



WIA: Workforce Investment Act

STATE OF NEBRASKA Program Year 2007, July 1, 2007 through June 30, 2008

2007 Annual Report

Acknowledgements



This is a publication of the Nebraska Workforce Investment Board.

550 South 16th Street • Lincoln, NE 68509-4600 • Telephone: (402) 471-9903 • Fax: (402) 471-9917

Published September 24th, 2008

Dave Heineman, Governor

Catherine D. Lang, Commissioner of Labor, State WIA Liaison

Linda Kirk, Editor

Vicki Leech, Performance Data

Cynthia Nigh, Layout and Design

Jonni Cline, Expenditure Reports

Nebraska Workforce Investment Board, Compliance Committee

Pepper Aasgaard, Dr. Doug Christensen, Bruce Cutright, Dr. Connie Eichhorn, Roger Glawatz,

Daniel Mauk, Liz Mazzotta, Patrick McCormick, Dr. Pearl Van Zandt

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

TDD: 1.800.833.7352 • Lincoln: 402.471.2786

Table of Contents



Vision and Goals	4
Nebraska Workforce Investment Board.....	5
Committee Structure.....	6
Nebraska Workforce Investment Board Roster	7
Workforce Investment Act Chart	8
Services and Products.....	9
Customer Base	10
Major Career Center Partners.....	11
Carl D. Perkins Act.....	12
Nebraska Local Workforce Investment Areas	13
Revenues	14
Workforce Investment Act Financial Statement	15
Career Center Office Locations	16
Awards and Recognition.....	17
Successes.....	18
Evaluations and Continuous Improvement.....	19
Analysis of Performance	20
Key Web Sites	21

Tables Section

A. Customer Satisfaction Results.....	23
B. Adult Program Results.....	23
C. Outcomes for Adult Special Populations	24
D. Other Outcome Information for the Adult Program	24
E. Dislocated Worker Program Results	25
F. Outcomes for Dislocated Worker Special Populations.....	25
G. Other Outcome Information for the Dislocated Worker Program.....	26
H.1 Youth (14–21) Program Results.....	26
H.2 Older Youth (19–21) Results	26
I. Outcomes for Older Youth Special Populations.....	27
J. Younger Youth (14–18) Results	27
K. Outcomes for Younger Youth Special Populations	28
L. Other Reported Information	28
M. Participation Levels	28
N. Cost of Program Activities.....	29
O. Local Performance	30
Greater Nebraska Workforce Investment Area	30
Greater Omaha Tri County Workforce Investment Area.....	31
Greater Lincoln Workforce Investment Area.....	32



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



Governor Dave Heineman

Nebraska's Vision...

Our vision for the years ahead must be about preparing Nebraska to compete in the 21st Century, in an age of technological marvels, new educational challenges, international competition and entrepreneurial opportunity.

The Governor's Vision is expressed in four goals:

- Be a dynamic, demand-driven workforce development system focusing on high-growth, high-demand industries within a regional development context;
- Continue to increase the integration of services to employers and job seekers by multiple public and private partners;
- Recognize the need to meet the changing long and short-term needs of businesses and individuals with a coordinated, efficient, and less bureaucratic delivery system; and
- Provide the knowledge, skills and resources for learning, earning, and living.

"Nebraska's Workforce Development System continues to move forward. Dedicated Workforce Investment Boards and staff work hard to leverage resources with community and education partners that provide opportunities for training, education, and job placement. As we look ahead, we will center our attention on an integrated approach to expand trade, industry, and workforce development ensuring the future vitality of our citizens and Nebraska's economic environment."



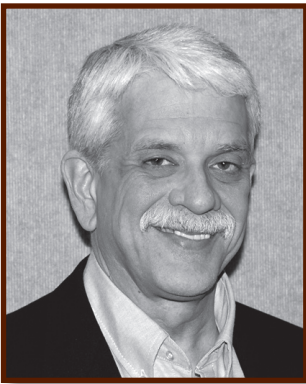
Governor Dave Heineman

Nebraska Workforce Investment Board



- Organized in December, 1999.
- 45 Members
- Majority of membership (23) comes from business and industry.
- The Chair is Gayle McClure (Dutton-Lainson Co. - Hastings, NE)
- The Vice-Chair is Jim Linderholm (HWS Consulting Group Inc., Lincoln, NE)

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



Dan Mauk, President
Riverfront Group Inc./Norfolk
Chamber of Commerce and
NWIB member

“As a businessman and Chamber of Commerce CEO, I see the role of the business community in the Workforce Investment Act (WIA) as increasingly more important. Fueled both by a mismatch of skill sets and the massive demographic shift of baby boomers exiting the workforce, serious labor shortages are emerging. To keep Nebraska’s economy growing, the WIA local and state boards along with the Nebraska Departments of Labor, Education, and Economic Development must work together to address these forces of change. I consider the time I spend with both the Nebraska and the Greater Nebraska Workforce Investment Boards as well spent.”

*Dan Mauk, President Riverfront Group Inc./Norfolk
Chamber of Commerce and Nebraska Workforce Investment Board member*

Committee Structure

STANDING COMMITTEES

Executive Committee

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



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



Bruce Cutright, Chair
Vice President of Human
Resources, Mary Lanning
Memorial Hospital, Hastings

Compliance Committee

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

SPECIAL COMMITTEES

Goal #1

- Increase partnerships and opportunities to meet the twenty-first century needs of our workforce customers (employers and labor force).

Jolene Jefferies, Chair
Director of Employment;
Union Pacific Railroad-
Omaha

Goal #2

- Enhance external and internal relationships of the NWIB to address workforce issues.

Dan Mauk, Chair
President Riverfront Group
Inc./Norfolk Chamber of
Commerce

Goal #3

- Define and energize NWIB roles and responsibilities.

Tom Whalen, Chair
Vice President of Human
Resources and Organizational
Development, BlueCross Blue
Shield of Nebraska - Omaha

Goal #4

- Develop diverse income streams to support a dynamic, demand-driven Workforce Development System.

