.03%
Disagree	470	8.06%
Strongly Disagree	173	2.97%
Total	5832	

THE DATA WAS EASY TO UNDERSTAND

ANSWER	NUMBER OF TIMES ANSWERED	PERCENT OF TIMES ANSWERED
Strongly Agree	728	12.48%
Agree	2951	50.6%
Neither Agree or Disagree	1678	28.77%
Disagree	344	5.9%
Strongly Disagree	131	2.25%
Total	5832	

THE DATA MET MY NEEDS

ANSWER	NUMBER OF TIMES ANSWERED	PERCENT OF TIMES ANSWERED
Strongly Agree	613	10.51%
Agree	2744	47.05%
Neither Agree or Disagree	2045	35.07%
Disagree	297	5.09%
Strongly Disagree	133	2.28%
Total	5832	

OVERALL, HOW WOULD YOU RATE YOUR VISIT WITH THIS WEBSITE?

ANSWER	NUMBER OF TIMES ANSWERED	PERCENT OF TIMES ANSWERED
Excellent	960	16.46%
Good	2827	48.47%
Fair	1029	17.64%
Poor	330	5.66%
No Opinion	686	11.76%
Total	5832	



NEBRASKA

DEPARTMENT OF LABOR

A proud partner of the **americanjobcenter** network

WIA

STATE OF NEBRASKA
WORKFORCE
INVESTMENT ACT
**2013 ANNUAL
REPORT**

JULY 1, 2013 -
JUNE 30, 2014