

# Workforce Investment Act

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# Annual Report

State of Nebraska  
Program Year 2004  
July 1, 2004 through June 30, 2005





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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  
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**Dave Heineman**, Governor

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

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Pepper Aasgaard, Jeff Anderson, Dr. Doug Christensen, Bruce Cutright, Dr. Connie Eichhorn,  
Daniel Mauk, Liz Mazzotta, Patrick McCormick, Trevis Sallis, Dr. Pearl Van Zandt



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

# Vision and Goals



Governor Dave Heineman

## Nebraska's Vision ...

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

### The Governor's Vision is basically composed of four goals:

- Be a dynamic, demand-driven workforce development system focusing on Nebraska's high-growth, high-demand industries;
- 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 Workforce Investment Board



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

- Organized in December, 1999.
- 55 Members
- Majority of membership (28) comes from business and industry.
- The Chair is 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.

“Members of the Nebraska Workforce Investment Board work throughout the year to assure that the Governor’s vision of a dynamic, demand-driven workforce development system is achieved and that his workforce goals are accomplished. The Board is comprised of leaders committed to ensuring Nebraska has the workforce needed for economic development and growth and that all Nebraskans seeking employment have the opportunities they need for personal economic stability and quality careers. Workforce Development in Nebraska continues its proud record of constantly striving to establish and maintain a high-quality employment system for all parts of the State, today and for the future. It is a privilege to participate as a member of the Board and serve on Committees as a part of this important work.”

*Dr. Pearl Van Zandt, Executive Director,  
Nebraska Commission for the Blind & Visually Impaired and NWIB member*



Dr. Pearl Van Zandt,  
Executive Director,  
Commission For The Blind &  
Visually Impaired,  
and NWIB member.



## Nebraska Workforce Investment Board

### STANDING COMMITTEES



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



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

### SPECIAL COMMITTEE



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



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

### Executive Committee

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

### Compliance Committee

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

### Workforce and Economic Development Committee

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



## BUSINESS

<b>Gayle McClure, Chair</b>	Hastings
<b>Jim Linderholm, Vice Chair</b>	Lincoln
<b>Pepper Aasgaard</b>	Omaha
<b>Michael Abramson</b>	Omaha
<b>Curt Beck</b>	Lincoln
<b>Cheryl Burkhart-Kriesel</b>	Gurley
<b>Tammie Burns</b>	Lincoln
<b>Bruce Cutright</b>	Hastings
<b>Kay Erickson</b>	Albion
<b>Mathew Fleischer</b>	Columbus
<b>J. Brent Gilbert</b>	Omaha
<b>Larry Hiers</b>	Sidney
<b>Richard Johnson</b>	Kearney
<b>Darlene Kiefer</b>	Kimball
<b>Todd Lardenoit</b>	Lincoln
<b>Daniel Mauk</b>	Norfolk
<b>Liz Mazzotta</b>	Omaha
<b>Patrick McCormick</b>	Omaha
<b>Betty Palmer</b>	Springview
<b>Dana Patterson</b>	Omaha
<b>Becky Stitt</b>	Scottsbluff
<b>Robert Twiss</b>	Gretna
<b>Suzanne Mahel Tyrrell</b>	Lincoln
<b>Tom Whalen</b>	Omaha

## GOVERNOR OF NEBRASKA

**Governor Dave Heineman** Lincoln

## ELECTED OFFICIALS

**Mayor Mike Fahey** Omaha  
**Mayor Roger Glawatz** Seward  
**Mayor Coleen J. Seng** Lincoln

## LEGISLATURE

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

## LABOR

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

## GOVERNOR DESIGNATE

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

## STATE AGENCY

### Economic Development

**Richard Baier** Lincoln

### Education

**Dr. Douglas Christensen** Lincoln

### Health and Human Services

**Nancy Montanez** Lincoln

### Labor

**Fernando Lecuona III** Omaha

### Veterans' Affairs

**John Hilgert** Lincoln

## COMMUNITY BASED ORGANIZATION

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

## YOUTH

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

# Workforce Investment Act



**Governor Dave Heineman**

**Nebraska Workforce Investment Board**

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

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

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

**Local Workforce Investment Board**

**Local Workforce Investment Board**

**Local Youth Council**

**Local Youth Council**

**Region I** - County Commissioner Casper Brixius, Alliance; Mayor Richard Jones, Rushville; County Commissioner John Madsen, Chadron

