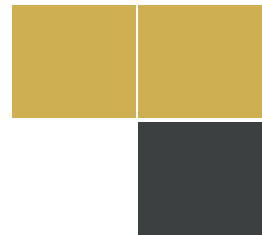


STATE OF NEBRASKA
WORKFORCE
INVESTMENT ACT



ANNUAL REPORT
JULY 1, 2014 - JUNE 30, 2015



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PETE RICKETTS

Governor

JOHN H. ALBIN

Commissioner of Labor
State WIA Liaison
Nebraska Workforce Investment Board Member

DEB ANDERSEN

Editor

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Editor

ANGELA HANSEN-KRUSE

Performance Data

**NEBRASKA
DEPARTMENT OF LABOR FINANCE**

Expenditure Reports

BRITTNEY LIPPINCOTT

Design

This is a publication of the
NEBRASKA WORKFORCE
DEVELOPMENT BOARD (NWDB)
& NEBRASKA DEPARTMENT OF LABOR

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dol.nebraska.gov

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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.



"Today's announcement that Nebraska has the lowest unemployment rate in the nation is great news for our state. We must continue to think strategically about the future. Growing Nebraska for the next generation requires careful planning so that our children and grandchildren have the opportunities they need to live, work, and raise a family here in Nebraska for generations to come."

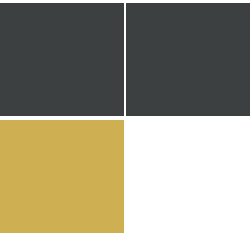
Governor Pete Ricketts, March 27, 2015

"This is an important milestone for our state that coincides with continued employment growth and strong workforce participation. We will continue to champion initiatives that make Nebraska a great state for both employer and workers."

John H. Albin, March 27, 2015

Commissioner of Labor, State WIA Liaison,
Nebraska Workforce Investment Board Member
Nebraska Department of Labor





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

FINANCE & 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

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

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
- Roma Amundson
Lancaster County Commissioner, Walton

PARTNER AGENCIES

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

WORKFORCE INVESTMENT BOARD



STATE GOVERNMENT

- Governor Pete Ricketts
State of Nebraska
- Lieutenant Governor Mike Foley
State of Nebraska
- Senator Galen Hadley
Legislative District 37 - Kearney*
- Senator Steve Lathrop
Legislative District 12 - Omaha*

* *ex-officio member*

STATE AGENCIES

- John H. Albin
Nebraska Department of Labor
- Matt Blomstedt
Nebraska Department of Education
- Brenda Hicks-Sorenson
Nebraska Department of
Economic Development
- John McNally
Nebraska Department of Veterans Affairs
- Courtney Phillips
Nebraska Department of
Health and Human Services

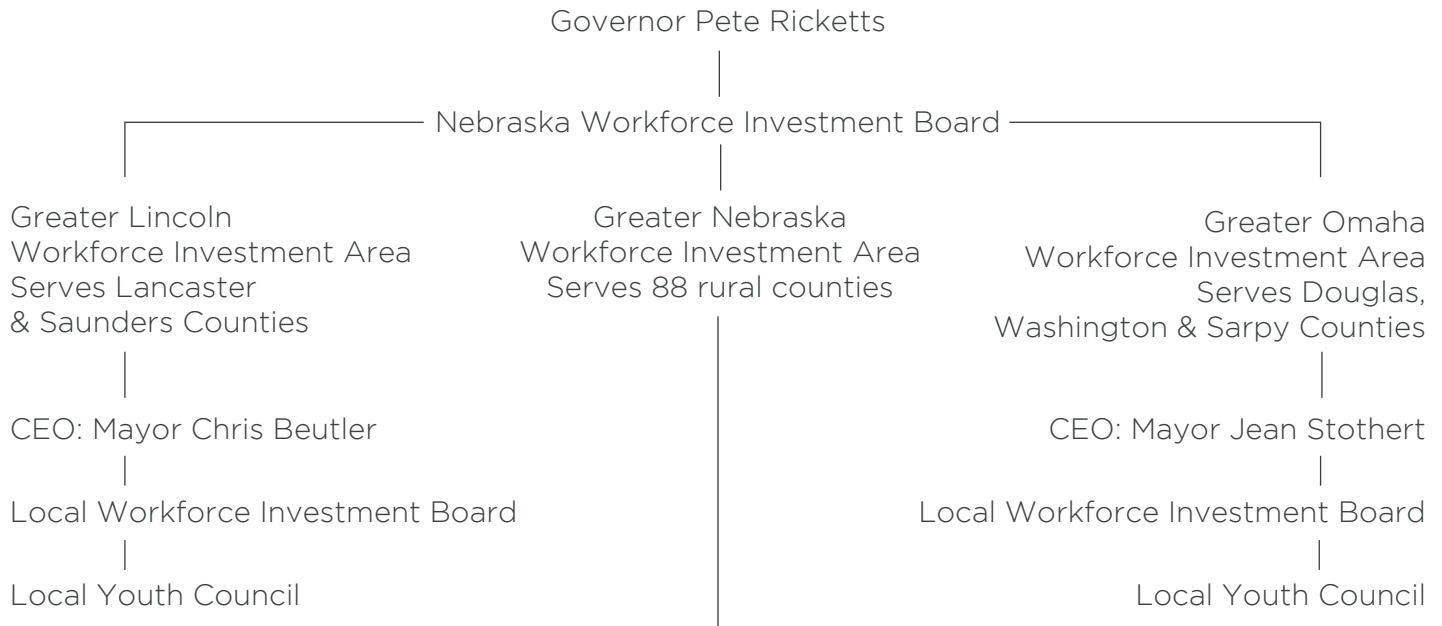
“A dynamic, demand-driven workforce system fully integrates multiple partner services to meet the changing needs of businesses and individuals by providing the knowledge, skills, and resources for learning, earning, and living today and tomorrow.”

Mark Moravec
Nebraska Workforce Investment Board Chair,
Business Development Manager, Chief Industries, Inc.,
Grand Island, Nebraska



WORKFORCE INVESTMENT ACT

LEADERSHIP FLOWCHART



CEO: Local Elected Officials Board

GREATER NEBRASKA

REGION I

- Jack Anderson
Sheridan County Commissioner
- Kent Greenwalt
Mayor of Terrytown
- Henry Erdman
Morrill County Commissioner

REGION II

- John Fagot
Mayor of Lexington
- Joe Hewgley
Lincoln County Commissioner

REGION III

- Stanley Clouse
CEOB Vice Chair
Mayor of Kearney
- Hal Haeker
Mayor of Alma
- Pamela Lancaster
CEOB Chair,
Hall County Commissioner

REGION IV

- Charles "Chuck" Harris
Mayor of York

REGION V

- Sue Fuchtman
Mayor of Norfolk
- Hilary Maricle
Boone County Commissioner
- Christian Ohl
Madison County Commissioner



WORKFORCE INVESTMENT AREAS



WORKFORCE INVESTMENT AREAS ARE RESPONSIBLE FOR

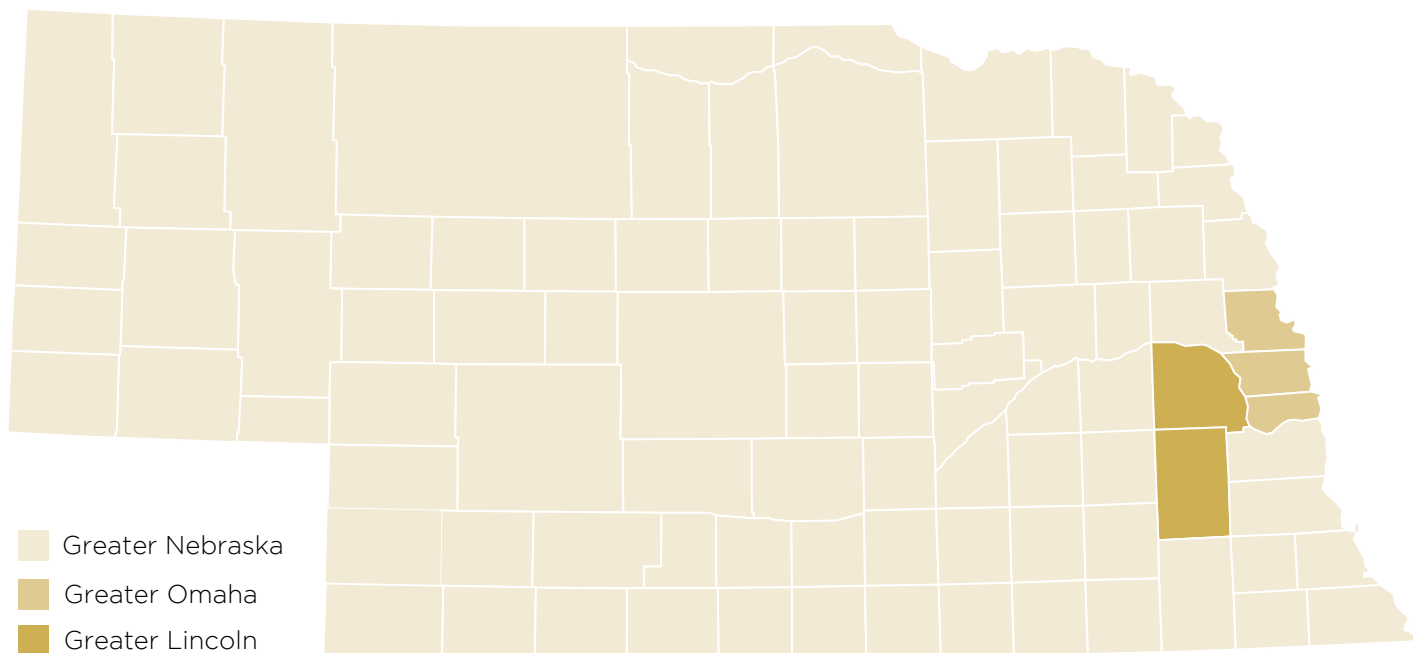
- Creating the local plan and budget
- Establishing and certifying American Job Center Delivery System
- Providing Rapid Response services to laid off and dislocated workers
- Choosing eligible service providers
- Establishing performance accountability system
- Establishing reporting and monitoring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

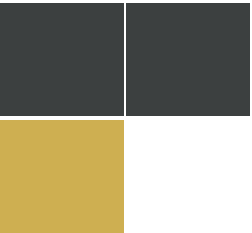
WORKFORCE INVESTMENT AREA WEBSITES

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

Greater Omaha
www.hws-ne.org

Greater Lincoln
www.lincolnjobs.com
www.lifeisright.com
www.selectlincoln.org
<http://lincoln.ne.gov/city/urban/workforce/index.htm#s>





LOCAL WORKFORCE INVESTMENT AREAS

COMPREHENSIVE LISTING OF 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.