Nebraska Workforce Investment Board Roster



BUSINESS

Gayle McClure, Chair	<i>Hastings</i>
Jim Linderholm, Vice Chair	<i>Lincoln</i>
Pepper Aasgaard	<i>Omaha</i>
Michael Abramson	<i>Omaha</i>
Mitch Arnold	<i>Omaha</i>
Tammie Burns	<i>Lincoln</i>
Bruce Cutright	<i>Hastings</i>
Kay Erickson	<i>Albion</i>
Mathew Fleischer	<i>Columbus</i>
Michael Geary	<i>Omaha</i>
J. Brent Gilbert	<i>Omaha</i>
Larry Hiers	<i>Sidney</i>
Jolene Jefferies	<i>Omaha</i>
M. L. Martin	<i>North Platte</i>
Liz Mazzotta	<i>Omaha</i>
Patrick McCormick	<i>Omaha</i>
Michelle Okon	<i>Omaha</i>
Betty Palmer	<i>Springview</i>
Wayne Sasges	<i>Grand Island</i>
Becky Stitt	<i>Scottsbluff</i>
Suzanne Mahel Tyrrell	<i>Lincoln</i>
James Webster	<i>Omaha</i>
Tom Whalen	<i>Omaha</i>

GOVERNOR OF NEBRASKA

Governor Dave Heineman *Lincoln*

LEGISLATURE

Sen. Abbie Cornett *Bellevue*
 Sen. Tony Fulton *Lincoln*

LABOR

Ken Mass *Omaha*
 Mark McColley *Omaha*

GOVERNOR DESIGNATE

Mayor Roger E. Glawatz *Seward*
 Patricia "Sue" Hartwell *Crete*
 Michelle Olson *Omaha*
 Paulo Reynoso *North Platte*
 Clyde Tyndall *Lincoln*
 Dr. Pearl Van Zandt *Lincoln*

YOUTH

Dr. Connie Eichhorn *Omaha*
 Ronald Johns *Gering*

STATE AGENCY

Economic Development

Richard Baier *Lincoln*

Education

Dr. Douglas Christensen *Lincoln*

Health and Human Services

Christine Peterson *Lincoln*

Labor

Fernando Lecuona III *Omaha*

Post Secondary Education

Marshall Hill *Lincoln*

University of Nebraska

Pete Kotsiopulos *Lincoln*

Veterans' Affairs

John Hilgert *Lincoln*

COMMUNITY BASED ORGANIZATION

Dennis Baack *Lincoln*
 Daniel Mauk *Norfolk*

Workforce Investment Act



Governor Dave Heineman

Nebraska Workforce Investment Board

**Greater Lincoln
Workforce Investment Area**
(Serves Lancaster & Saunders Counties)
CEO: Mayor Chris Beutler

Local Workforce Investment Board

Local Youth Council

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

Local Workforce Investment Board

Local Youth Council

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

Region I – County Commissioner Donald W Blausey, Chadron; County Commissioner Casper Brixius, Alliance; Mayor Wendall Gaston, Sidney

Region II – County Commissioner Linda Benjamin, Cozad; Mayor Dennis Berry, McCook; County Commissioner Joe Hewgley, North Platte

Region III – Mayor Stanley Clouse, Kearney; County Supervisor Pamela Lancaster, Grand Island; Mayor Hal Haeker, Alma

Region IV – Mayor Jo Dee Adelung, Nebraska City; Mayor Roger E. Glawatz, Seward; County Commissioner Joy Schroder, Palmyra

Region V – Mayor Don Edwards, Fremont; County Supervisor Ron Pfeifer, Lindsay; Mayor Lois Shelton, Wayne

Local Workforce Investment Board

Local Youth Council

Workforce Investment Areas Are Responsible For:

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

Services and Products



Core Services

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

Intensive Services

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

Training Services

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

Youth Services

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

Supportive Services

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

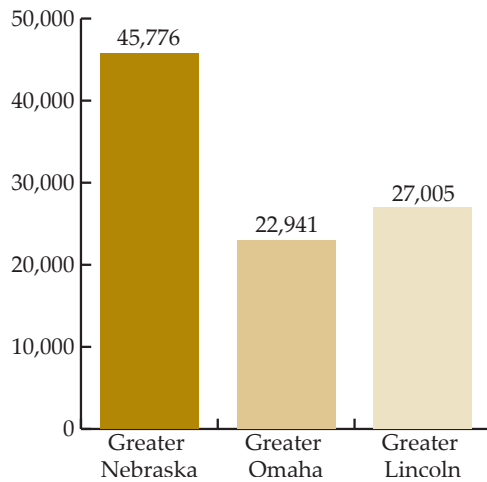
"I'm writing to let you know that finally I have found a new position. Thank you so much for facilitating the Experience Unlimited noontime meetings on Thursdays. I learned so much from the handouts, presentations, and discussions as well as from the stories of the experience of other attendees. Those meetings were my weekly anchor and inspiration and comfort. It is so hard to have your career cut off and be forced to navigate a new way to make a living while trying not to slip backward financially. It's a tense and frightening time, but you helped so much."