**Region II** - County Commissioner Linda Benjamin, Cozad; Mayor Dennis Berry, McCook; County Commissioner Kim Blake, Tryon

**Region III** - Mayor Galen Hadley, Kearney; County Supervisor Pamela Lancaster, Grand Island

**Region IV** - Mayor Jo Dee Adelung, Nebraska City; County Commissioner Daniel Giittinger, Nebraska City; Mayor Roger Glawatz, Seward

**Region V** - Mayor Gordon Adams, Norfolk; Mayor Don Edwards, Fremont; County Supervisor Ron Pfeifer, Lindsay

**Local Workforce Investment Board**

**Local Youth Council**

## Workforce Investment Areas Are Responsible For:

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



# 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

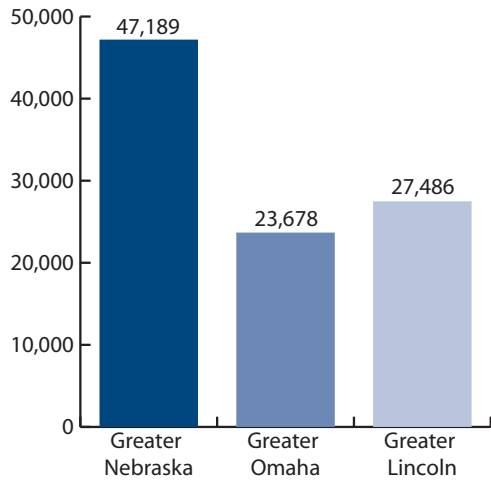
## Supportive Services

- 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.

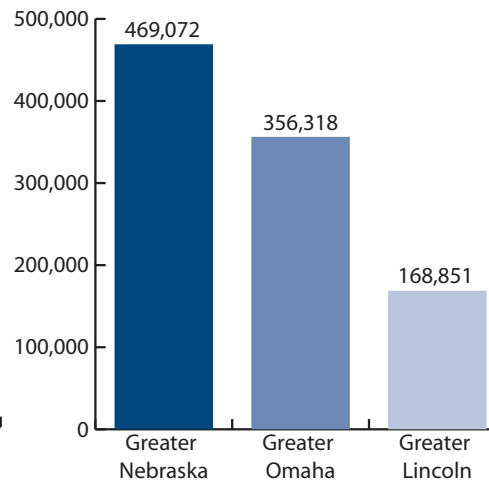
# Customer Base



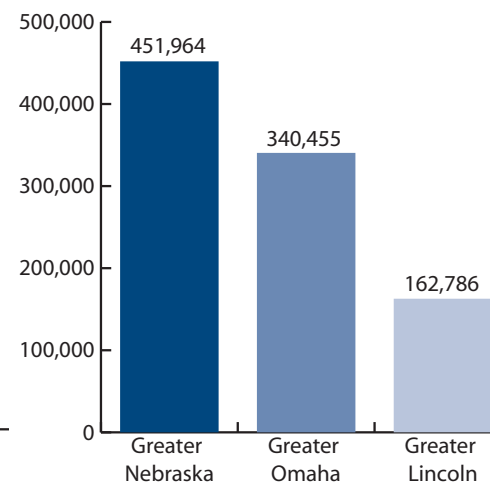
**\*Accessing Services Through One-Stop System**



