



Workforce Investment Act Annual Report



State of Nebraska • Program Year 2006 • July 1, 2006 through June 30, 2007



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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 is a constructive tool in creating real jobs and real business opportunities to advance and support the vitality of Nebraska’s economic environment. As we find new ways to promote education, drive economic development and be competitive in a global market, we ensure the future vitality of our citizens.”

A handwritten signature in blue ink that reads "Dave Heineman".

Governor Dave Heineman



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

- Organized in December, 1999.
- 49 Members
- Majority of membership (25) 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.

“In February of 2006, I was honored to be appointed by Governor Heineman to serve on the Nebraska Workforce Investment Board for a three-year term. It is a pleasure to work with such an outstanding group of professionals on the Board who sincerely care about developing Nebraska’s workforce. As a team leader of one of the Board’s Key Result Areas, my mantra is “where there is involvement, there is commitment.” To this end, we are collaborating with the Nebraska Departments of Labor, Education and Economic Development, as well as employers, because we all share common workforce goals and challenges and we are committed to working together as a unified team to find the best solutions for Nebraska’s future.”

Jolene M. Jefferies, SPHR, Director of Employment, Union Pacific Railroad Company, and NWIB member



Jolene Jefferies, Director of
Employment, Union Pacific
Railroad Company and
NWIB member.

Nebraska Workforce Investment Board

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
Principal, SilverStone Group-
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>
Curt Beck	<i>Lincoln</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>
Liz Mazzotta	<i>Omaha</i>
Patrick McCormick	<i>Omaha</i>
Betty Palmer	<i>Springview</i>
Dana Patterson	<i>Omaha</i>
Wayne Sasges	<i>Grand Island</i>
Becky Stitt	<i>Scottsbluff</i>
Robert Twiss	<i>Gretna</i>
Suzanne Mahel Tyrrell	<i>Lincoln</i>
James Webster	<i>Omaha</i>
Tom Whalen	<i>Omaha</i>

GOVERNOR OF NEBRASKA

Governor Dave Heineman *Lincoln*

ELECTED OFFICIALS

Mayor Mike Fahey *Omaha*
 Mayor Roger E. Glawatz *Seward*
 Mayor Chris Beutler *Lincoln*

LEGISLATURE

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

LABOR

Mark McColley *Omaha*
 Ken Mass *Omaha*

GOVERNOR DESIGNATE

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

STATE AGENCY

Economic Development

Richard Baier *Lincoln*

Education

Dr. Douglas Christensen *Lincoln*

Health and Human Services

Michael Harris *Lincoln*

Labor

Fernando Lecuona III *Omaha*

Post Secondary Education

Marshall Hill *Lincoln*

University of Nebraska

Pete Kotsiopoulos *Lincoln*

Veterans' Affairs

John Hilgert *Lincoln*

COMMUNITY BASED ORGANIZATION

Dennis Baack *Lincoln*

Daniel Mauk *Norfolk*

YOUTH

Dr. Connie Eichhorn *Omaha*

Ronald Johns *Gering*

Workforce Investment Act



Governor Dave Heineman

Nebraska Workforce Investment Board



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

Core Services

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

Intensive Services

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

Training Services

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

Youth Services

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

Supportive Services

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

The Nebraska Disability Program Navigator Project serves people with disabilities in the Career Centers. In July, 2006, the project was officially funded through a \$467,451 federal grant. The Navigators' home office locations are Scottsbluff, Columbus, Lincoln and Omaha, with all twenty-one Career Centers served. The Navigators provide enhanced, personal service to people with disabilities accessing the Career Centers. Navigators are charged with outreach and public relations regarding the disability community and service entities working with people with disabilities, including Vocational Rehabilitation, Commission for the Blind and Visually Impaired, Commission for the Deaf and Hard of Hearing, etc. Navigators work with employers to educate and help create job opportunities for people with disabilities. This work includes consultation on assistive technology, ADA awareness, and reasonable accommodation.