Customer of the One-Stop Career Center in Lincoln

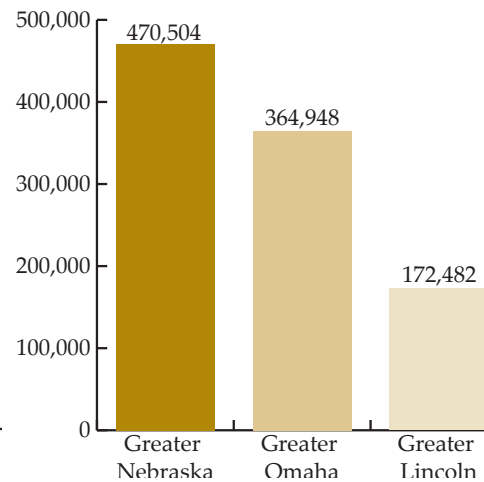
Customer Base



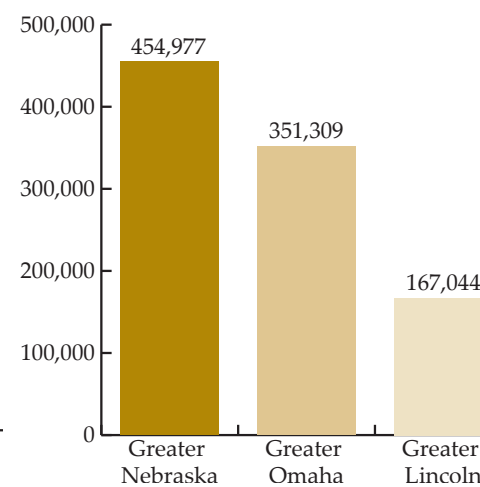
***Accessing Services Through One-Stop System**



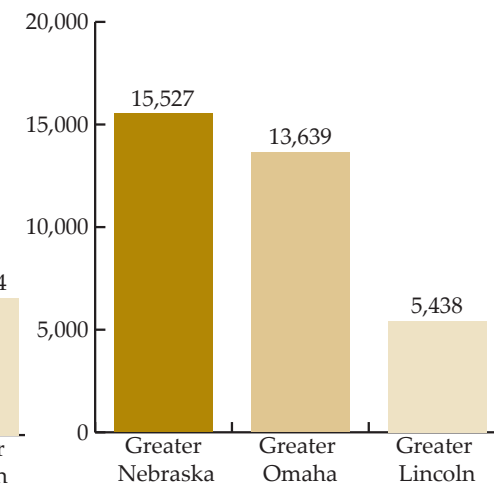
Labor Force (June 2008)



Employment (June 2008)



Unemployment (June 2008)



* Self-service customers may not always be reflected.

Major Career Center Partners



Partners Working Together

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



The picture above was taken on June 11, 2008 at a Regional Forum hosted by the Greater Lincoln Workforce Investment Board, the Lincoln Partnership for Economic Development, Southeast Community College, and Lincoln's Urban Development Department. The event attracted 36 attendees from a 12 county area and included representatives from business, education, economic development and workforce development. The Forum provided an opportunity for information exchange regarding regional economic conditions. The featured speakers were Byron Zuidema, Region V Administrator, U.S. Department of Labor and Dr. Peter Creticos of The Institute for Work and the Economy. Topics included the importance of regionalism, WIRED principles, and the Midwest Regional Innovation Initiative, a 10 state planning grant being submitted on behalf of the Great Lakes Employment & Training Administration.

Carl D. Perkins Act



In the next five years, what changes can be expected in Perkins funded activities?

The implementation of the Nebraska Career Education model and the State Plan for Perkins IV requires emphasis in areas designed to result in program improvement and increased student achievement. These areas are: Student Achievement; Secondary/Postsecondary Alignment; Alignment to Regional Economies and High Skill, High Wage, and High Demand; Programs of Study, Curriculum Development; Innovative Delivery Models and Equity of Access to Instruction; Professional Development; Special Populations; and School Counseling and Career Guidance.

Has Nebraska met the Perkins goals/objectives to satisfy the funding source requirements?

Nebraska continues to meet or exceed our established goals and objectives as defined in the Perkins legislation and our State Plan.

What feedback do we have on the actions taken to coordinate the career development and management systems in the state of Nebraska and how have they been beneficial to career education, WIA, and the participants?

Nebraska Career Education remains committed to collaboration between all service providers in the career development and management system. Our frequent meetings with Workforce Development, continued involvement with FutureForce Nebraska, and work to implement the Nebraska Career Education Model have helped to create a common language around career development and coordinate efforts.

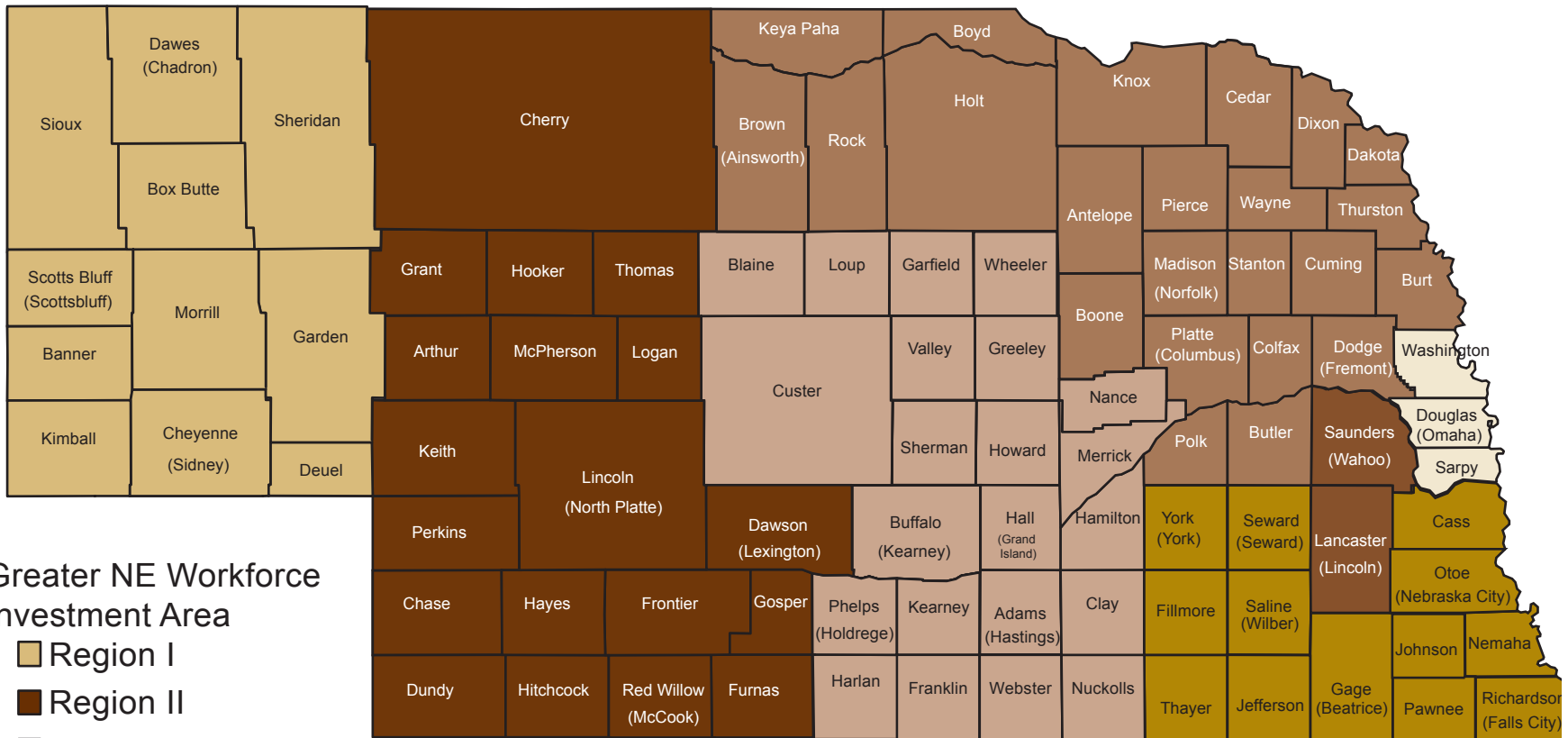
The Nebraska Career Connections website continues to grow in its acceptance by schools and use by students. As more students continue to take the assessments, the state has the ability to secure aggregate information about career interests of students. This information is essential as schools evaluate what programs to offer and how to connect to postsecondary education, WIA and other service providers.