NEBRASKA DEPARTMENT OF LABOR LOCATIONS

Alliance

302 Box Butte Ave.
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

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
402-462-1867
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

Nebraska City

917 Wildwood Lane, Room 104
Nebraska City, NE 68410-3312
402-873-3384
ndol.nebraskacitywfd@nebraska.gov

Norfolk

105 E. Norfolk Ave., Ste. 120
Norfolk, NE 68701
402-370-3430
ndol.norfolkwfd@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

AMERICAN JOB CENTERS

Lincoln

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

Omaha

Heartland Workforce Solutions
5752 Ames Ave.
Omaha, NE 68104
402-444-4700
admin@hws-ne.org

Grand Island

203 East Stolley Park Rd, Ste. A
Grand Island, NE 68801
308-385-6300
ndol.grandislandwfd@nebraska.gov

- Greater Nebraska
- Greater Omaha
- Greater Lincoln
- American Job Center
- NDOL Location



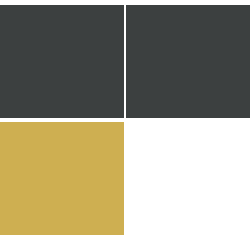
KEY WEBSITES

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 Department of Health and Human Services
<http://dhhs.ne.gov>
- Nebraska Unicameral Legislature
<http://nebraskalegislature.gov>
- Nebraska Vocational Rehabilitation
www.vr.nebraska.gov
- Nebraska Department of Labor
www.dol.nebraska.gov
(Workforce Investment Act)
- Workforce Services
<https://networks.nebraska.gov>
- Unemployment Insurance Claims
<https://networks.nebraska.gov/vosnet/unemployment.aspx>
- H3 (High Wage, High Demand, High Skill)
<http://h3.ne.gov>

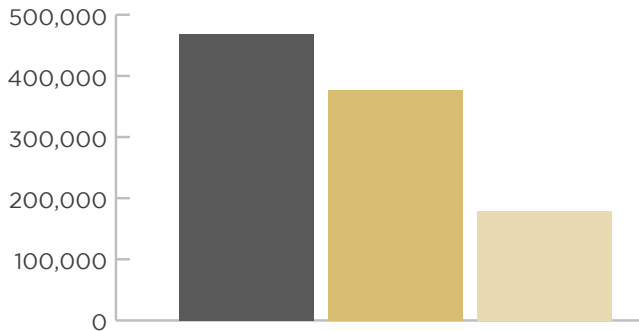
NATIONAL

- 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



LOCAL AREA WIA CUSTOMER BASE

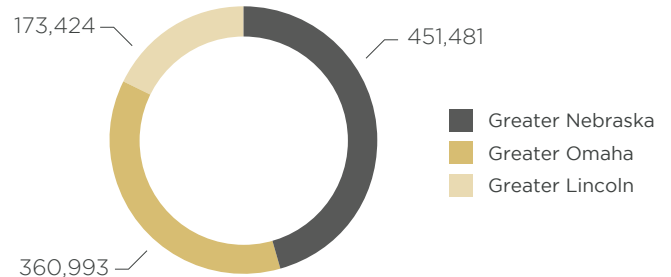
LABOR FORCE



Local Area	Labor Force
Greater Nebraska	468,030
Greater Omaha	376,605
Greater Lincoln	179,400

Source: Nebraska Department of Labor.
Local Area Unemployment Statistic for PY 2014

EMPLOYMENT



Local Area	Number of Employed Individuals
Greater Nebraska	451,481
Greater Omaha	360,993
Greater Lincoln	173,424

Source: Nebraska Department of Labor.
Local Area Unemployment Statistic for PY 2014

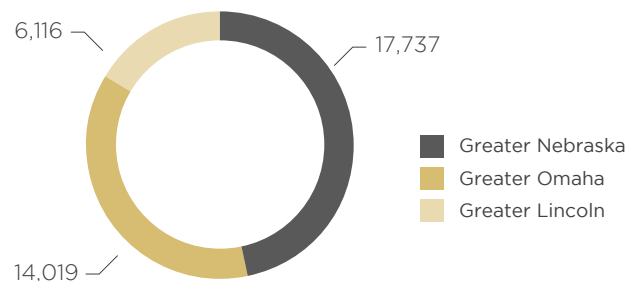
UNEMPLOYMENT



Local Area	Number of Unemployed Individuals
Greater Nebraska	16,549
Greater Omaha	15,612
Greater Lincoln	5,976

Source: Nebraska Department of Labor.
Local Area Unemployment Statistic for PY 2014

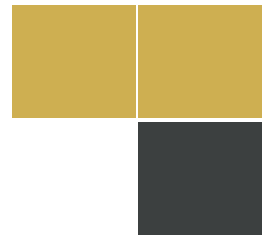
PARTICIPATION LEVELS



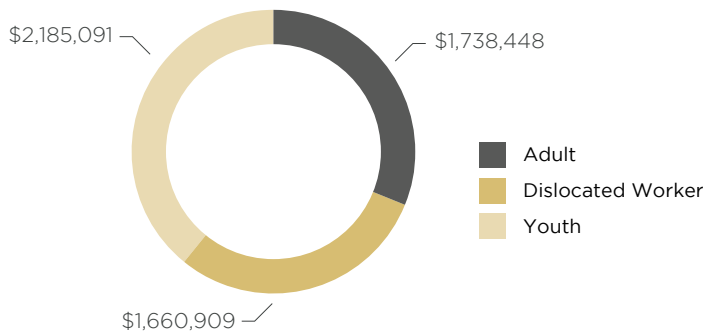
Local Area	Number of Participants
Greater Nebraska	17,737
Greater Omaha	14,019
Greater Lincoln	6,116

Source: Participation Levels as Reported in Tables "O" on
ETA Form 9091, PY 2014.

STATE & LOCAL WIA REVENUES



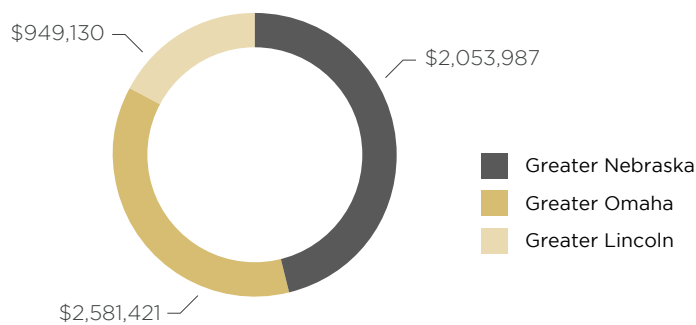
TITLE 1 FUNDING



Program	Funds
Adult	\$1,738,448
Dislocated Worker	\$1,660,909
Youth	\$2,185,091
Total	\$5,584,448

Source: United States Department of Labor. Training and Employment Guidance Letter No. 18-13.

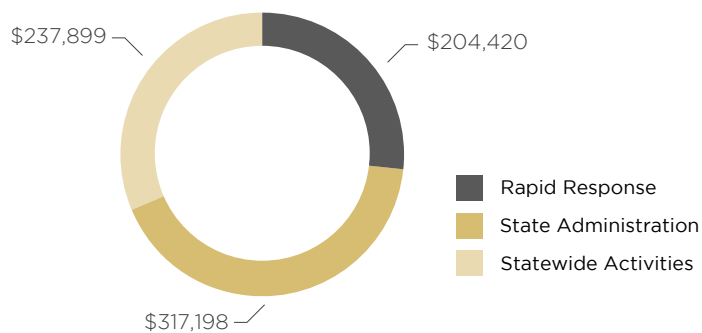
LOCAL AREA FUNDING



Local Area	Funds
Greater Nebraska	\$2,053,897
Greater Omaha	\$2,581,421
Greater Lincoln	\$949,130
Total	\$5,584,448

Source: Nebraska Department of Labor Workforce Investment Act Issuance. No. 13-06, Charge 1.

STATE LEVEL FUNDING



Program	Funds
Rapid Response	\$204,420
State Administration	\$317,198
Statewide Activities	\$237,899
Total	\$759,516

Source: United States Department of Labor. Training and Employment Guidance Letter No. 18-13.

WIA FINANCIAL STATEMENT, PY 2014

	Funds Available	Expended/ Obligation	Percent	Balance Remaining
Adult Program - Current Year	1,760,458.00	1,197,557.94	68.03	562,900.06
Carry In - Prior Years	854,142.37	853,808.37	99.96	334.00
DLW Program - Current Year	607,927.00	271,614.83	44.68	336,312.17
Carry In - Prior Yrs	449,947.10	441,076.17	98.03	8,870.93
Youth Program - Current Yr	1,951,633.08	1,435,814.01	73.57	515,819.07
Carry In - Prior Yrs	265,799.47	265,798.69	100.00	0.78
Out of School	1,370,490.71	1,114,906.05	81.35	255,584.66
In School	846,941.84	586,706.65	69.27	260,235.19
Summer Youth	0.00	0.00	0.00	0.00
Local Admin - Current Yr	557,102.50	381,685.81	68.51	175,416.69
Carry In - Prior Yrs	105,441.50	105,337.61	99.90	103.89
Rapid Response - Current Yr	17,988.12	628.23	3.49	17,359.89
Carry In - Prior Yrs	171,275.18	158,928.03	92.79	12,347.15
Governor's Funds - Current Yr	422,920.00	303,333.76	71.72	119,586.24
Carry In - Prior Yrs	197,871.66	119,204.30	60.24	78,667.36
Current Year Totals	5,318,028.70	3,590,634.58	67.52	1,727,394.12
Carry In Totals	2,044,477.28	1,944,153.17	95.09	100,324.11
Combined Totals	7,362,505.98	5,534,787.75	75.18	1,827,718.23

Source: Nebraska Department of Labor, Office of Finance. July 1, 2014 - June 30, 2015.