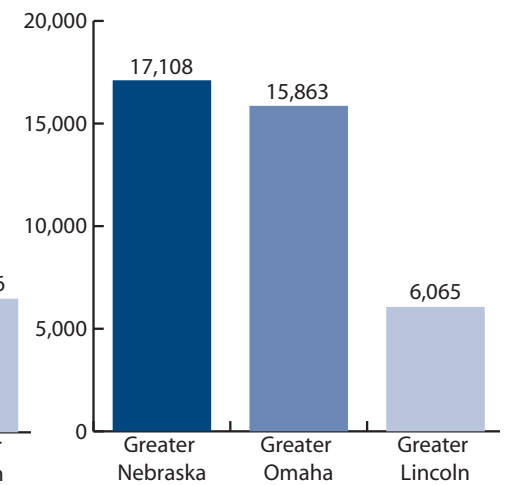
**Labor Force (June 2005)**



**Employment (June 2005)**



**Unemployment (June 2005)**



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

# Major Career Center Partners



# Carl D. Perkins Act



## How are Carl Perkins funds partnered with WIA funds to serve participants?

Several initiatives have created an opportunity for partnering between Carl Perkins and WIA funds. Most notably, are the initiatives funded through the incentive grant dollars received by Nebraska. The efforts of FutureForce Nebraska, the Nebraska Career Management System (NCMS), work with the Pathways Curriculum, and working with the alternative schools network continue to create the opportunity for coordination and collaboration while still maintaining the federal identity and legal obligation of the funding streams.

## Describe the procedures to ensure continued coordination of both programs and avoidance of duplication of efforts.

The relationships developed with the Department of Labor through coordination and collaboration on a number of projects have provided an opportunity for bimonthly meetings to continue discussions, planning, and coordinating of projects to avoid duplication in both programs. The synergy and support created through projects like FutureForce Nebraska and the Nebraska Career Management System continue to demonstrate the systemic approach to the process of successful partnership development.

## What educational in-services or training opportunities have been held for teachers to prepare them for working with WIA recipients?

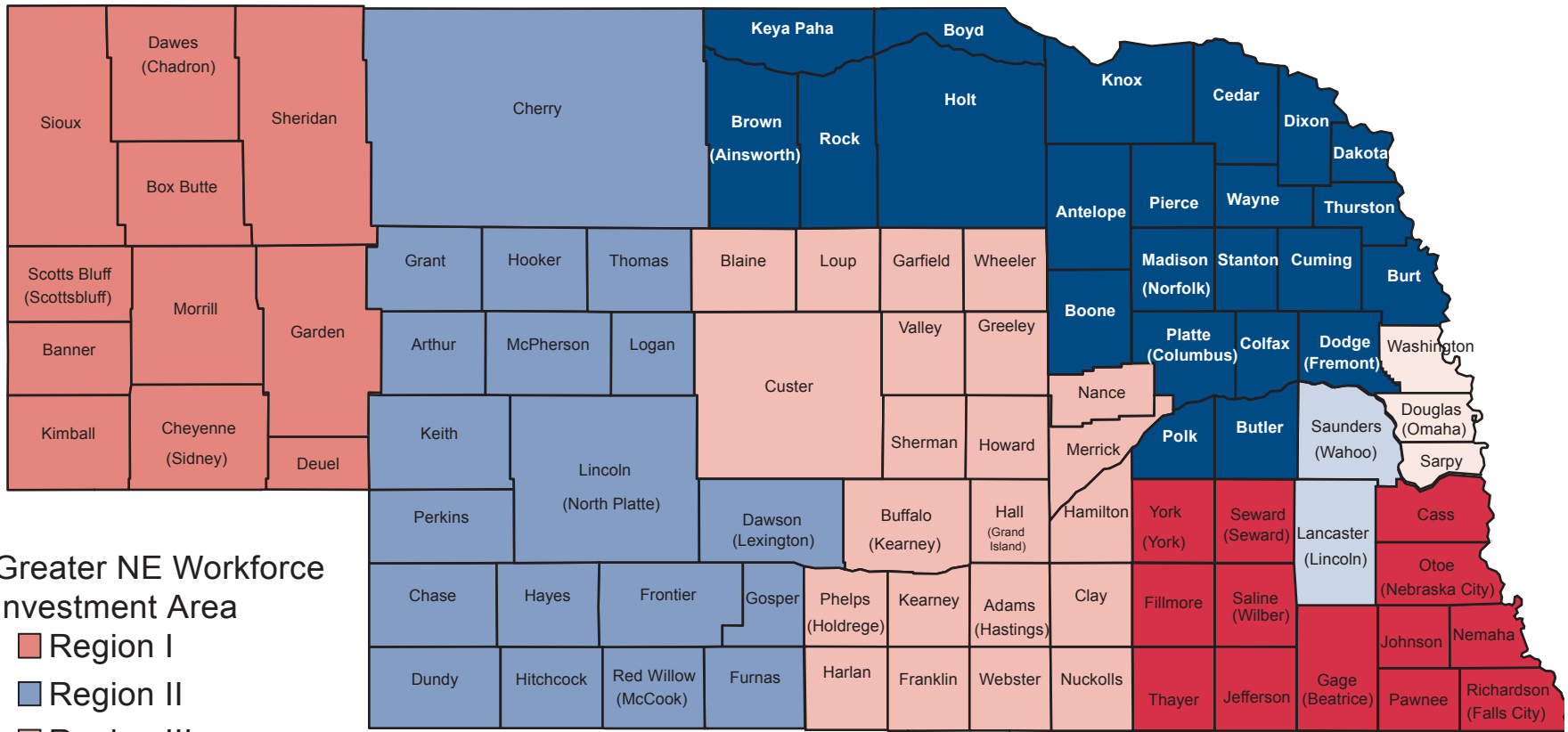
Over the past three years an annual conference was conducted to connect the alternative school personnel with the area one stop personnel. The goals of the conference were to assist in creating a network of staff and people and coordinate the communications and resources to serve both WIA participants as well as those involved with the formal educational setting. Also, the incentive funds that Nebraska has received over the past three years have created an opportunity for exploring future activities. The Department of Labor also participates in the annual NCE conference for Career Education instructors.