What does Perkins do to encourage nontraditional workers in a variety of occupations across Nebraska?

Nebraska continues to provide grants to local secondary schools and community colleges to encourage the efforts of recruiting and retaining nontraditional workers in career and technical education programs. We are currently conducting a study of the effectiveness of our efforts as well as identification of perceptions and barriers that exist that might deter nontraditional students and special populations from enrolling and completing CTE programs.

Comment: The Compliance Committee reviewed the information on coordination with the Federal Carl D. Perkins Career and Technical Education Improvement Act of 2006 (Perkins IV) and found it acceptable.

Nebraska Local Workforce Investment Areas



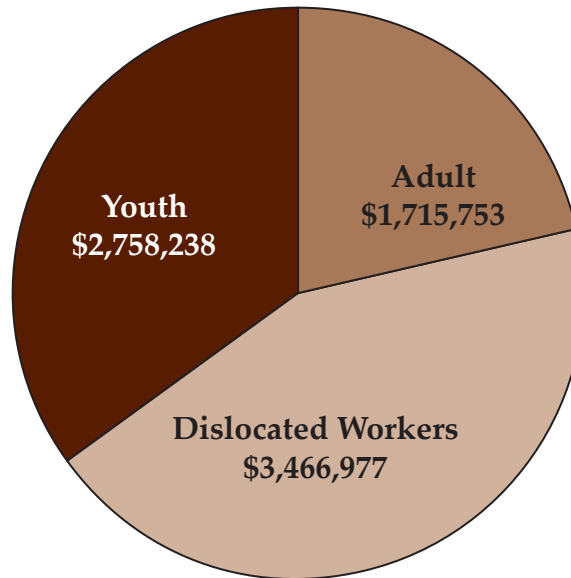
Greater NE Workforce Investment Area

- Region I
- Region II
- Region III
- Region IV
- Region V

- Greater Lincoln Workforce Investment Area
- Greater Omaha Workforce Investment Area