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 jobseekers 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 Nebraska Department of Labor 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 defined career readiness as: "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"

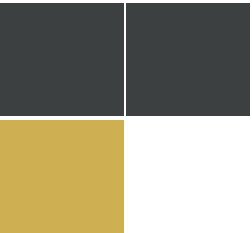
with long-standing importance in career education and should be used over and over again with increasing complexity and relevance by students as they progress through their educational pathway. The 11 standards accessed at www.education.ne.gov/nce/ are provided as a resource to assist schools, colleges, 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.



NELearn

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

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
- Financial and personal well-being

iPathways – Online instructional program designed for the GED prep student. Nebraska offers a hybrid model of this program under which the student attends class in person at least two times a month to meet with the instructor. Adult Education programs offer appropriate students the online instruction option after pre-testing is complete and a determination has been made as to whether the student is a good candidate for distance learning.

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.

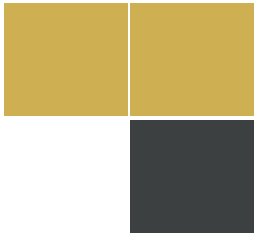


“LOCAL JOBS” BUTTONS

In partnership with local chambers of commerce and economic development organizations, the “Local Jobs” button is displaying on partner websites and providing access to employment opportunities on the NEworks labor exchange system. The employment opportunities searchable via the “Local Jobs” button 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. The expanded availability of the NEworks labor exchange system benefits these organizations with better access to workforce services for their citizens. Jobseekers have expedient access to current, local jobs; and employers benefit from an increased labor pool and jobseeker access to their current openings.

Deployment of the “Local Jobs” button 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.



Nebraska Department of Labor staff assume responsibility for ongoing relationship building and the provision of workforce solutions to local agencies. Nebraska Department of Labor utilizes information developed from the “Local Jobs” button search criteria to develop specific and strategic service plans that address the needs of the local areas’ employers. Some of the information reported to participating agencies includes: jobs posted, referrals of qualified jobseekers, 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 areas’ job market.

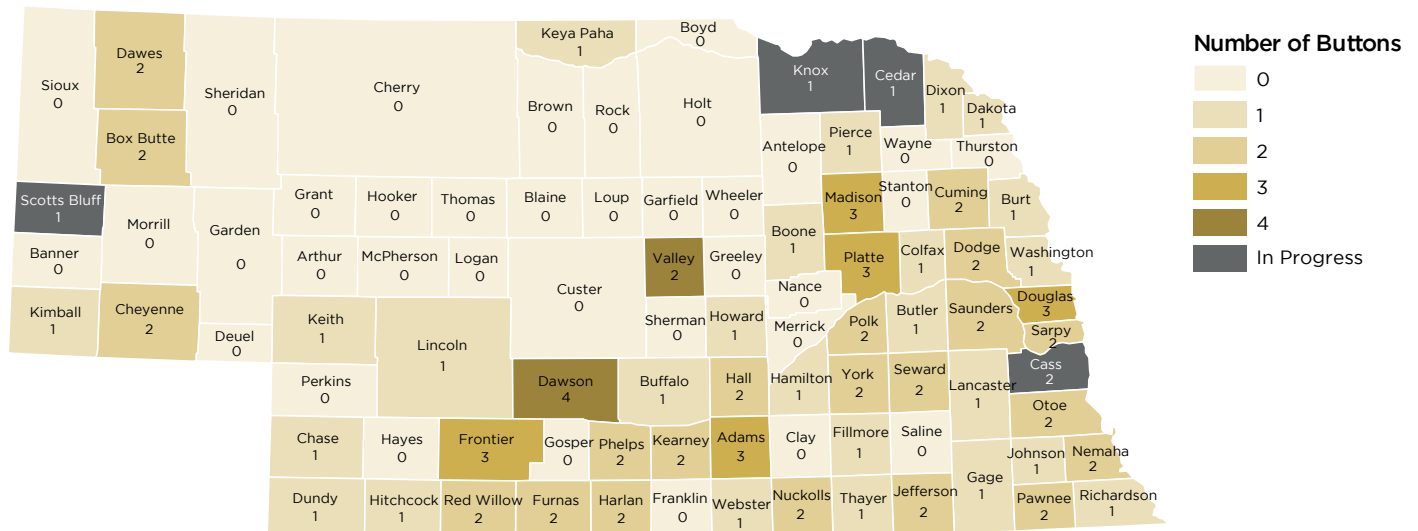
Since the rollout of the “Local Jobs” button in October 2013, Nebraska has successfully deployed the “Local Jobs” button to more than 52 counties and 51 cities, which include:

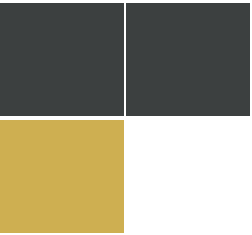
- More than 25 economic development organizations
- 26 chambers of commerce
- 15 city municipalities
- 5 county websites
- 5 community organizations

In addition, Nebraska is in the process of deploying 14 additional “Local Jobs” button to four counties and 16 cities, which include:

- 4 economic development organizations
- 8 chambers of commerce
- 5 city municipalities

DEPLOYMENT OF LOCAL JOBS BUTTONS BY COUNTY





CONNECT

In October 2014, the Nebraska Department of Labor was awarded a four-year \$9.2 million H-1B Ready to Work Partnership grant. Nebraska's **CONNECT** program is a partner-driven strategy that focuses on the reemployment of long-term unemployed workers in IT occupations. This program is working to create a systems reform effort to bridge the skills and education gaps between the available workforce and IT employment positions across multiple industries.



NEMAC SOCIAL MEDIA PROJECT

Showcasing the new face of manufacturing in the Midwest is the focus of a new social media campaign initiated by Nebraska Department of Labor, the Nebraska Department of Economic Development, and the Nebraska Manufacturing Advisory Council (NeMAC), an alliance of Nebraska manufacturers. The idea is to promote high wage, high skill, high demand 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 provided the education and training necessary to ensure the ongoing prosperity of the whole industry.



In collaboration with leading employers in the IT field, the Nebraska Department of Labor, Metropolitan Community College and the University of Nebraska Omaha partnered together on this project to improve Nebraska's ability to educate, train, and recruit a qualified workforce that meets Nebraska's current and future IT industry needs within an ever-changing industry-driven economy. This partnership has leveraged resources and gained industry input to create an integrated service model that has allowed for maximum enrollment of the long-term unemployed.

Through a combination of education and work-based training programs, **CONNECT** is providing a structured training opportunity in which participants gain the knowledge, competencies, and credentials necessary to be successful in the IT industry.

Two full-time Program Coordinators were hired to develop and implement program initiatives, recruit and case-manage program participants, and coordinate efforts with key strategic education and employer partners. The coordinators have utilized internal Nebraska Department of Labor reporting, data mining, labor market research, and relationships with strategic community-based referral partners to identify, inform, and enroll program participants.

CONNECT's primary training/educational partners, Metropolitan Community College (MCC) and the University of Nebraska-Omaha (UNO), have achieved outstanding progress both in adding dedicated staff to support program participants and in the development of infrastructures that will be critical to the overall success of the program.

A formal kickoff event was held in June 2015, and CONNECT staff are actively engaging community-based programs/organizations in the Omaha Metro-Area. Outreach efforts have targeted community-based programs both in and outside the scope of the Nebraska Department of Labor and other government agencies, and have been focused on reaching programs and organizations who provide services to, and interact with, overlapping segments of the population who meet the eligibility requirements for CONNECT.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) CORE PARTNERS

The passage of the Workforce Innovation and Opportunity Act (WIOA) in July 2014 created an extraordinary opportunity to improve Nebraska's workforce development system. Beginning in February 2014, a series of biweekly planning meetings began with full participation from all of WIOA's core partner programs in Nebraska.

This has included key decision-making leaders representing Wagner-Peyser, WIOA Adult, Dislocated Worker and Youth from the Nebraska Department of Labor, leadership from the Nebraska Department of Education representing Vocational Rehabilitation, Adult Education and Literacy, and from the Nebraska Commission for the Blind and Visually Impaired.



These meetings were set up not only to allow compliance with WIOA, but to also create workforce system reforms and enhance collaboration between government agencies and across multiple workforce programs and funding streams. This collective effort has the goal of providing better employment outcomes to Nebraska's jobseekers and superior recruitment results for Nebraska's employers. Nebraska's core partners are committed to creating a fully-integrated workforce development system and increasing the alignment of policies and service delivery methods across programs. These meetings have helped push policy and service delivery decisions forward to improve job and career options for Nebraska's workers and jobseekers, and better meet the needs of Nebraska's employers.

EVALUATION & CONTINUOUS IMPROVEMENT

EVALUATION

In PY 2014, 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 2014, 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 the Wage Record Interchange System 2 (WRIS2) and currently is one of 39 states, the District of Columbia, and the Commonwealth of Puerto Rico participating in WRIS2.