Dean Folkers with the Nebraska Department of Education presented information to the Nebraska Workforce Investment Board's Compliance Committee on coordination efforts currently taking place. The picture includes board members, Liz Mazzotta and Dr. Connie Eichhorn.

**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

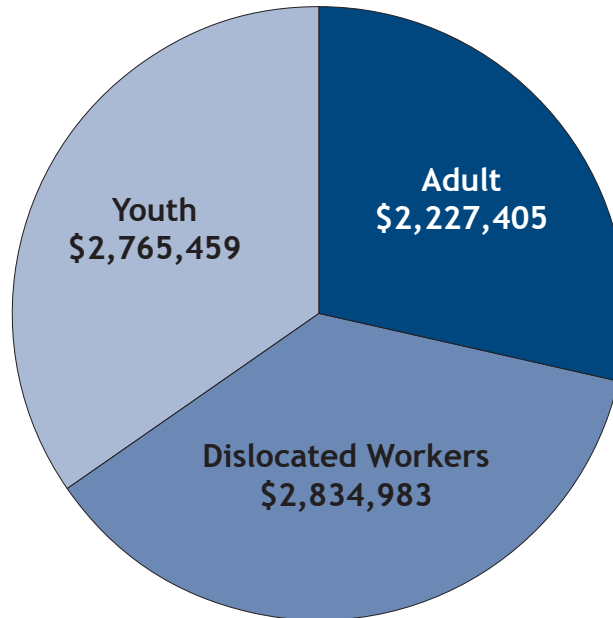
- Region I
- Region II
- Region III
- Region IV
- Region V
- Greater Lincoln Workforce Investment Area
- Greater Omaha Workforce Investment Area