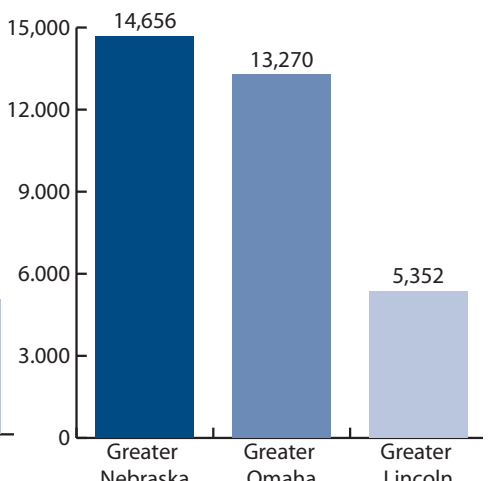
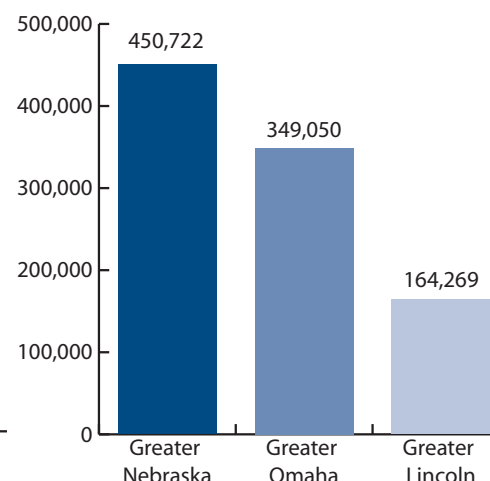
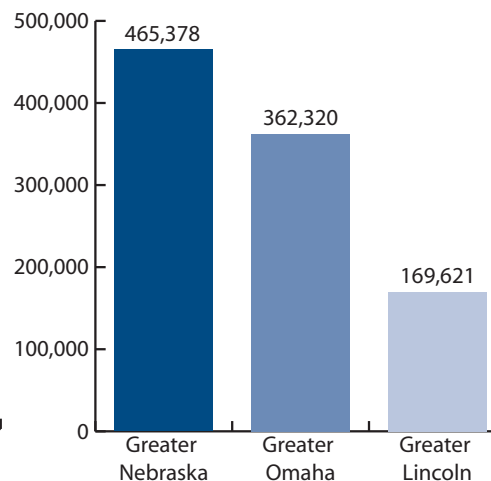
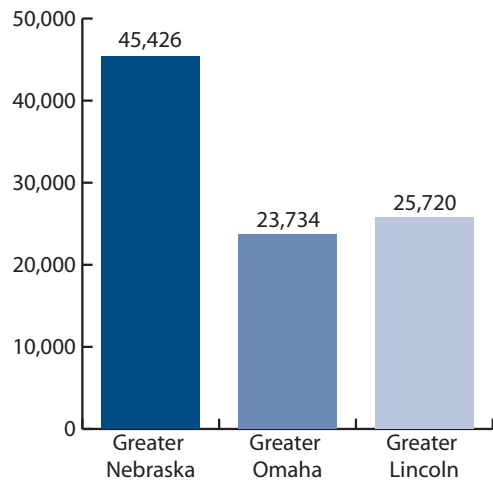
Customer Base

*Accessing Services Through One-Stop System

Labor Force (June 2007)

Employment (June 2007)

Unemployment (June 2007)



* Self-service customers may not always be reflected.

Major Career Center Partners



Describe two specific examples of the partnership of Carl Perkins and WIA funding to serve eligible participants.

The development and implementation of the NebraskaCareerConnections.org website has provided meaningful career exploration and preparation tools for participants of both career education and WIA. Current efforts are underway to expand the postsecondary, and adult job seeker components to the website. Workforce Development is providing the content and direction for the development of the job seeker part of the website.

The partnership to support and sustain FutureForce Nebraska has also been a great example of the two programs working together to serve eligible participants. Greater emphasis is being placed on developing a talent pipeline in targeted industries and engaging employers in helping to provide career information to students, parents and job seekers.

With federal Carl Perkins reauthorization language increasing the role of collaboration with Wagner-Peyser, how has there been more interaction with the Career Centers?

Nebraska is in the transition year for implementing the new Perkins IV act. As

we develop the five year state plan, we will be seeking input from Career Centers on developing a meaningful partnership. The local eligible agencies will be required to coordinate with the Career Centers on the development and implementation of their local five-year plans for the use of Perkins funds. The state and local five-year plans will be due next spring and will cover fiscal years 2009-2013.

What activities and services allowed by Carl Perkins funding are directly supportive of WIA activities and participants?

Examples include the increased emphasis on career guidance offered at elementary, middle school, and secondary levels to expose students to the breadth of career opportunities available and the support services provided to help them enter their career area and provide them with needed services after they leave high school. A joint project is being explored to develop a career readiness certificate and/or technical skill certificates for secondary and postsecondary students. This will be developed jointly between the Workforce Investment Board, Workforce Development office and Nebraska Career Education.