CONTINUOUS IMPROVEMENT

For PY 2014, Nebraska exceeded performance measures for eight of the nine WIA common measures. The state's adult program performed very well on all three measures (entered employment, employment retention, and average earnings). The state also performed very well on all three youth measures (placement in employment or education, attainment of degree or certificate, and literacy

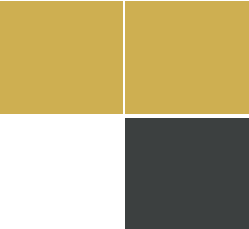


and numeracy gains). The state exceeded two of three measures for the dislocated worker program (employment retention and 6-months average earnings). Technical assistance is being provided to the dislocated worker program on the entered-employment measure through a performance work group comprising state and local area staff.

STATEWIDE

Evaluation of NEworks, the virtual one stop system (VOS), continued to be a primary focus in PY 2014. 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 three local areas: Greater Lincoln; Greater Nebraska; and Greater Omaha.



“Dashboard” reports, implemented by the Performance 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

The Greater Lincoln American Job Center, the *One Stop Employment Solutions* (OSES) program, and the *Youth Employment and Support Service* (YESS) program sponsored the Youth Community Capacity Building Event on June 12, 2015. Providers of youth services from Lancaster and Saunders Counties, the State of Nebraska, Greater Nebraska Workforce Investment Area and Greater Omaha Heartland Workforce Services were invited.

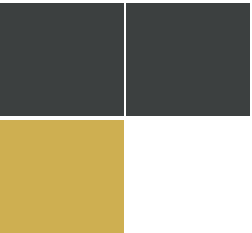
The event was opened by Urban Division Director Dave Landis and a keynote presentation on the Status of Youth in Lincoln was provided by Betty Medinger, Nebraska Children and Families Foundation. Delonté Johnson, a Lincoln Workforce Investment Board Youth Council member and former YESS participant spoke of his journey from participant to employment and to council member. Kris Whisenhunt, Nebraska Children and Families Foundation, moderated a Youth Panel comprised of youth from Project Everlast and the YESS program. The panel took questions from the attendees.

In addition, Vicki Leech, American Job Center and OSES Program Manager, gave an overview of the new WIOA youth program requirements that will take effect July 1, 2015 and the changes from the WIA youth programs. During the afternoon session, Adam Fletcher, President of Common Action, facilitated group discussions and activities during which an analysis of strengths, weaknesses, opportunities and threats was performed by attendees in relation to local area youth services. In addition, groups outlined their ideas on the pipeline to employment for youth in Lincoln. The event ended with all attendees sharing thoughts on key ideas emerging from the event and next steps.

GREATER NEBRASKA

PY 2014 represented a year of hard work, innovation, and forward progress for the Greater Nebraska Workforce Investment Board. The board embraced the many opportunities associated with the passage of Workforce Innovation and Opportunity Act (WIOA) in July of 2014. A significant amount of time at each board meeting was dedicated to WIOA transition and compliance requirements. Additionally, much of this board meeting time focused on strategic planning to move Greater Nebraska forward under WIOA and to revitalize the local area’s service delivery, training, and employer outreach models.

Greater Nebraska worked to create new partnerships and enhance existing partnerships. The area played an active role in the implementation and successes of the Job-Driven National Emergency Grant (JD NEG), implemented by the Nebraska Department of Labor. Including working closely with participants and employers to develop career training and employment opportunities for many individuals.



Numerous job fairs were held throughout the local area, and were promoted using a variety of methods, including social media. Greater Nebraska continued its efforts to cultivate and link a diverse talent pool to business by creating strong regional economies in areas where people want to live and work.

GREATER OMAHA

The Heartland Workforce Solutions (HWS) Board completed two strategic planning sessions during PY 2014. The sessions were held to review goals and set the focus areas for the coming years. A Strategic Plan Overview was developed for the following areas:

- Business and Industry Partnerships
- Performance
- Youth
- Fund Development
- and Marketing and Communication.

Key action items were identified for incorporation into the Local Plan for PY 2015. In addition, several informational sessions were held with HWS Board members and partners to share information on the Workforce Innovation and Opportunity Act (WIOA) that was signed into law by President Obama on July 22, 2014.

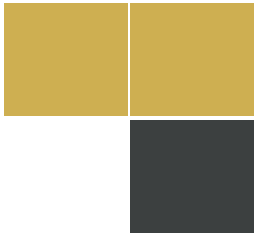
The City of Omaha again provided funding in PY 2014 for basic computer literacy classes and training and materials for the *Bring Your "A" Game to Work* curriculum. The latter program was shared with Greater Omaha area partners resulting in 23 new trainers becoming available to continue the systems change for preparing individuals for the world of work. The HWS Board continued research for a data system that will benefit not just WIA programs but other community partners as well.



The American Job Center serving the Greater Omaha area 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 American Job Center. Survey feedback has resulted in refining the questions and recommendations for changes in the workshops and how services are offered. Analysis of the data is ongoing and comparisons can now be made on a year to year basis, to help spot trends in customer flow, occupational interests, and training needs.

Another part of Greater Omaha's continuous improvement efforts has been to increase the partnerships with the American Job Center, both through co-location of new partners and involvement by business and other community agencies. In PY 2014, 19 partner programs co-located at the American Job Center with several others using the facility on an intermittent basis. Numerous individual employers have used the facility for recruitment along with holding job fairs on site.



HWS was again a recipient of the annual suit drive by Men's Wearhouse as well as donations from other organizations and individuals. The donations received provided jobseekers with appropriate attire for interviews and starting new jobs. In addition, the American Job Center has continued its participation in the *Books by the Busload* project and continues to offer free books to customers to help enhance literacy in the community.

During May 2015, the American Job Center hosted its Spring Career Fair. Twenty-one businesses participated including:

- CHI Health
- West Corp
- Gallup
- Pepsi CO
- White Lodging
- Express Staffing Professionals
- Frito-Lay
- NESCO Resources
- Lozier Corp
- Embassy Suites/Marriott
- Creighton University
- Convergys' Oriental Trade Company
- Hy-Vee
- Alorica
- Advantage Sales and Marketing
- Century Link
- Ludus Media Group
- Kaplan University
- and Bakers Supermarket.

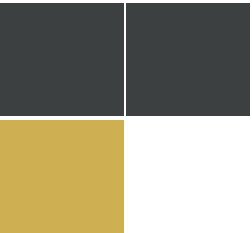
The American Job Center manager received feedback from these employers who consistently reported that the jobseekers seemed to be more employable and polished.

PayPal also hosted two hiring events at the American Job Center in March, which attracted over 170 jobseekers. Due to PayPal's geographic location in the Greater Omaha area, transportation was an issue for many so the company designed a pilot program for new employees to receive transportation assistance to and from the North Omaha area to the PayPal location in La Vista. PayPal staff expressed pleasure with the results of the recruitment effort and appreciation for all of the assistance provided by the American Job Center.

STAFF DEVELOPMENT

GREATER OMAHA

- Two additional Supervisor 1 classes were offered during PY 2014.
- Staff in Greater Omaha participated in numerous in-house training sessions to improve job knowledge and success strategies when working with participants.
- Two staff attended the annual Youth Symposium and the National Association of Workforce Development Professionals (NAWDP) conference.
- Heartland Workforce Solutions and Goodwill management have participated in Youth Work Group meetings through Nebraska Department of Labor.
- WIA staff attended the train-the-trainer session for the "A Game" program.
- Heartland Workforce Solutions Executive Director and Director of Operations attended the National Association of Workforce Boards conference and brought back best practices to share with Heartland Workforce Solutions Board members.



CARL D. PERKINS ACT

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

For PY 2014, 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 ages 5 through 17 and the poverty level of those students. Nebraska has reached the hold harmless level, which represents the same allocation as was 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 Nebraska Department of Education Career Education staff collaborated with Department of Labor staff to provide professional development on the NELearn 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. The State Board of Education passed Rule 47, which established minimum standards to be recognized as an official career academy in Nebraska. Applications are currently under review from schools to have career academies be designated as Rule 47 State Approved Career Academies. Integral components of these career academies include close partnerships with local community colleges, work-based learning programs and alignment with labor market data and economic priorities. These academies are being developed with the collaboration of business and industry, WIA and workforce professionals, 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.

INNOVATION 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 program offerings including career guidance in Nebraska schools. The process is conducted in cooperation with the Department of Labor and regional economic development professionals. After the completion of the 2015-2016 school year, forty-nine schools will have completed the process covering approximately 70% of Nebraska students. After a school has completed the reVISION process and filed an Action Plan with the Department of Education, the district is eligible to compete for an Action Grant of up to \$50,000. Funds are provided through the reserve funds of the Perkins Act and state appropriation from lottery funds.

NEW STANDARDS

Standards, benchmarks and performance indicators were rewritten during the 2011 through 2013 program years. This process began with a meeting of business and industry representatives, postsecondary and secondary educators, along with workforce professionals, to:

1. Determine what students should know and be able to do in preparation for postsecondary education and/or employment; and
2. Guide the development of Nebraska's new programs of study and corresponding standards. Health Science standards and programs of study were reviewed in the summer of 2015.

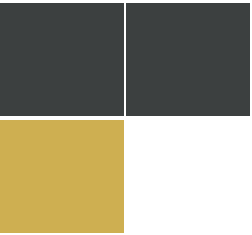
CAREER GUIDANCE

A renewed effort to improve career guidance is underway with new evaluation tools and a new middle school curriculum under development. A new middle school curriculum called "Engage" was developed and provided to schools. The curriculum is based on national career development standards and covers the 16 career clusters. It utilizes Nebraska Career Connections and labor market data from the Department of Labor.

CAREER READINESS STANDARDS

Nebraska Career Education 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. The Habitudes curriculum has continued to assist schools in providing purposeful instruction in career readiness for Nebraska students.

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.



NEres PROGRAM

NEres is Nebraska's Reemployment Strategy program. NEres is a comprehensive reemployment program streamlining Nebraska Department of Labor services to accelerate employment opportunities for individuals. NEres efficiently utilizes financial and human resources by consolidating reemployment programs to provide high quality employment services to assist unemployed individuals on their path to reemployment. The NEres program met the federal requirements of the Worker Profiling and Reemployment Services (WPRS) and Reemployment and Eligibility Assessment (REA) programs and will also meet the requirements of the Reemployment Services and Eligibility Assessment (RESEA) program.