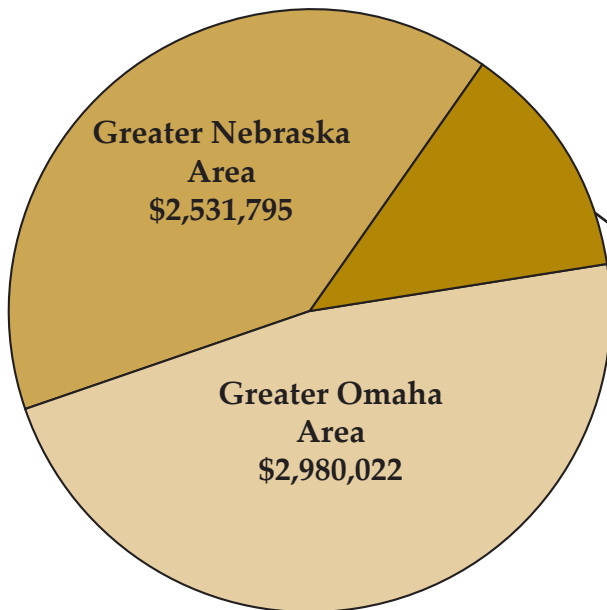
Program Year 2007 WIA Title I Funding

Total = \$7,940,968



Local Area Funding

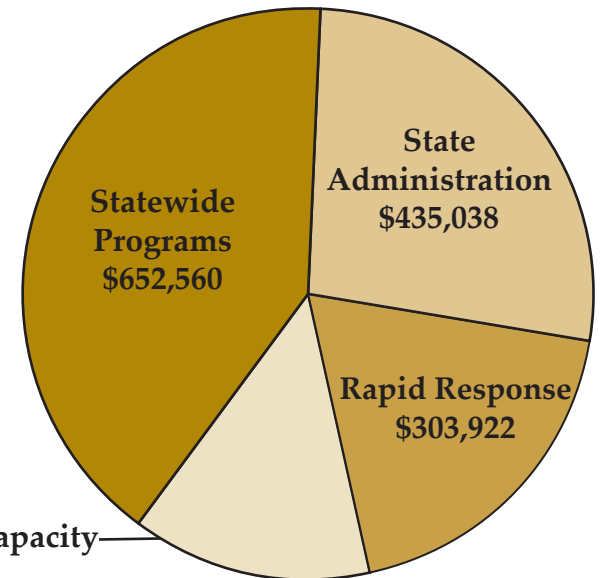
Total = \$6,331,927



Greater Lincoln Area
\$820,110

State Level Funding

Total = \$1,609,041



Incentive/TA/Capacity Building
\$217,521

WIA Financial Statement



Operating Results	Available	Expended	Percent	Balance Remaining
Total All Funds Sources	\$11,346,534	\$7,424,765	65.4%	\$3,921,769
Adult Program Funds	\$2,513,960	\$1,796,993	71.5%	\$716,967
<i>Carry in Monies (no add)</i>	\$692,967	\$692,967	100%	\$0
Dislocated Worker Program Funds	\$1,027,337	\$633,939	61.7%	\$393,398
<i>Carry in Monies (no add)</i>	\$668,285	\$668,285	100%	\$0
Youth Program Funds	\$2,081,916	\$1,437,650	69.1%	\$644,266
<i>Carry in Monies (no add)</i>	\$735,648	\$735,648	100%	\$0
Out-of-School Youth		\$1,606,847		
In-School Youth		\$566,451		
Local Administration Funds	\$708,714	\$344,278	48.6%	\$364,436
<i>Carry in Monies (no add)</i>	\$287,545	\$287,545	100%	\$0
Rapid Response Funds	\$303,922	\$32,956	10.8%	\$270,966
<i>Carry in Monies (no add)</i>	\$54,172	\$54,172	100%	\$0
Statewide Activity Funds	\$1,305,119	\$195,397	15.0%	\$1,109,722
<i>Carry in Monies (no add)</i>	\$966,949	\$544,935	56.4%	\$422,014

Cost-Effectiveness	C-E Ratio
Overall, All Program Strategies	\$2,693
Adult Program	\$2,715
Dislocated Worker Program	\$2,696
Youth Program	\$2,667

NOTE: The U.S. Department of Labor applied three different rescissions to various WIA funds during FY 2008 including:

- To the FY 2007 advance funds for the WIA Adult and Dislocated Worker programs, a 1.0 percent across-the-board rescission. Nebraska's rescission amount for the Adult program was \$17,756. Nebraska's rescission amount for the Dislocated Worker program was \$23,816.
- To the FY 2008 advance funds for the WIA Adult and Dislocated Worker programs, a 1.747 percent across-the-board rescission. Nebraska's rescission amount for the Adult program was \$31,019. Nebraska's rescission amount for the Dislocated Worker program was \$46,635.
- To unexpended balances of formula funds appropriated for PY 2005 and PY 2006 including fund year sources PY 2005, FY 2006, PY 2006, and FY 2007, a rescission applicable to the WIA Adult, Dislocated Worker, and Youth programs. This rescission reduced Nebraska's funds by \$2,351,711.