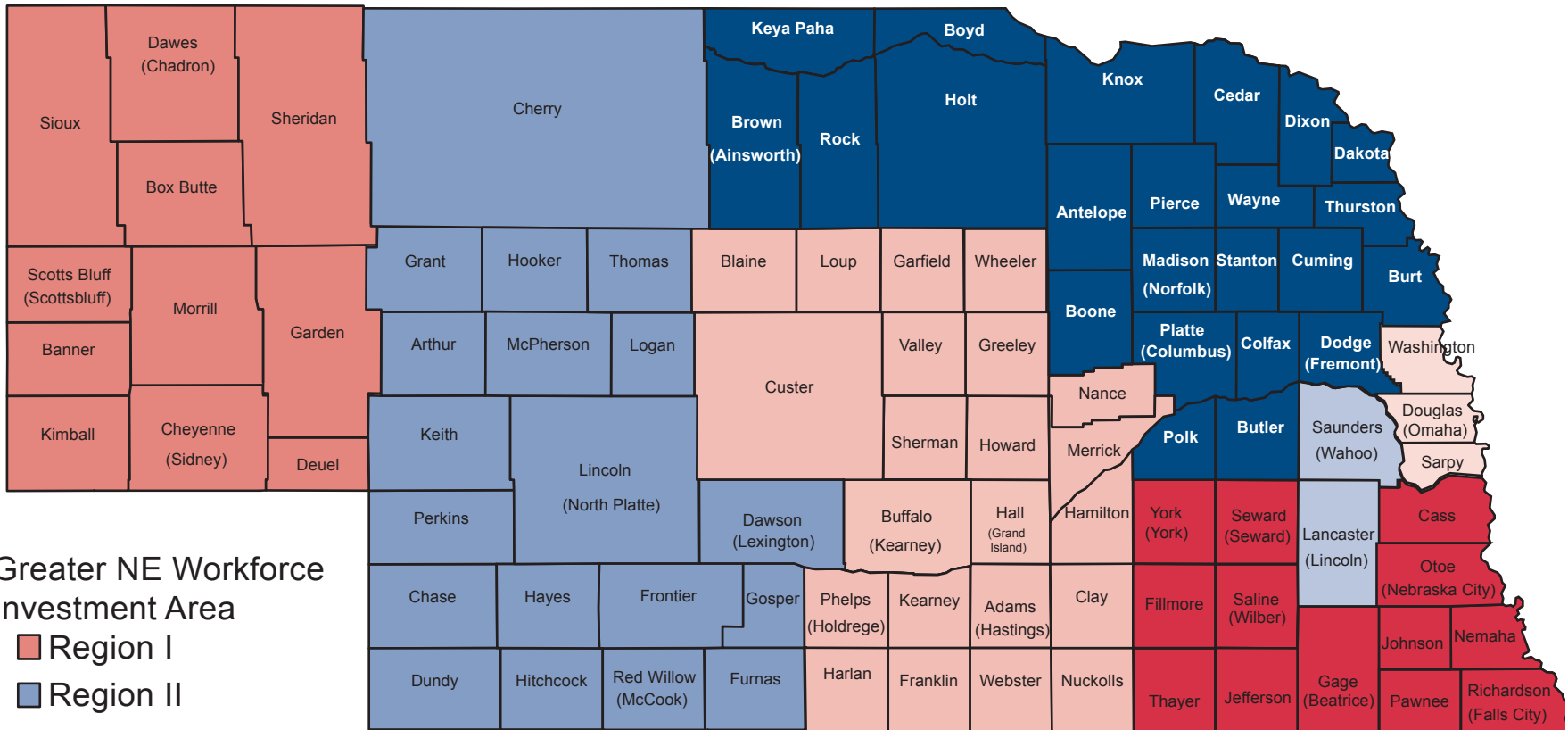
Do we have any feedback on how the actions taken to coordinate the career development and management systems in the state of Nebraska have been beneficial to both career education and WIA?

The continued collaboration of career education and WIA has made the NebraskaCareerConnections.org and FutureForce Nebraska initiatives possible. Both have received tremendous feedback as to their usefulness and impact. Over 250 schools are now using the NebraskaCareerConnections.org site in just the first year of operation. Training continues to grow the number of schools using the site and the expansion to postsecondary and adult job seekers will greatly increase the number of users and quality of content for the site. FutureForce Nebraska continues to post a successful résumé of activities including curriculum alignment, career fairs, career awareness activities and new government, education and employer partnerships to promote Nebraska jobs. While we do not have hard numbers for feedback, we have documented impact through anecdotal stories.