NEres places an emphasis on early intervention and continuing engagement with UI claimants. This reemployment strategy allows customers to enter the reemployment system through a common entry point, which allows the claimant to be connected with an array of services and tools needed for effective job searching and rapid reemployment. The use of high quality, effective reemployment tools is the cornerstone of the NEres program and provides a key strategy to developing an available workforce for Nebraska.

Assigned staff at Nebraska Department of Labor locations provide a standardized orientation designed to provide information on job-search activities and use of the self-service NEworks online labor exchange for resume creation and job searches.

Following the orientation, field staff provide intensive case management services, including job-search assistance, resume assistance, career counseling and other services offered under the Wagner-Peyser One-Stop Delivery System.

This strategy was developed in coordination with the Office of Employment and Training and the Office of Unemployment Insurance. From October 1, 2014 through June 30, 2015, NEres served 3,159 individuals.

JOB DRIVEN NATIONAL EMERGENCY GRANT



Nebraska received a \$4.4 million Job Driven National Emergency Grant (JD NEG). The JD NEG project is a partner-driven strategy that creates reemployment services and work-based trainings for dislocated workers, the long-term unemployed, and Veterans returning from service. This industry driven project helps to connect and prepare participants for employment opportunities in advanced manufacturing and transportation, distribution, and logistics (TDL).

The JD NEG project leverages statewide partnerships and resources to develop a reemployment system in Nebraska that supports and promotes work-based training in order to meet the industry's need for a skilled workforce. The JD NEG will serve 950 individuals. Of the 950, at least 500 will participate in a training program. Of the 500 training participants, at least 350 will participate in On-the-Job Training (OJT) with private industry employers.

The JD NEG grant period is July 2014 – September 2016. From July 1, 2014 through June 30, 2015, JD NEG enrolled 218 participants, placed 99 participants in OJT, and implemented 77 OJT contracts with employers.



VETERAN SERVICES

Veterans receive priority of service at all Nebraska American Job Centers where they are registered and provided staff assisted services through the American Job Center delivery system.

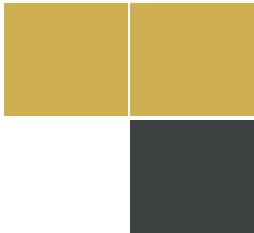
Priority of services to Veterans is further supported through the use of NEworks, the state's management information system, which automatically matches qualified applicants to available jobs through job registration and the creation of an online resume. When a job search is run against any job opening,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



Individualized job development may be facilitated through the use of employer-focused seminars or in conjunction with employers and 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. LVER 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 American Job Centers have fully integrated the Veterans Program into their local service delivery system.

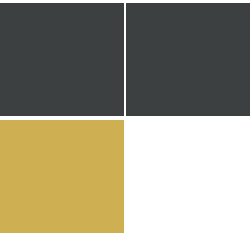
At least one fully qualified DVOP and/or LVER staff member is located in nine of the fifteen Nebraska Department of Labor locations, including the three American Job Centers, and at least one Employment Service staff member (trained and certified in Veterans Programs by the National Veterans Training Institute) is located in the remaining six locations. In addition, seven of the fifteen locations have been identified as Regional Offices within their regional boundaries. All seven Regional Offices have fully qualified DVOP and/or LVER staff available to provide program support to American Job Centers in their respective regions that do not have full-time Veterans Program staffing.



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 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 Department of Labor Office or American Job Center 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
- Monthly follow-up by an assigned case manager for up to six months.



If a Gold Card Veteran is eligible for DVOP services, they are referred to the DVOP for intensive services. If the veteran is not eligible for DVOP services they are referred to Wagner-Peyser's NERes Program to receive intensive services.

RECRUITMENT AND RETENTION EFFORTS

Veteran Hiring Events

A partnership between Nebraska Department of Labor, the Nebraska National Guard, and the U.S. Chamber of Commerce resulted in two Hiring Our Heroes career fairs. Additionally, Nebraska Department of Labor partnered with the Lincoln Community Foundation to hold one Hero to Hired career fair. These hiring events helped Veterans and military spouses find meaningful employment and put to use the diverse skill sets they bring to the workforce. Workshops in preparation for and during the hiring events 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.

The "Good Life for Veterans" campaign

In an effort to recruit Veterans to Nebraska, Nebraska Department of Labor has partnered with the Nebraska State Chamber of Commerce and Industry to promote their Good Life for Veterans initiative and thegoodlifeforVeterans.com. This campaign aims to make Nebraska the premier destination for individuals separating from the military, as well as Veterans who have left the Armed Forces and are already pursuing another career.



Nebraska Department of Labor attended three out of state veteran hiring events targeting transitioning service members, retirees, and Veterans. Attendees were provided information on Nebraska's low cost of living, lowest in the nation unemployment rate, current employment opportunities, and how desirable Veterans are to Nebraska employers. Contact information was collected and follow up services were provided by the Virtual Service Unit (VSU). This follow up promoted Nebraska Department of Labor's available employment services and the extraordinary quality of life available to those pursuing a post-military career in Nebraska.

TRADE ADJUSTMENT ASSISTANCE PROGRAM



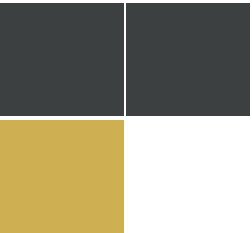
The Trade Act programs, Trade Adjustment Assistance (TAA) and Reemployment Trade Adjustment Assistance (RTAA), assist individuals who have become unemployed as a result of increased imports from, or shifts in production to, foreign countries. The goal of the Trade Act programs is to help trade-affected workers return to suitable employment as quickly as possible. To facilitate this goal, TAA certified workers may access a menu of services that include income support, relocation allowances, job search allowances, and a health coverage tax credit (HCTC). TAA participants that require retraining in order to obtain suitable employment may receive occupational training.

In addition, the RTAA program for workers ages 50 years and older provides an alternative to the benefits offered under the regular TAA program. Participation in RTAA allows older workers, for whom retraining may not be suitable, to accept reemployment at a lower wage and receive a wage subsidy. When a petition is certified, both of these benefits are available to those workers under the petition.

Individuals may be eligible for Trade Readjustment Assistance (TRA) payments, which are additional weekly dollars issued after the Unemployment Insurance weekly benefits are exhausted. TRA benefits are not payable to workers participating in on-the-job training. TRA benefits are defined in three categories: Basic TRA, Additional TRA, and Remedial TRA. Each category has its own set of eligibility requirements.

Reemployment Trade Adjustment Assistance (RTAA) is an alternative assistance program for workers ages 50 years and older who are certified eligible for trade adjustment assistance. There are no requirements for group certification specifically for RTAA. All certifications include eligibility to apply for RTAA, as well as other TAA benefits.





WIA WAIVERS

During PY 2014, 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 List (ETPL), providing customers (especially in rural areas) with a broader range of approved Eligible Training Providers (ETPs) from which to select. It reduces ETPs’ 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 to Replace Performance Measures with Common Measures

Replacing the WIA 17 performance measures with the WIA 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 the Required Maximum 50% OJT Employer Reimbursement

Allowing Nebraska to reimburse On-the-Job Training (OJT) 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:

- up to 90% of trainee wages for employers with 50 or fewer employees;
- up to 75% of trainee wages for employers with 51 - 250 employees; and
- 50% of trainee wages for employers with 250 or more employees.

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 Workforce Investment Boards are able to respond to changes in local labor markets and economic conditions more efficiently and help maximize recruitment and customer service, allowing the needs of communities and business to be met as timely as possible.

APPOINTMENTS, AWARDS & RECOGNITION



STATEWIDE

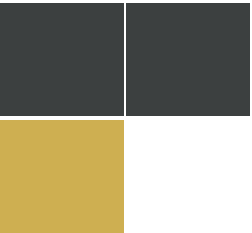
- John H. Albin was appointed Commissioner of Labor, Nebraska Department of Labor by Governor Pete Ricketts in December 2014. Commissioner Albin had been serving as Acting Commission of Labor following a June 2014 appointment by former Governor Dave Heineman.
- John. H. Albin, Commissioner of Labor, Nebraska Department of Labor, received the 2014 National Association of State Workforce Agencies (NASWA) Legal Award of Merit. The Unemployment Insurance Legal Issues Forum of the NASWA presents the award annually in recognition of distinguished contribution to the study and advancement of Unemployment Insurance law.
- This year's Jobs for Veterans State Grant (JVSG) Incentive Award recipients were James Albrecht with the North Platte Nebraska Department of Labor Office, for providing exceptional customer service to Veterans, and the Omaha Region's JVSG Staff for operational excellence. The Omaha staff consists of Art Davis, Nina Rogers, Steve McWilliams, and Harvey Hudson. Award winners received \$4,500 to be used to better assist Veterans at their Nebraska Department of Labor location.
- Werner Enterprises, headquartered in Omaha, NE, was recognized by Military Times, earning a spot on its Best for Vets: Employers 2015 Rankings. Werner Enterprises has also been recognized, for the tenth straight year, as a 2015 Top 100 Military Friendly Employer by GI Jobs Magazine. Veterans comprise 20 percent of Werner's driver workforce and 15 percent of all company associates. Werner has hired more than 5,400 Veterans in the last three years, and has pledged to hire 2,200 Veterans and 200 veteran spouses in 2015.

GREATER LINCOLN

- Jessica James, a member of both the Greater Lincoln and Greater Nebraska Workforce Investment Boards, was awarded the Chief Standing Bear Scholarship from the Nebraska Commission on Indian Affairs in Lincoln in May 2015. She received the scholarship during the tenth annual Chief Standing Bear breakfast, which honors and celebrates Chief Standing Bear's enduring message of "Equality before the Law" on the 136th Anniversary of the Standing Bear v. Crook Decision.