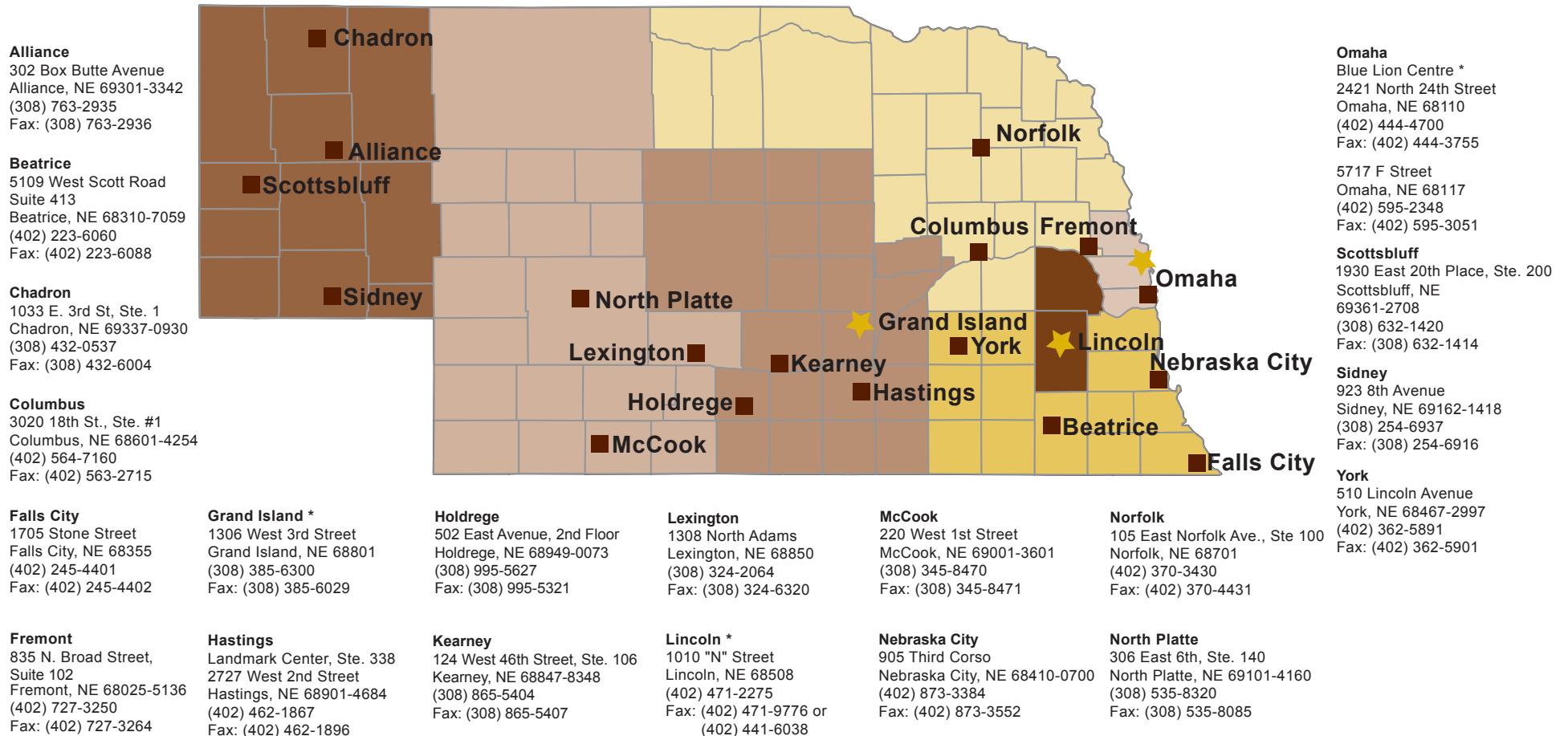
Career Center Office Locations



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

Includes Comprehensive and Affiliate Sites

★ Denotes Certified Comprehensive Career Center ■ Certified Affiliate One Stop Career Center



Awards and Recognition



Greater Omaha

- Board member Frank McGree with Goodwill Industries received the P.J. Trevethan Award. This award is presented to a Goodwill Industries CEO who has made an outstanding contribution to the training of Goodwill Industries personnel.
- Tri-County Partnership was named one of three regional winners of the 2008 GLETA Award for Excellence in Innovative Programs in a One-Stop at the Heartland Professional Development Conference in St Louis. This award recognizes their unique partnership with Metropolitan Community College to increase the basic skill levels of youth clients through assessment and instruction.
- Board member Eardie Williams has received two awards: An ACE Award from Gordmans for Achievement & Commitment to Excellence and a second place Trophy in Toastmaster's International Speech Contest.

Statewide

- Central Community College and Southeast Community College received a grant totaling \$2.1 million for a health-care initiative involving 40 Nebraska counties. To meet the increased demand for skilled labor in healthcare services, the Healthcare Synergy project will develop new occupational and physical therapy assistant training programs.
- Metropolitan Community College received a \$1,879,612 Community-Based Job Training grant for an information technology initiative designed to meet the increasing demand for information technology workers, particularly in Eastern Nebraska.

Greater Nebraska

- Western Nebraska Community College's Licensed Practical Nursing program recently celebrated 50 years of educating and training LPNs. Through partnerships with the local Workforce Development Office, Donna Kuskie (Workforce Coordinator) has been sponsoring on average four students per year for the past 6 years.
- Linda Kehn, Workforce Coordinator, was selected to receive the 2008 Outstanding Student Award from the Division of Social Sciences at Western Nebraska Community College.
- The North Platte Career Center was awarded a \$4,000 grant from Mid Nebraska Community Foundation to use in supplementing direct client services with WIA funds for the Region II area.
- Karin Lange, Regional Manager, received the Women of Achievement Award given by the North Platte Telegraph.
- Katy Schulte, Lexington Office Career Center Staff, is the new President of the Dawson County Chamber of Commerce.
- Karen Rongish was named the NE Department of Labor's Employee of the Year for 2007.
- Kendrick Marshall, Norfolk Career Center Manager, helped establish a young professionals group in the Norfolk area. The group known as the Norfolk CLiC (Connecting Leaders in the Community) creates professional and social networking opportunities and also engages in community service.
- Dawson County, led by John Bell, Greater Nebraska WIB Youth Council Member, received the Workforce Development Award at the annual Nebraska Community Improvement Program Awards Ceremony in November 2007 for the Advocating Business Labor Education Program.

Greater Lincoln

- Houston Doan, Workforce Investment Board member from the Lincoln Area Agency on Aging LIFE Office received the Mayor's Award of Excellence for 2007. He was recognized along with a LIFE Office co-worker for providing compassionate, humane, face-to-face customer service to elderly clients and their families. In addition to his work in enrolling older adults in Medicare D Prescription Drug Benefits, Doan runs Operation ABLE, an employment program for low-income adults located at the Lincoln One Stop Career Center.
- The U.S. Department of Labor announced a \$250,000 Regional Innovation Grant to the Greater Lincoln Workforce Investment Board for a 12-county area of southeast Nebraska to establish plans for promoting economic growth and addressing current and future dislocation events. The City of Lincoln's Urban Development Department applied for the grant on behalf of the Greater Lincoln Workforce Investment Board (Lancaster and Saunders counties) and the Lincoln Area Development Partners (Fillmore, Gage, Johnson, Nemaha, Otoe, Pawnee, Richardson, Saline, Seward and York counties). The Lincoln Area Development Partners is a program under the Lincoln Partnership for Economic Development (LPED). Other key partners are Southeast Community College, the Greater Nebraska Workforce Investment Board, Nebraska Workforce Development-Department of Labor, FutureForce Nebraska, and "Dream it Do it."
- In the past year, the city of Lincoln has received the following recognition: "Entrepreneurial Hot Spot" (National Policy Research Council); A "5-Star Business Opportunity Metro" (Expansion Management Magazine); One of the "Hottest Midsize Cities" (Inc. Magazine); A "5 Star Quality of Life Metro" (Expansion Management Magazine).

Successes



Bryan's Story

"I came to the Nebraska Workforce Development Office requesting any support that might help me to find a job as a welder. Although I had successfully completed a 12 week basic welder course at the local Community College in 2007, I struggled to find a welding job. Thanks to the help and support of the Workforce Development staff, I started participating with the WIA training program in 2008. Staff with the WIA program searched for an opportunity to provide me with on the job training (OJT) as a welder. I started my training at Behlen Manufacturing as a welder in January. I applied the skills I learned from my previous training and started learning new things. WIA has been very helpful understanding my needs. Behlen Manufacturing also is providing me with the appropriate welding training and I am very glad to be part of the Behlen's team."