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



Nebraska Local Workforce Investment Areas



Greater NE Workforce Investment Area

Region I

Region II

Region III

Region IV

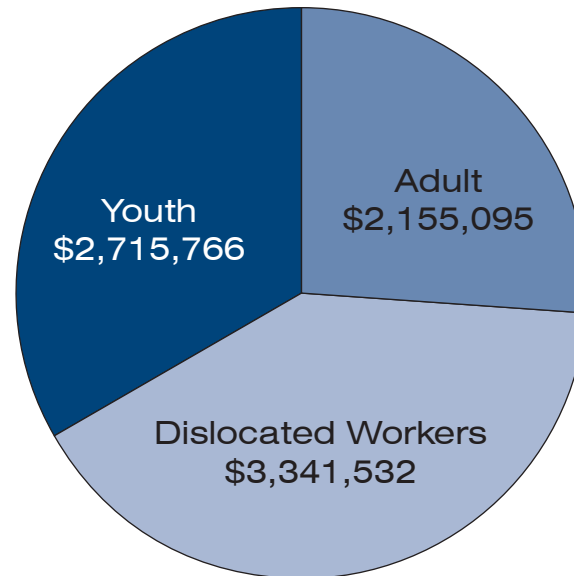
Region V

Greater Lincoln Workforce Investment Area

Greater Omaha Workforce Investment Area

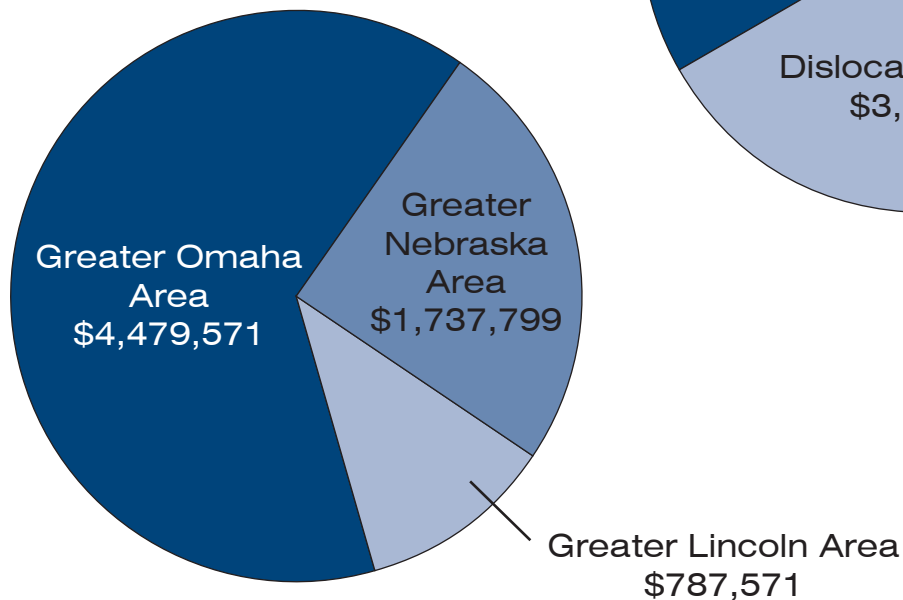
Program Year 2006 WIA Title I Funding

Total = \$8,212,393



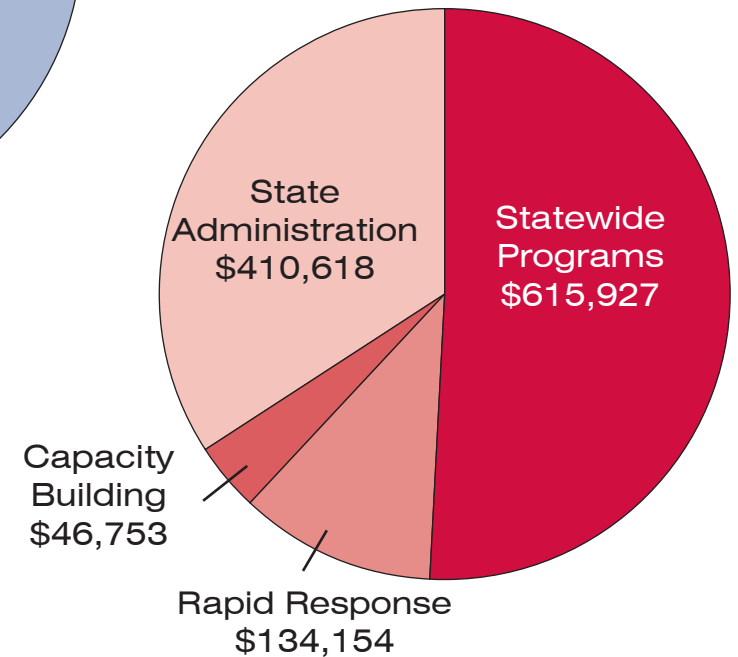
Local Area Funding

Total = \$7,004,941



State Level Funding

Total = \$1,207,452





WIA Financial Statement



Operating Results	Available	Expended	Percent	Balance Remaining
Total All Funds Sources	\$12,321,318	\$7,282,305	59.1%	\$5,039,013
Adult Program Funds	\$2,249,433	\$1,541,374	68.5%	\$708,059
**Carry in Monies (no add)	\$1,390,561	\$1,390,561	100%	\$0
Dislocated Worker Program Funds	\$1,854,749	\$521,083	28.1%	\$1,333,666
**Carry in Monies (no add)	\$593,336	\$593,336	100%	\$0
Youth Program Funds	\$2,077,561	\$1,341,913	64.6%	\$735,648
***Carry in Monies (no add)	\$164,326	\$164,326	100%	\$0
Out-of-School Youth		\$1,048,162		
In-School Youth		\$458,077		
Local Administration Funds	\$664,639	\$377,094	56.7%	\$287,545
Carry in Monies (no add)	\$201,457	\$201,457	100%	\$0
Rapid Response Funds	\$134,154	\$0	0.0%	\$134,154
**Carry in Monies (no add)	\$114,099	\$99,314	87.0%	\$14,785
Statewide Activity Funds	\$1,231,857	\$158,559	12.9%	\$1,073,298
***Carry in Monies (no add)	\$1,645,146	\$893,288	54.3%	\$751,858