- Greater Lincoln board member Sherri Wimes, Vice President of Human Resources at Ameritas Life Insurance (center panelist), was recognized for her leadership as a panelist at the 2015 Civil Rights Conference held on April 29, 2015. The conference was sponsored by Lincoln's Commission on Human Rights and Sherri addressed the topic "Successful Strategies in Recruiting a Diverse Team."



GREATER LINCOLN (CONTINUED)

- Greater Lincoln board member **Pat Haverty**, Vice President of the Lincoln Partnership for Economic Development (LPED), reports that LPED received three awards of Excellence in Economic Development from the International Economic Development Council (IEDC), a non-profit organization dedicated to helping economic developers do their job more effectively and raising the profile of the profession. Awards were presented in October 2014 for the Economic Dashboard, for Inc. 5000 Billboards, and for the SelectLincoln.org website.
- **Jan Norlander-Jensen**, staff to the Greater Lincoln Board, was recognized at the March 2015 National Association of Workforce Board's (NAWB) Forum: Advancing Workforce Innovation. Jan was one of 14 individuals selected nationwide to serve on the 2015 Workshop Review Team for NAWB.

GREATER OMAHA

- **Maurisa Machacha**, WIA participant, was recognized as the 2014 recipient of the Women's Fund of Omaha "Recycled Rides" and received Goodwill Omaha's 2014 Achiever of the Year award.
- **Bobbi Jo Howard**, Goodwill Omaha, was named Employee of the Month for the month of November 2014 (Goodwill Omaha).
- **Heartland Workforce Solutions** was ranked in the Top 10 for Outreach and Recruitment services in a survey conducted in the fall of 2014 by the Midlands ILG Group, an Industrial Liaison Group (ILG) supported by the National Industry Liaison Group (NILG), the premier employer association on affirmative action and equal employment opportunity in the United States. Industry Liaison Group is a concept spawned by the U.S. Department

of Labor's Office of Federal Contract Compliance (OFCCP) programs in the early 1980's to encourage open communication between industry and the OFCCP. The NILG Board supports approximately 61 ILGs, which are comprised of small, mid-size and large federal contractors and employers across the country and in every Department of Labor region. NILG is very active in promoting and deepening the relationships between the ILGs and federal government agencies including the U.S. Department of Labor's Office of Federal Contract Compliance, the Equal Employment Opportunity Commission, the U.S. Department of Labor's Office of Disability Employment Policies and the U.S. Department of Labor's Veterans' Employment and Training Service.

- Goodwill Omaha took 1st place in the Senior Category of the 2014 Goodwill International Energy Challenge.

GREATER NEBRASKA

- **Karen Stohs**, Field Manager, Region 4 was named Nebraska Department of Labor's Field Manager of the Year.

SUCCESS STORIES

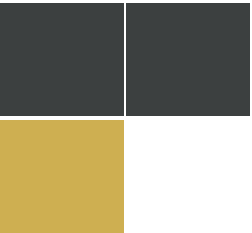
When a male jobseeker dropped out of a Nebraska high school and decided to enter the workforce, he had earned only minimal credits toward a diploma and had an extremely low GPA. He had held jobs with local fast-food and food-retail establishments before being hired by an Omaha-based voice-communications solution provider. He accepted a promotion less than a year later, which ultimately brought to light his lack of a high school diploma and resulted in termination of his employment. He was subsequently evicted from his apartment and unsure of how he would support his pregnant girlfriend.

He learned about the YouthBuild program through a friend and enrolled to obtain his GED and learn a trade which would lead to full-time employment. He passed his last GED test and successfully completed the YouthBuild program. He maintained contact with his Career Specialist who has continued to provide encouragement and help him search for permanent employment. He worked several temporary jobs to support himself and his child but struggled to gain financial stability. He was referred to Partnership for Youth (WIA Youth Program) and completed his enrollment.

During his time in the Partnership for Youth program, he attended several workshops to strengthen his interviewing and soft skills. The Goodwill Business Outreach Coordinator referred him for an On-the-Job training experience with a national construction company specializing in general contracting, construction management, design-build and self-performing interior trade services. He was provided assistance in preparing for his job interview.

He started an apprenticeship/on-the-job training experience with the construction company not long after his interview. He works full time on a construction site and attends class one night a week in an employer-provided course. He is getting caught up on his past due child support, rent and other bills. He currently pays family and friends for the use of their vehicles to get to and from work and school but hopes to have enough saved to purchase a vehicle of his own within the next few months. He plans to attend a local community college and obtain an Associate of Applied Science degree in Business Management once he completes his employer-provided coursework. Despite a few barriers he has yet to overcome, his perseverance has led him to a much brighter outlook.

- **Male Jobseeker, Greater Omaha**



Brenda S. is a jobseeker participating in WIA-funded training program at a local community college and is a single mother of four children. Brenda is in a registered nursing program and travels 45 minutes one way four to five days each week. Brenda has been a dedicated WIA participant, a great communicator, receives very good grades, and has a career goal in mind, about which she is passionate. WIA has assisted Brenda with tuition, fees, books and mileage. Brenda shared with Stacey Dawkins [Workforce Coordinator] her appreciation for the support received through WIA and her local One-Stop center during her pursuit of her career goals.



- **Brenda S, Greater Nebraska**



A female jobseeker had worked at a local college as an instructor for 18 years, but her contract was not renewed and she found herself unemployed. She enrolled with the WorkOpps program as a dislocated worker. She was concerned that her Bachelor of Science degree in Electrical Engineering was out of date and that her age would be a factor while looking for work. She and her Career Specialist worked together to create a resume and cover letters, reviewed interviewing skills, and applied for several positions together. She was referred to the Goodwill Business Outreach team for assistance with her job search and for a possible on-the-job training experience.

She was referred to a nationally-recognized billing solutions provider for a programmer position. She applied and was asked to interview within a couple of days. WIA staff contacted the company regarding a possible on-the-job training experience, but this turned out not to be needed. She was hired on as a programmer at \$40,000 a year. She enjoys her new job and coworkers and stated that she feels that her new employer is the place from which she would like to retire.

- **Female Jobseeker, Greater Omaha**



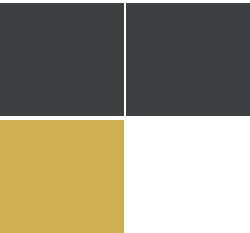


“My name is Savanna H. I have been enrolled in the WIA program since the beginning of my second year of nursing school. Before WIA, I was self-paying for all of my schooling expenses. When the beginning of my second year had started, I was unsure about being able to continue due to lack of funds. I lost my job related to being a dislocated worker. I have had to travel two hours to and from school, each day. The time spent traveling and studying, didn't leave much time to be employed. I also live in a small, rural community, without a whole lot of options for employment. I found out about the program through another student, and decided to check it out. I'm so glad I did!

Not only have I been able to graduate with an Associate's Degree of Nursing, I passed boards on the first try, and didn't have to worry about the stresses of how I would succeed. Stacey Dawkins [Workforce Coordinator] has been my representative and a godsend. She got me all the resources to be where I am today. Not only has she helped with books and transportation, but also with an emergency vehicle repair. Stacey helped set up financial assistance for me. Stacey has an open door policy and checked up on me monthly. She was always willing to listen and give advice.

Having a representative like Stacey has made me very grateful. I feel like I can give back much more to society because of the successes that I have gained. Without WIA, I don't see how I could've made it. I not only received financial assistance, but also emotional support. Stacey has been such an encouragement and motivator and has made me feel like I can conquer all things that I set my mind to. I'm very appreciative of all the program has had to offer. I want to say a huge thanks to everyone who has made it possible!!! I'm not only blessed, but fortunate to be where I am. I don't take education lightly and appreciate the assistance. Thanks...[for] all that you've have done for me for job placement also. You helped search jobs for me and get my resume complete and professional. You also gave me referrals and have made sure that I'm happily placed in a career. I really am so thankful. I love my new job.”

- Savanna H., Greater Nebraska



A male jobseeker was employed as a production operator for six years until his layoff in 2013. After his layoff, he was not able to find a first shift position that paid comparable to the wage he was making. He is married and has four small children at home, so the loss of his income was difficult for his family. He chose to take this loss and use it as a time to find a career that best supported his family. He chose to attend a local community college and enrolled in an HVAC Program (Heating, Ventilation, and Air Conditioning), which is an H3 program lasting 18 months.

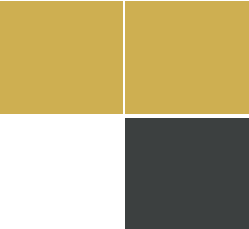
He was a very dedicated student graduating with distinction, but this wasn't always easy for him. While he was in school, his wife worked second shift to save on childcare expenses. This meant, once he arrived home from a full day at school he was a full-time parent; preparing meals, doing homework, giving baths, and getting the kids to bed. This all had to be done before he could sit down and work on his homework for the next day.

He was able to take advantage of Trade Adjustment Assistance benefits to assist with his tuition, books, and tools needed for his program as well as weekly dollars to assist him while he was in training. The assistance of the WIA Dislocated Worker program allowed him assistance with mileage to Milford and other emergencies that came up along the way.

His sacrifices paid off. He graduated with Distinction with an Associate Degree. The Monday following graduation he went to work! He is currently working in the HVAC field and is earning \$18 per hour. He is able to support his family and most importantly, he is doing work that he loves.

- Male Jobseeker, Greater Nebraska





A husband and wife moved to a rural Nebraska community in 2014. Both wanted to obtain a commercial drivers license (CDL) but did not have the resources to pay for the classes. They were living with friends, had no transportation, and had no access to phone or internet. They were referred to their local Career Center by a community college to inquire about available state or federal programs that could help them gain sustainable wages. They completed their applications and were enrolled into the WIA program as eligible adults. They were referred to Vocational Rehabilitation and followed through with the appointments needed to be granted the funding for their education through Vocational Rehabilitation.