Greater Nebraska Adult Program Customer

Ashley's Story

About a year ago, Ashley's life drastically changed. The then 18-year-old from Blair had been attending Metropolitan Community College, she had two jobs, owned her own house and made a sizable paycheck. Then, Ashley had her daughter Faith. Suddenly, life became a lot harder. She could no longer afford the time or money needed for jobs, school and a house. She had to move back in with her parents, quit one of her jobs and accept help from her family. "I saved every penny I made but I was barely keeping my head above water," Ashley said. She finally went to the Health and Human Services office, who gave her many options. One of them was for the Goodwill Youth Partnership for Youth Development. The Partnership program helped Ashley get back on her feet, paying for her tuition to school for an accelerated degree in health care management. "It's just amazing that no one knows about this program really," Ashley, now 19, said. "Any single mother who needs to get an education needs to be a part of this program." Ashley will graduate in May 2009.

Greater Omaha Youth Program Customer

Karen's Story

When Karen applied for services, she had been out of the labor force for over a year since fleeing from an abusive relationship. Karen and her three children were living with Karen's parents until she could find employment that would provide enough income for a family of four. During the assessment interview, Karen shared that she was setting goals for herself and would very much like to become a Registered Nurse. As an R.N., she would earn enough to support herself, the children, and move out of her parent's home to a place of their own. With financial assistance from WIA, Karen started school at the local Community College. She progressed through her classes, earning excellent grades. After completing the prerequisites, she was accepted into the fast-track program at Clarkson. This past February, Karen was awarded the Patricia Nollette Scholarship for her commitment to academic excellence. Karen graduated with a bachelor's degree in nursing, passed her board exams, and is now a Registered Nurse. She was hired at a hospital in Nebraska with a starting wage of \$20.00 per hour. Karen said, "Thank you so much for your help in reaching my goal. I couldn't have done it without you!"

Greater Lincoln Adult Customer

Dorothy's Story

"When I lost my job due to the business closing, I had no idea what I was going to do. With the help of the Nebraska Workforce Development, I learned there were opportunities and help out there so I could get the type of job I was looking for. I am a hands-on learner so on the job training was better for me. Preister Ag and Supply gave me the opportunity to try a new direction in the work field. I am so grateful there are programs like WIA out there to help people like me when they don't know which way to turn."

Greater Nebraska Dislocated Worker Program Customer

Norma's Story

"This program has enabled me to experience things that I thought were out of my reach. I discovered that I had potential and that I am a capable and powerful woman. I went to college thanks to this program - something that I thought was not possible due to my situation and at my age. I am a single mother of five. This program gave me the opportunity to reach one of my goals of getting a better career. The best part was that I did not have to go through this new path alone. My coordinators were always there for me when I needed help. I am pretty sure that with out their help, I would have not been able to finish this program with success. It was tough at times, but with their support and help I was able to stay focused and achieve my goal." [Note: Norma was able to secure a good job with benefits.]

Greater Omaha Adult Program Customer

Heather's Story

Heather is a 21-year old single parent who not only cares for her own child, but also her niece because Heather's sister (the child's mother) struggles with chemical dependency. After dropping out of high school at age 16 due to pregnancy, Heather went on to complete her GED with little family support. She then applied and was accepted to nursing school. Although Heather was well into her studies at a local health college, she applied for WIA when she realized that she could not continue to attend nursing school and concentrate on the demands of being a full-time student while caring for two young children on her own. With the aid of tuition assistance and the support services available through WIA, Heather graduated and received a job offer at the base rate of \$18.25 per hour. Heather says "thank you so much for all of your help with everything." When last contacted, Heather shared that she has maintained employment at the same hospital, has taken on more responsibilities in her department, and continues to learn new things all the time. Heather expressed that she looks toward a bright future and is confident in her ability to provide well for herself and her children.

Greater Lincoln Youth Program Customer

Evaluations and Continuous Improvement



In PY 2007, the Nebraska Workforce Investment Board conducted a second Mystery Shopping project. By utilizing individuals posing as customers (or shoppers) to access services, the service quality and customer service provided within the 21 Career Centers across the State was again assessed. In addition, the Nebraska Workforce Investment Board (NWIB) held special committee meetings focusing on Key Result Areas. The local areas promoted continuous improvement of their services and Career Center delivery as identified below:

Greater Nebraska

- To address the goals set through the strategic planning sessions, the Greater Nebraska Workforce Investment Board (WIB) put together pre-meeting tour events and panel discussions to address each of the goals during their board meetings.
- Job Corps collocated in the Scottsbluff Career Center. A full time recruiter is providing services to Region I.
- Three Greater Nebraska WIB members attended the Heartland Conference in St. Louis, MO.
- One Greater Nebraska Workforce Investment Local Elected Officials Board member attended the Business and Professional Women's Leadership Summit in Washington, DC.
- The Fremont Career Center moved. The center is now located in the Metropolitan Community College Center building which will provide more visibility and has enhanced the partnership with the Community College and the community.
- In response to a local employer's request for 20-30 craftsman trainees, the Beatrice One Stop held an on-site meeting with Southeast Community College, the employer's HR management, floor supervisors, and plant superintendent. The One Stop learned more about the specific skills sets, tools and construction knowledge needed for the positions.
- The Falls City One Stop developed a Welding program (Falls City EDGE) to meet the needs of the local manufacturers through partnerships with the local manufacturers, schools, local economic development, and Southeast Community College.
- Region II initiated an employer seminar in April 2008 with featured speaker, Lee Elliott of St. Francis Medical Center in Grand Island. The seminar focused on recruitment and retention of employees and was co-sponsored by the North Platte Chamber of Commerce and St. Francis Medical Center.