Cost-Effectiveness	C-E Ratio
Overall, All Program Strategies	\$2,483
Adult Program	\$3,466
Dislocated Worker Program	\$1,931
Youth Program	\$1,853

NOTE: Nebraska has received a general waiver to increase the transfer authority of the Local Workforce Investment Boards from 30% to 100% for Adult and Dislocated Worker funds. This waiver provides the local boards with greater flexibility for responding to changes in local labor markets and economic conditions. In addition, it helps ensure that the WIA funds allocated to each local area are being utilized in a way that maximizes recruitment and customer service including demand-driven needs of the business community.

** \$200,000 of PY06 Rapid Response funds were distributed to a Local Area for Dislocated Worker program activities. Local Areas transferred \$600,785 of Dislocated Worker program funds to Adult programs. \$250,000 of PY05 Rapid Response funds were distributed to Local Areas for Dislocated Worker program activities. Local Areas transferred \$876,914 of PY05 Dislocated Worker program funds to Adult programs. \$200,000 of PY04 Rapid Response funds were distributed to Local Areas for Dislocated Worker program activities.

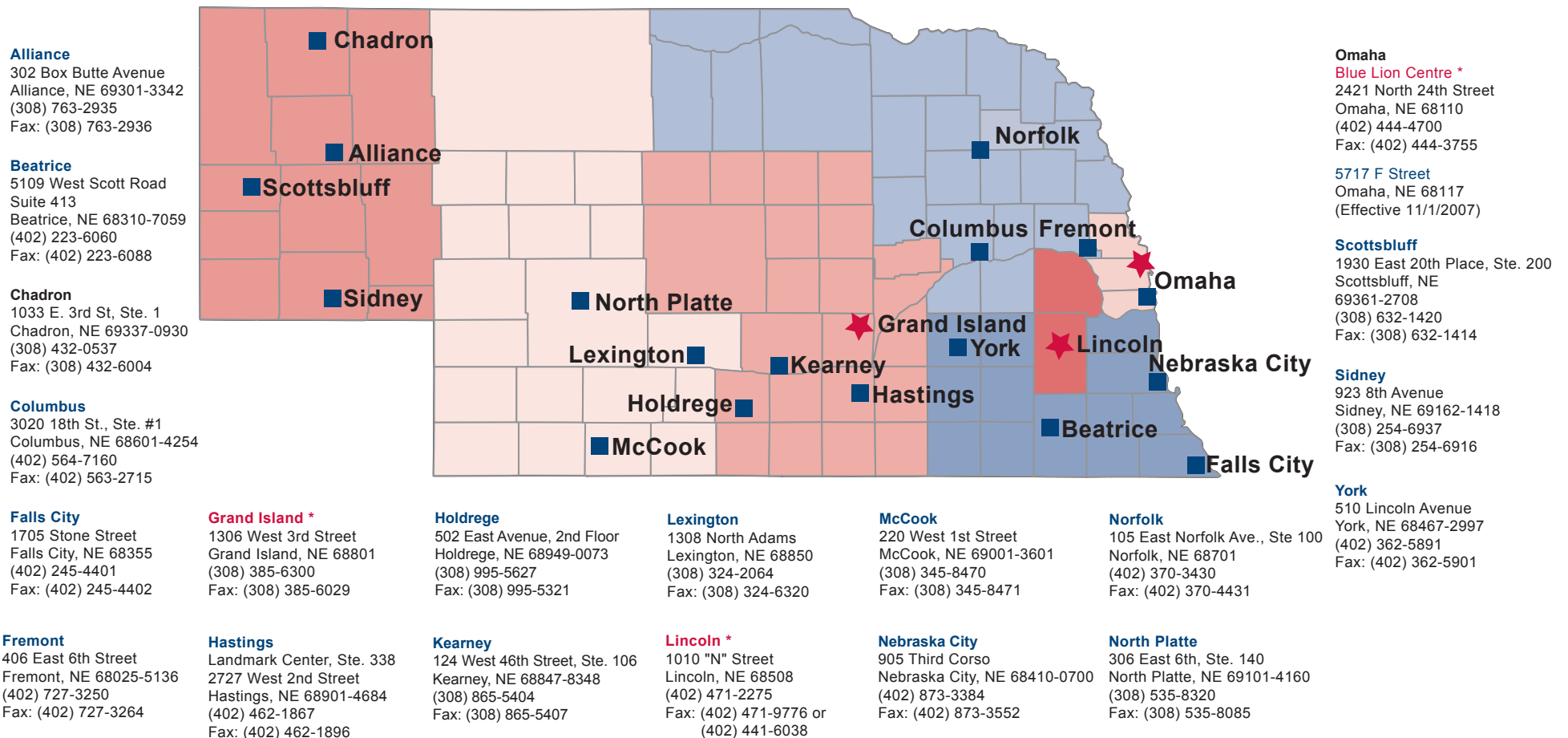
*** A Local Area used \$51,442 of PY05 Incentive funds and \$40,173 of PY04 Incentive funds for Youth Program activities.