The couple completed their coursework and each obtained a Class A CDL. They were employed by a local trucking company within two weeks of receiving their licenses. Currently, they drive as a team and are making \$.48 per mile. The couple recently completed their first 90 days with the company and are no longer in their probationary period. The trucking company provides the medical benefits that they were both needing and is a family-friendly company to work for, making it possible for both to be available for their daughter's high school graduation. The couple has been invited to return to meet with future CDL classes at the community college to recruit more drivers for the trucking company.

The couple recently reported to their Career Center representative that they are debt free and have been able to make purchases for items in support of their driving careers, such as cell phones and a GPS system to assist with efficient navigation. Both have expressed gratitude to Career Center staff for the help they received to get them back on their feet.

**- Male and Female Jobseekers,
Greater Nebraska**



CUSTOMER SATISFACTION

WIA Section 136(b)(2)(B) requires states to measure customer satisfaction for employers and jobseekers, including participants of state and local agencies that provide employment and training services. During PY 2014, 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.

NEworks, the statewide, online self-service system randomly sends an optional customer satisfaction survey to jobseekers 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.

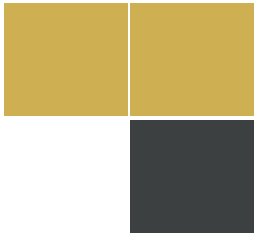
Respondents are asked if they thought information was easy to find and understand, if they felt the data met their needs, and about their overall satisfaction with their visit to the NEworks website. Of the 342 customers responding to the electronic survey, 45.75% rated their experience as good to excellent. Of the respondents, 93.27% described themselves as jobseekers and 82.89% 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, 45.16% of the respondents indicated that they “agreed” or “strongly agreed” that the information they were looking for was easy to find, with 47.21% 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. Jobseekers 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 2015. Approximately 900 surveys were distributed, with 300 surveys completed, for a response rate of 33%. Customers cited the top three reasons for visiting the Job Center as:

1. Help finding a job
2. Adult Education and GED preparation
3. Filing for Unemployment Insurance Benefits.

Customers gave high marks to American Job Center staff and to the services provided: 97% of the respondents agreed they were treated as a valued customer and 95% would recommend the American Job Center's services to a friend or family member. Under the category of "additional comments," the most common responses were appreciation for the availability of help from the staff and the positive customer service received.

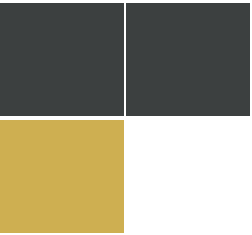
GREATER NEBRASKA

Customer satisfaction surveys are conducted in the American Job Centers 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 AJC's resource room and common areas and/or mailed out to the customer with a self-addressed, stamped envelope.

Customers responding to the survey indicated a high level of satisfaction with NEworks registration processes, staff services, timeliness of customer assistance, and regarding 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 delivery 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 American Job Center, 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 results 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 American Job Center. 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 2014, 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

42 Adult Program

- B. Adult Program Results
- C. Outcomes for Adult Special Populations
- D. Other Outcome Information for the Adult Program

43 Dislocated Worker Program

- E. Dislocated Worker Results
- F. Outcomes for Dislocated Workers Special Populations
- G. Other Outcome Information for the Dislocated Worker Program

44 Youth Program

- H. 1. Youth (14-21) Program Results
- H. 1.A. Outcomes for Youth Special Populations

45 L. Other Reported Information

46 M. Participation Levels (All Programs)

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Local Performance

47 O. Greater Nebraska Workforce Investment Area

48 O. Greater Omaha Tri-County Workforce Investment Area

49 O. Greater Lincoln Workforce Investment Area

50 Veteran Services

- P. Veteran Priority of Service
- Q. Outcomes for Veterans' Special Populations

TABLES

ADULT PROGRAM

TABLE B. ADULT PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance		
Entered Employment Rate	75.0%	80.2%	203 253	numerator denominator
Employment Retention Rate	88.0%	91.7%	287 313	numerator denominator
6-months Average Earnings	\$11,000.00	\$12,631.00	\$3,271,368.00 259	numerator denominator

TABLE C. OUTCOMES FOR ADULT SPECIAL POPULATIONS

Reported Information	Public Assistance Recipients Receiving Intensive/ Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	83.2%	94 113	70.0%	14 20	70.4%	19 27	65.4%	17 26
Employment Retention Rate	91.8%	135 147	92.3%	12 13	94.1%	16 17	94.7%	18 19
6-months Average Earnings	\$11,731.10	\$1,442,922 123	\$16,185.00	\$178,039 11	\$11,862.00	\$130,486 11	\$11,120.00	\$166,798 15

TABLE D. OTHER OUTCOME INFORMATION FOR THE ADULT PROGRAM

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	80.3%	167 208	100%	1 1	79.6%	35 44
Employment Retention Rate	91.4%	245 268	0%	0 0	93.3%	42 45
6-months Average Earnings	\$13,041.00	\$2,855,918.00 219	\$0.00	0 0	\$10,386.00	\$415,450.00 40

TABLES

DISLOCATED WORKER PROGRAM

TABLE E. DISLOCATED WORKER RESULTS

Reported Information	Negotiated Performance Level	Actual Performance	
Entered Employment Rate	89.0%	88.9%	160
			180
Employment Retention Rate	94.0%	94.5%	171
			181
6-months Average Earnings	\$15,000.00	\$15,429.00	\$2,514,988.00
			163

TABLE F. OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	85.7%	12	50%	1	91.7%	33	80%	4
		14		2		36		5
Employment Retention Rate	94.1%	16	100%	2	96.2%	25	100%	2
		17		2		26		2
6-months Average Earnings	\$16,038.00	\$256,602	\$11,420.00	\$22,840	\$14,030.00	\$308,668	\$11,365.00	\$11,365
		16		2		22		1

TABLE G. OTHER OUTCOME INFORMATION FOR THE DISLOCATED WORKER PROGRAM

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	86.4%	95	66.7%	2	94.0%	63
		110		3		67
Employment Retention Rate	92.9%	117	100.0%	1	98.2%	53
		126		1		54
6-months Average Earnings	\$14,919.00	\$1,670,882.00	\$15,012.00	\$15,012.00	\$16,582.00	\$829,093.00
		112		1		50

TABLES

YOUTH PROGRAM

TABLE H.1 YOUTH (14-21) PROGRAM RESULTS

Reported Information	Negotiated Performance Level	Actual Performance		
Placement in Employment or Education	71.0%	79.0%	105 133	numerator denominator
Attainment of Degree or Certificate	68.0%	75.4%	156 207	numerator denominator
Literacy & Numeracy Gains	60.0%	66.1%	76 115	numerator denominator

TABLE H.1.A OUTCOMES FOR YOUTH SPECIAL POPULATIONS

Reported Information	Public Assistance Recipients	Veterans	Individuals with Disabilities	Out-of-School Youth
Placement in Employment or Education Rate	23	0	29	72
	85.2%	0.0%	82.9%	80.0%
Attainment of Degree or Certificate Rate	27	0	35	90
	74.4%	0.0%	80.4%	65.1%
Literacy and Numeracy Gains	32	0	45	71
	43	0	56	109
Literacy and Numeracy Gains	13	0	14	76
	56.5%	0.0%	60.9%	66.1%
	23	0	23	115

TABLES

OTHER REPORTED INFORMATION

TABLE L. OTHER REPORTED INFORMATION

	Adults		Dislocated Workers		Older Youth	
12 Month Employment Retention Rate	88.6%	265	93.1%	175	90.7%	136
		299		188		150
12 Months Earnings Increase (Adults & Older Youth) OR 12 Months Earnings Replacement (Dislocated Workers)	\$5,625.00	\$1,530,130	97%	\$2,328,889	\$5,774.00	\$796,869
		272		2,399,676		138
Placements in Non-traditional Employment	4.4%	9	4.4%	7	6.1%	4
		203		160		66
Wages at Entry Into Employment for Those Individuals Who Entered Unsubsidized Employment	\$5,392.00	\$986,794	\$7,846.00	\$1,208,216	\$3,385.00	\$209,876
		183		154		62
Entry Into Unsubsidized Employment Related to Training Received of Those Who Completed Training Services	56.9%	95	75.8%	72	0.0%	0
		167		95		0

TABLES

PARTICIPATION LEVELS; COST OF ACTIVITIES

TABLE M. PARTICIPATION LEVELS (ALL PROGRAMS)

Reported Information	Total Participants Served	Total Exiters
Total Adults	37,335	35,123
Total Adults (self-service only)	36,043	34,535
WIA Adults	36,911	34,927
WIA Dislocated Workers	425	196
Total Youth (14-21)	572	212
Younger Youth (14-18)	271	92
Older Youth (19-21)	301	120
Out-of-School Youth	322	122
In-School Youth	250	90

TABLE N. COST OF PROGRAM ACTIVITIES

		Expenditures from 7/1/2015 - 6/30/2015
Program Activity		Total Federal Spending
Local Adults		\$2,051,366
Local Dislocated Workers		\$712,691
Local Youth		\$1,701,613
Rapid Response		\$159,556
Statewide Required Activities	Incentives Distributed to Local Areas	\$10,110
	Capacity Building	\$0.00
	Technical Assistance	\$0.00
Statewide Allowable Activities	MIS	\$5,770
	Software System	\$25,365
	Statewide Capacity Building	\$0.00
	Miscellaneous	\$8,285
Total of All Federal Spending Listed Above		\$4,674,756.00

TABLES

LOCAL PERFORMANCE - GREATER NEBRASKA BOARD

TABLE O.