Greater Omaha

- The Tri County Workforce Investment Board, in partnership with the Nebraska Workforce Investment Board and Nebraska Workforce Development, implemented a comprehensive reorganization plan to increase performance in the local area and enhance services to clients. Reorganization activities included a thorough Board membership review, implementation of performance-based contracting procedures with training providers and a comprehensive contract oversight system.
- The Blue Lion Career Center renovated multiple sections of the Career Center to improve customer flow and traffic, upgrade technology and provide enhanced services. In addition, all Blue Lion Memorandums of Understanding were renegotiated and new partners, including the WIA Youth Contractor and the Metropolitan Community College program, collocated at the Center.
- The Career Center previously located at 5404 Cedar Street moved to 5717 F Street. The new facility is significantly newer, contains higher quality facilities, upgrades in technology and enhanced services to clients.
- A satellite office was opened at the Metropolitan Community College South Omaha Campus. The satellite location is staffed by one full time Nebraska Workforce Development staff member who delivers services associated with both the WIA and Wagner-Peyser programs. The relationship with the College has led to enhanced communications, creative partnerships and a better integration of Labor and Education in the community.

Greater Lincoln

- A Youth Focus Group was held on December 19, 2007 at the Lincoln One Stop Career Center to promote the services available to youth through the Career Center and to survey the youth for their opinions on recruitment methods and evaluations of program offerings. Liz Shotkoski of Gallup, a member of both the Workforce Investment Board and the Youth Council, served as facilitator for the event.
- On June 11, 2008 a Regional Forum was hosted by the Greater Lincoln Workforce Investment Board, the Lincoln Partnership for Economic Development, Southeast Community College, and Lincoln's Urban Development Department.
- Lincoln One Stop Center partners put together a special mailing to residents of the city's designated Area of Substantial Unemployment (ASU). In February, 2008 over 28,000 mailers were sent out promoting the services available at the Center. The mailer included a \$5 coupon from Goodwill Industries redeemable upon registration at the One Stop. Over sixty respondents visited the One Stop and 22 were referred to jobs the same day of their visit.
- Center staff have worked on space allocation this past year with the goal of creating more interviewing areas. This additional interviewing space is being used by partners and employers.
- For Program Year 2007, results of customer surveys distributed to job seekers by staff at the One Stop showed the following results: 96% of the respondents said they were treated as a valued individual; 97% of the respondents said that staff answered questions to their satisfaction; 91% of the respondents said the entire process made efficient use of their time; and 91% of the respondents said they would recommend our services to family and friends.

Analysis of Performance

- **Tracking and Validating Performance**

The Tracking and Reporting Exchange System (TRES) continues to meet WIA Title I regulatory and reporting requirements for tracking WIA Title I participants. It is able to draw local and unemployment insurance data into a format that allows for federal reporting from a statewide perspective. The performance data identified in the Tables section of this report was provided through this system. Data Validation policy and procedures were followed during PY 2007 ensuring the accuracy of the data reported.

- **Negotiation of Levels for Standards**

Performance negotiations for Program Year 2007 took place in late PY 2006. The three local areas agreed to accept the goals that were negotiated by the State with the Federal representatives for PY 2007. In December, 2007, a waiver was requested to allow Nebraska to replace the WIA 17 performance measures with the common measures. It was approved, but does not go into effect until PY 2008.

- **Challenges**

Nebraska faced severe financial challenges due to three different rescissions to various WIA funds. Refer to note on P. 15 for more detail on the rescissions. In addition, some complicated reporting problems surfaced and changes had to be made to financial systems and procedures.

The implementation of the Literacy and Numeracy Gains common measure for Youth has been a struggle. At the State level, policy has been updated to reflect new information and data has been examined to ensure accuracy. At the local level, changes to assessment procedures have been required.

The use of Unemployment Insurance (UI) wage records for ascertaining data for many of the performance measures is cost effective and brings credibility to the measurement process. However, Nebraska has many workers who are in employment not covered through the unemployment insurance system, i.e., federal government and railroad workers. To meet the challenge of capturing wage record data on Federal civilian and military employees, Nebraska continues to join other states in a pilot project called Federal Employment Data Exchange System (FEDES.) However, a lack of dates for earnings information prevents the Federal information from meeting all of the performance data needs.

- **Sharing Information with Other States**

The Wage Record Interchange System (WRIS) is a clearinghouse for state wage data. By participating in this system, Nebraska is able to track the wage records of individuals who have participated in its workforce programs, then moved to another state.

- **Nebraska's Decisions**

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

- **Overall Results**

Nebraska achieved at least a 100% cumulative program area score for each of the program areas and for the customer satisfaction group. In addition, all of the seventeen measures were over 90% of the negotiated performance levels. The Greater Nebraska and Greater Omaha Workforce Investment Areas failed to meet the 100% cumulative program level for the Dislocated Workers program. The Greater Lincoln Workforce Investment Area failed to meet the 100% cumulative program level for the Youth program.

Key Web Sites



Norfolk Career Center

State

State of Nebraska — www.nebraska.gov

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

NE Department of Economic Development — www.neded.org

NE Department of Education — www.nde.state.ne.us

NE Health and Human Services — www.hhs.state.ne.us

NE Unicameral Legislature — <http://nebraskalegislature.gov/web/public/home>

NE Vocational Rehabilitation — www.vocrehab.state.ne.us

NE Workforce Development -Department of Labor — www.NebraskaWorkforce.com

[Information — WIA — State Plan and WIA Policies]

Local

Greater Lincoln — www.lincoln.ne.gov/city/urban/WIadmin/index.htm

www.lincoln.ne.gov/city/urban/wiprogram/wiayouth/youthservices.htm

www.lincolnjobs.com; www.workresources.org;

Greater Omaha — www.NebraskaWorkforce.com (Information — WIA-Tri County Workforce Investment Board)

Greater Nebraska — www.NebraskaWorkforce.com (Information — WIA-Greater Nebraska Workforce Investment Board)

National

Employment and Training Administration — www.doleta.gov

U.S. Department of Education — www.ed.gov

U.S. Department of Health and Human Services — www.hhs.gov

U.S. Department of Labor — www.dol.gov

"I want to thank you for your service for a Semi-Truck Driver. I've posted job orders for drivers since last August. I have found a very good driver through your referrals. He is working out very well." *Rod Macholan, Macholan Trucking, Linwood*