Career Center Office Locations

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

Includes Comprehensive and Affiliate Sites

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



Awards and Recognition

Greater Nebraska

- Region I- Gene Gatti, Alliance Workforce Coordinator, serves as Vice-Commander of the local American Legion and is actively involved with the Sallow Military Museum. Mark Anderson, Alliance Career Center Manager, serves on the Careers and Technical Advisory Board of Alliance Public Schools.
- Region II- Holdrege Career Center Manager, Jean Issler, maintained partner connections following a severe ice storm in early January because the Holdrege Chamber of Commerce invited her to work out of their office. North Platte Career Center was hired by Union Pacific Railroad to enter into an innovative partnership where the Career Center serves as Hiring Managers for the railroad. The railroad also supports additional ABE services at the Career Center.
- Region IV- Deb Sanne received a special recognition award for surveying over 100 employers with regard to their employment needs. Beckie Cromer and Charlene Disney received a teamwork award for presenting to both the Greater Nebraska Workforce Investment Board and Youth Council.

Greater Lincoln

- Partners at the One Stop Career Center collaborated on a Channel 5 TV show entitled "The Workforce Development Project." David Landis, Lincoln's Urban Development Director, served as the host. Panel members from Experience Works, Goodwill Industries, Nebraska Workforce Development, Operation ABLE, and WIA Employment Solutions discussed their program offerings. While a collaborative effort, Houston Doan of Operation ABLE deserves recognition as the producer of this project.
- The Lincoln Partnership for Economic Development recently recognized a Lincoln Workforce Board member for outstanding efforts. Liz Shotkoski of the Gallup Organization was cited for leading the committee that formed Lincoln Young Professionals Group (YPG). The group has already touched over 900 young professionals in the community. According to Partnership President Wendy Birdsall, "Liz has been the constant positive force behind the Young Professionals effort which we believe will produce our next great group of community leaders."
- Included among the Lincoln Business Journal's "40 Under 40" Award winners this year were Lincoln Board members: Liz Shotkoski of the Gallup Organization; and Eric Dinger of Dinger Associates.
- The city of Lincoln has received the following recognition: "Entrepreneurial Hot Spot" (National Policy Research Council); One of the "Best Places for Business" (Forbes.com); A "5-Star Quality of Life Metro" (Expansion Management Magazine); One of the "Hottest Midsize Cities" (Inc. Magazine).

Greater Omaha

- Board member Frank McGree is President of Goodwill Industries, Inc. His organization received its three year CARF accreditation, First Place as the 2007 Best Thrift Store and the Helping Hand Award from Boys & Girls Club of Omaha.
- United Way of the Midlands placed ninth nationally in the "Value" category, which noted the changes made in a community as a result of funded programs and initiatives including the reach of 2-1-1 (a phone service hosted by UWM).
- Board administrative staff member, Ashley Daday, was recognized by Goodwill Industries, Inc. for the organization's 2007 Vision of Service Award.
- Tri-County's WIA youth contractor and one of its education specialists, Kathy Macedo, were recognized at the federal level for the successes experienced to date with their classroom and tutoring services specifically addressing the Literacy/Numeracy youth performance measure.

Statewide

- Nebraska's State Labor Commissioner Fernando "Butch" Lecuona III was honored with the 2006 Eagle Award from the National Association of State Workforce Agencies (NASWA).
- Northeast Community College received a \$1,999,999 Community-Based Job Training grant to implement a statewide initiative to establish a continuum of education and offer career development activities and short-term training opportunities for incumbent workers to meet the growing needs of the ethanol industry.
- The Nebraska Workforce Development-Department of Labor received a \$489,000 Veterans Workforce Investment Program grant.

Governor's Distinguished Leadership Award for Workforce Development

Terry L. Moore

Omaha Federation of Labor, AFL-CIO

Terry Moore has served as President of the Omaha Federation of Labor AFL-CIO since 1976. Mr. Moore has been recognized by the Omaha community for his tireless work on behalf of local workers, the local economy and local conditions.