GREATER NEBRASKA WORKFORCE INVESTMENT BOARD; ETA ASSIGNED #: 31015

Total Participants Served	Adults	17,212	
	Dislocated Workers	324	
	Older Youth (19-21)	112	
	Younger Youth (14-18)	89	
Total Exiters	Adults	16,222	
	Dislocated Workers	139	
	Older Youth (19-21)	44	
	Younger Youth (14-18)	36	
Reported Information	Negotiated Performance Level	Actual Performance Level	
Adults	Entered Employment Rate	83.0%	82.0%
	Retention Rate	88.0%	92.0%
	6-months Average Earnings	\$10,166.00	\$12,182.00
	Credential/Diploma Rates	0.0%	62.0%
Dislocated Workers	Entered Employment Rate	89.0%	93.0%
	Retention Rate	94.0%	95.0%
	6-months Average Earnings	\$15,000.00	\$14,661.00
	Credential/Diploma Rates	0.0%	60.0%
Older Youth (19-21)	Entered Employment Rate	0.0%	85.0%
	Retention Rate	0.0%	95.0%
	6-months Average Earnings	\$0.00	\$6,715.00
	Credential/Diploma Rates	0.0%	74.0%
Younger Youth (14-18)	Retention Rate	0.0%	85.0%
	Credential/Diploma Rates	0.0%	91.0%
Youth (14-21)	Skill Attainment Rate	0.0%	86.0%
	Placement in Employment or Education	77.1%	76.0%
	Attainment of Degree or Certificate	70.3%	81.0%
	Literacy & Numeracy Gains	66.7%	81.0%

Overall Status of Local Performance

Not Met

Met

Exceeded

TABLES

LOCAL PERFORMANCE - GREATER OMAHA BOARD

TABLE O.

**GREATER OMAHA TRI-COUNTY
WORKFORCE INVESTMENT BOARD; ETA ASSIGNED #: 31010**

Total Participants Served	Adults	13,625
	Dislocated Workers	58
	Older Youth (19-21)	170
	Younger Youth (14-18)	166
Total Exiters	Adults	13,039
	Dislocated Workers	25
	Older Youth (19-21)	64
	Younger Youth (14-18)	51

Reported Information		Negotiated Performance Level	Actual Performance Level
Adults	Entered Employment Rate	72.0%	77%
	Retention Rate	88.0%	91.0%
	6-months Average Earnings	\$11,358.00	\$12,881.00
	Credential/Diploma Rates	0.0%	41.0%
Dislocated Workers	Entered Employment Rate	89.0%	64.0%
	Retention Rate	94.0%	91.0%
	6-months Average Earnings	\$16,182.00	\$15,431.00
	Credential/Diploma Rates	0.0%	36.0%
Older Youth (19-21)	Entered Employment Rate	0.0%	77.0%
	Retention Rate	0.0%	88.0%
	6-months Average Earnings	\$0.00	\$4,449.00
	Credential/Diploma Rates	0.0%	44.0%
Younger Youth (14-18)	Retention Rate	0.0%	74.0%
	Credential/Diploma Rates	0.0%	67.0%
Youth (14-21)	Skill Attainment Rate	0.0%	89.0%
	Placement in Employment or Education	71.7%	78.0%
	Attainment of Degree or Certificate	68.0%	69.0%
	Literacy & Numeracy Gains	60.6%	61.0%

Overall Status of Local Performance Not Met **Met** Exceeded

TABLES

LOCAL PERFORMANCE - GREATER LINCOLN AREA

TABLE O.

GREATER NEBRASKA WORKFORCE INVESTMENT BOARD; ETA ASSIGNED #: 31005

	Adults	6,057	
Total Participants Served	Dislocated Workers	24	
	Older Youth (19-21)	19	
	Younger Youth (14-18)	16	
	Adults	5,666	
Total Exitters	Dislocated Workers	19	
	Older Youth (19-21)	12	
	Younger Youth (14-18)	5	
Reported Information		Negotiated Performance Level	Actual Performance Level
Adults	Entered Employment Rate	93.8%	100%
	Retention Rate	95.0%	95.0%
	6-months Average Earnings	\$12,875.00	\$14,779.00
	Credential/Diploma Rates	0.0%	100.0%
Dislocated Workers	Entered Employment Rate	95.3%	96.0%
	Retention Rate	98.3%	96.0%
	6-months Average Earnings	\$16,074.00	\$19,363.00
	Credential/Diploma Rates	0.0%	75.0%
Older Youth (19-21)	Entered Employment Rate	0.0%	93.0%
	Retention Rate	0.0%	89.0%
	6-months Average Earnings	\$0.00	\$5,336.00
	Credential/Diploma Rates	0.0%	46.0%
Younger Youth (14-18)	Retention Rate	0.0%	67.0%
	Credential/Diploma Rates	0.0%	100.0%
Youth (14-21)	Skill Attainment Rate	0.0%	67.0%
	Placement in Employment or Education	60.9%	87.0%
	Attainment of Degree or Certificate	74.1%	84.0%
	Literacy & Numeracy Gains	59.1%	62.0%

Overall Status of Local Performance Not Met **Met** Exceeded

TABLES

VETERAN SERVICES

TABLE P. VETERAN PRIORITY OF SERVICE

Reported Information	Total	Percent Served
Covered Entrants Who Reached the End of the Entry Period	1,303	0.00%
Covered Entrants Who Received a Service During the Entry Period	1,302	99.9%
Convered Entrants Who Received a Staff-Assisted Service During the Entry Period	44	3.4%

TABLE Q. VETERANS' OUTCOMES BY SPECIAL POPULATIONS

		Post 9/11 Era Veterans		Post 9/11 Era Veterans Who Received at Least Intensive Services		TAP Workshop Veterans	
Entered Employment Rate	75.0%	3		3		0	
		4	75.0%	4	0.00%	0	
Employment Retention Rate	100.0%	6		6		0	
		6	100.0%	6	0.00%	0	
6-months Average Earnings	\$14,149.00	\$84,893.00		\$84,893.00		\$0.00	\$0.00
		6	\$14,149.00	6	\$0.00	0	

APPENDIX A

AMERICAN JOB CENTER CUSTOMER SURVEY



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 for today:

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

2. Are you currently employed? YES NO

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Don't Know / Doesn't Apply
3. Please circle your level of agreement with the statements below.	SA	A	N	D	SD	DK
a. When arriving, 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? _____

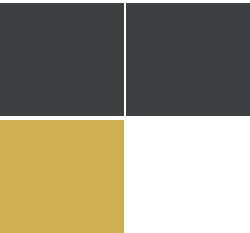
THANK YOU for completing this survey!
Your responses will remain anonymous unless you wish to be contacted by the Manager.

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: _____ Email: _____

Revised 05/04/2015 WIOA/ADMINISTRATOR/FORMS



APPENDIX B

HEARTLAND WORKFORCE SOLUTIONS CUSTOMER SURVEY, PART 1

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

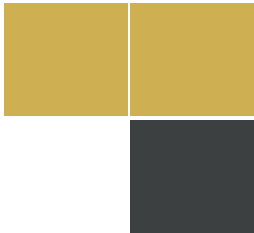
3. Please check the following services you came in for today:
 Help finding a job Filing for Unemployment Insurance
 Information on job opportunities Information on training opportunities
 Job interview, employer _____ Test or assessment
 Other _____

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

APPENDIX B

HEARTLAND WORKFORCE SOLUTIONS CUSTOMER SURVEY, PART 2



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

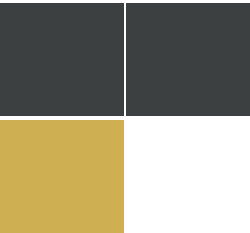
Telephone: _____

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!



APPENDIX C

NEBRASKA DEPARTMENT OF LABOR CUSTOMER 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) 3 = Neither Agree nor Disagree (N) 5 = Strongly Disagree (SD)
 2 = Agree (A) 4 = Disagree (D) 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.

APPENDIX D

CUSTOMER SURVEY RESULTS

WHICH TYPE OF USER BEST DESCRIBES YOU?

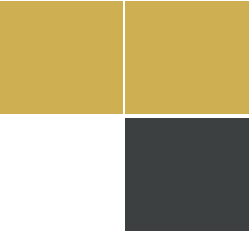
Answer	Number of Times Answered	Percent of Times Answered
Youth (18 years old or younger)	3	0.88%
Jobseeker	319	93.27%
Employer	4	1.17%
Labor Market Analyst/Researcher	1	0.29%
Other	15	4.39%
Total	342	100%

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

Answer	Number of Times Answered	Percent of Times Answered
Job Search	281	82.89%
Career Planning/Occupational Research	13	3.83%
Locate Education or Training Providers	4	1.18%
Find Employer Contact Information	7	2.06%
Research/Reports	2	0.59%
Planning/Policy Making	1	0.29%
Just Looking Around	6	1.77%
Employer Looking for Candidates	5	1.47%
Other	20	5.9%
Total	339	100%

IT WAS EASY TO FIND INFORMATION

Answer	Number of Times Answered	Percent of Times Answered
Strongly Agree	36	10.56%
Agree	118	34.6%
Neither Agree or Disagree	100	29.33%
Disagree	36	10.56%
Strongly Disagree	51	14.96%
Total	341	100%



THE DATA WAS EASY TO UNDERSTAND

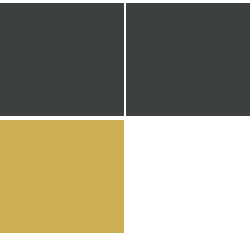
Answer	Number of Times Answered	Percent of Times Answered
Strongly Agree	33	9.68%
Agree	128	37.54%
Neither Agree or Disagree	114	33.43%
Disagree	30	8.8%
Strongly Disagree	36	10.56%
Total	341	100%

THE DATA MET MY NEEDS

Answer	Number of Times Answered	Percent of Times Answered
Strongly Agree	31	9.09%
Agree	107	31.38%
Neither Agree or Disagree	126	36.95%
Disagree	28	8.21%
Strongly Disagree	49	14.37%
Total	341	100%

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

Answer	Number of Times Answered	Percent of Times Answered
Excellent	38	11.14%
Good	118	34.6%
Fair	58	17.01%
Poor	69	20.23%
No Opinion	58	17.01%
Total	341	100%



NEBRASKA

DEPARTMENT OF LABOR

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