Under his leadership, the Omaha Federation of Labor is a community-minded central body initiating, establishing and running programs that benefit both labor and the community at large.



Andrew's Story

"Andrew" applied for services in November 2004, after receiving his lay-off notice from Goodyear. He had worked at the plant for 10 years when he was notified that his job as a hose puller would be relocated to Mexico. Andrew had a family to support and was determined to pursue an Associate's Degree. His interest was the Heating and Air Conditioning program at Milford. Andrew stated, "With the support of my family and church I know I can complete this program." His assessment verified not only high interest, but also the ability to successfully complete the program. He began classes in January 2005 and earned straight "A's", graduating with High Distinction last December. Andrew was hired before his graduation ceremony and is working for a local Heating and Air Conditioning Company. Andrew wrote, "Thank you for all the help and guidance you have given me the past two years. Without this program, I would never have been able to achieve the goal of getting a degree in this field. This program has exceeded all of my expectations of what it could offer me. You have been very helpful whenever I have needed any assistance."

Greater Lincoln Dislocated Worker/Trade Programs Customer

Kelsey's Story

When a local ag-related business sold out to another company, "Kelsey" lost her job. She had been making \$7.40 an hour. Although she had some college, she needed help after her job loss. She entered WIA in August, 2005 and graduated May, 2007 with a Bachelor's Degree in Business Administration. Kelsey currently is working as an Account Clerk in Omaha for \$11.00 an hour.

Greater Nebraska Dislocated Worker Program Customer

Janice's Story

"Janice" had been dismissed from her position at a local discount store and didn't know which way to turn. Her husband, a construction worker, and their three children depended on her income to help make ends meet. Referred by Health and Human Services, Janice applied for WIA Adult services in August 2005. Janice wanted to attend Southeast Community College in the Business Administration Marketing Focus program. Her assessment indicated that she would be a good candidate for training. She began classes in October 2005, and with encouragement from her family and WIA case manager, she graduated with distinction this past June. She is now working for a government agency in the Marketing Division. Janice wrote to her case manager, "You led me to opportunities that would not have been possible without you, and you also led me to a job that is a dream come true for me. I never would have imagined that I would be where I am today...words cannot express how much you have meant to me on my journey."

Greater Lincoln Adult Customer

LaKreisha's Story

When "LaKreisha" entered the program, she wanted to earn her GED and secure employment in a field where she could help others. In May of 2006, LaKreisha participated in work experience at a local diner. LaKreisha was permanently hired and maintained employment until December of 2006. At that time, LaKreisha decided to pursue her interest in working with children. While working with her Case Manager on job readiness skills, creating a résumé, and interviewing techniques, she was permanently hired as a Group Leader within an after-school program. LaKreisha used this seasonal position to gain experience in working with youth. Since that time, she has reached her employment goal to obtain permanent, full-time employment in the child care field at a local day care. This past May, she earned her CPR/First Aid certification and was put in charge of her own infant classroom. LaKreisha is still enrolled in GED classes, continues to update her case manager on her progress, and utilizes the Partnership Program for supportive services."

Greater Omaha Youth Program Customer

Eve's Story

"Eve" came for help in 2004 as a senior at a rural High School. She was referred by her teacher as well as her case worker at Health and Human Services. She was homeless, basic skills deficient, had no financial means, and lacked the skills to find self-sufficient employment. A trio of partners (her high school, Health and Human Services, and Workforce Development) worked together to help Eve achieve her goal of becoming a nurse. Eve became a participant in the WIA Youth program. Eve tackled her barriers to employment one step at a time. She finished high school, was able to move into a small apartment, completed a college level English course, learned to budget and use her FAFSA money to help support her along the way, and gained new skills with each quarter she completed at the Community College. Workforce Development was able to offer supportive services (nursing scrubs, rental assistance and car insurance) when she would hit an unexpected "bump" in the road. Eve passed her Nursing Boards and became a Licensed Practical Nurse in August, 2006. She began her nursing career right away. She is now working full time at \$14.00 per hour with a full benefit package. She wrote to her Workforce Development case worker (Beckie): "Thank you so much. Words can't express my gratitude for everything that you have done for me."

Greater Nebraska Youth Program Customer

Evaluations and Continuous Improvement

In 2006, the Nebraska Workforce Development, Department of Labor received the Edgerton Quality Award of Progress. This award is patterned after the Malcolm Baldrige National Quality Award program and recognizes the continuous improvement journey taken by the agency. It required self-assessment through an application process, interviews, and then written detailed feedback from Edgerton certified examiners. In addition, the Nebraska Workforce Investment Board (NWIB) strove to continuously improve by holding special committee meetings focused on Key Result Areas identified during a Strategic Planning session. The NWIB approved conducting 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 will again be assessed. The local areas also promoted continuous improvement of their services and Career Center delivery as identified below:

Greater Nebraska

- Staff members continue to increase employer visits and enhance partnerships with local Chambers of Commerce, community organizations and other local stakeholders.
- Career Centers partnered with the Local Board to enhance their signage to provide for better recognition in the community and ease of utilization by all customers. In addition, Career Centers have begun exploring space expansion, renovations and moves to enhance their facilities and services.
- The Service Provider created a Quality Assurance Program Coordinator position dedicated to providing enhanced technical assistance, policy interpretation and file review to all staff members. The goal of the position is to increase communication and consistency amongst all staff members and provide improved customer service to internal and external customers.

Greater Omaha

- Nebraska Workforce Development management staff developed a comprehensive marketing and outreach effort aimed at increasing awareness of Career Center services in Washington, Douglas and Sarpy counties. The outreach efforts involved promotional materials and presentations to employers and community organizations.
- The Tri County Workforce Investment Board and Nebraska Workforce Development developed a Technical Assistance plan to meet the training needs of all service provider staff members. Technical Assistance topics including Board and service provider policy and performance outcomes are discussed via monthly conference calls and periodic in-house meetings.
- The Tri County Partnership implemented a new and innovative system to deliver classroom training and tutoring to specifically address the Youth Literacy/Numeracy Performance Measure. Since implementing the tutoring classes in October 2006, 81 students have participated and 45 (55%) of those have completed the tutoring course. To date, 60% of testers raised their reading score, along with 73% in math.
- Nebraska Workforce Development and the Tri County Partnership hired staff members dedicated to Quality Assurance and Contract Compliance. The individuals in these positions are responsible for program oversight, compliance, staff training and corrective action implementation for their respective WIA programs.

Greater Lincoln

- The Career Center's Computer Lab was relocated to the first floor. This created higher visibility for the Lab and resulted in over 2,300 customer visits, which is more than double the previous year.
- The Lincoln Workforce Investment Board reviewed its One Stop Customer Survey (originated in 2001). Lincoln Board members Dick Harding of Kenexa, Inc. and Lisa Johnson of the Lincoln Partnership for Economic Development conducted staff focus groups to seek user input. Staff from all three local areas participated and suggested changes were incorporated. The updated version became operational on July 1, 2007.
- The first annual Youth Provider Open House and luncheon was held on January 25, 2007 at the Lincoln One Stop Career Center to promote the services available to youth through the Career Center, and to encourage referrals to all programs.
- WIA staff members, Andrea Chandler and Bethany Olson, completed the MidWest BEST training "Advancing Youth Development."
- Over 150 individuals attended the third annual Employer Open House held on May 17, 2007.
- For Program Year 2006, results of customer surveys distributed to job seekers at the One Stop showed: 96% of the respondents said they were treated with respect; 95% of the respondents said that staff answered questions to their satisfaction; 92% of the respondents said the entire process made efficient use of their time; and 94% of the respondents said they would recommend our services to family and friends.



THE EDGERTON AWARD

Nebraska Workforce Development-Department of Labor
Winner of the Edgerton Award of Progress 2006

- **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 2006 ensuring the accuracy of the data reported.

- **Negotiation of Levels for Standards**

The performance negotiation process for Program Year 2006 took place in late PY 2004. Many of the values were set at higher levels than ever before. Performance negotiations for Program Years 2007 and 2008 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 PY06, PY07, and PY08.

- **Challenges**

Definitional changes for some of the performance measures have affected performance outcomes in PY 2006. In addition, although implementing the common measures has been in the forefront, the seventeen required measures are still used for determining federal incentive.

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.)

- **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. Although WRIS experienced some changes in PY 2006, Nebraska chose to sign a new agreement to continue participating in this system sharing unemployment insurance wage record information with other states.

- **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 the Dislocated Workers and Customer Satisfaction programs. However, the cumulative program score for the Adults program was 96.5% and for the Youth program was 98.5%. In addition, the Participant Customer Satisfaction Response Rate at 61.6% was below the required 70%. All of the local areas are eligible for a portion of the state incentive funding. The Greater Nebraska Workforce Investment Area shall receive state incentive funding for all programs. The Greater Lincoln Workforce Investment Area shall receive state incentive funding for all programs, except the Youth program. The Greater Omaha Workforce Investment Area shall receive state incentive funding for Customer Satisfaction.



Lincoln One-Stop Career Center

State

State of Nebraska—www.state.ne.us
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 System—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.lincolnjobs.com; www.workresources.org
Greater Omaha—www.ci.omaha.ne.us/departments/gowd
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 recently hired someone moving to Grand Island from Kansas who found out about the job on the NebraskaWorkforce.com Web site. It saved me over \$400 in advertising. Thank you.” Grand Island Employer