# Revenues



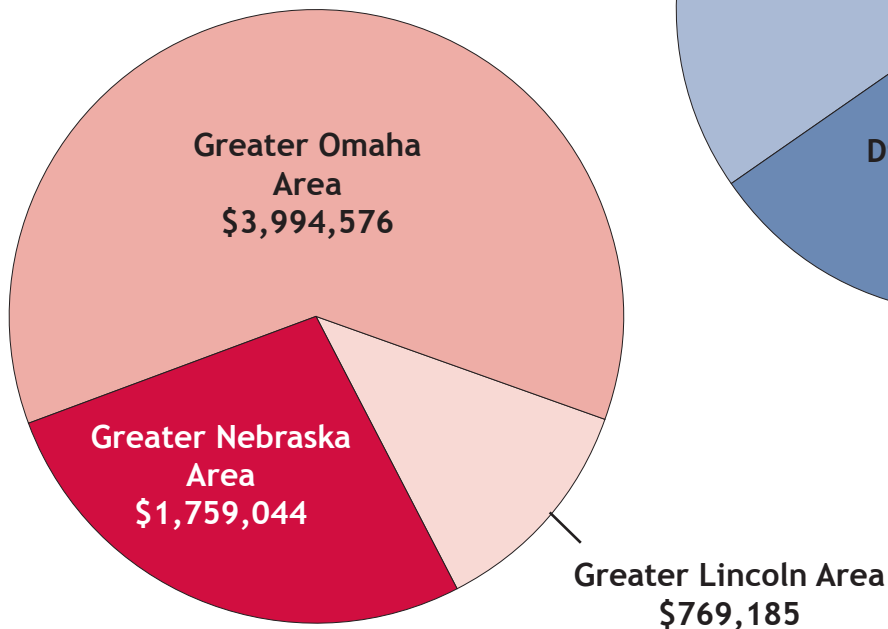
## Program Year 2004 WIA Title I Funding

Total = \$7,827,847



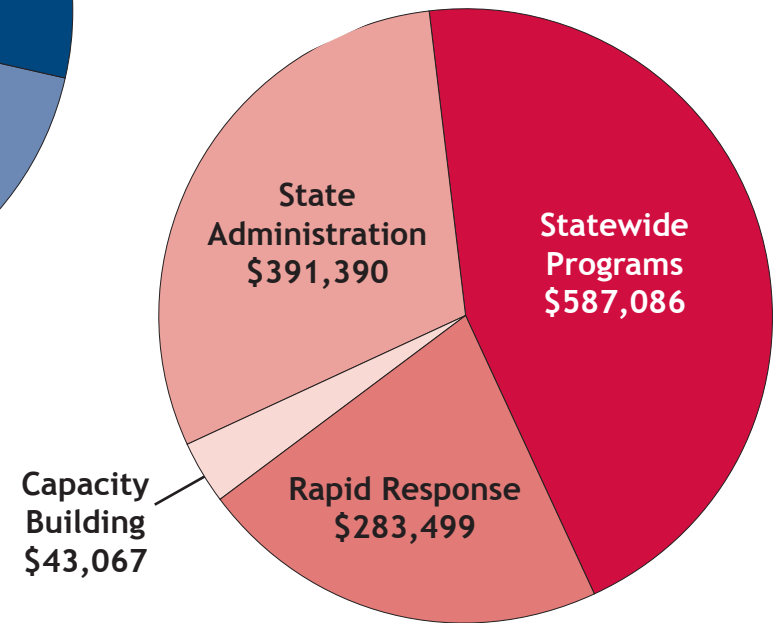
## Local Area Funding

Total = \$6,522,805



## State Level Funding

Total = \$1,305,042



# WIA Financial Statement



Operating Results	Available	Expended	Percent	Balance Remaining
Total All Funds Sources	\$13,460,317	\$9,681,916	71.9%	\$3,778,401
Adult Program Funds	\$1,824,871	\$1,280,892	70.2%	\$543,979
<i>Carry in Monies (no add)</i>	\$1,227,069	\$1,227,069	100%	\$0
Dislocated Worker Program Funds	\$1,792,710	\$1,118,149	62.4%	\$674,561
** <i>Carry in Monies (no add)</i>	\$1,257,344	\$1,257,344	100%	\$0
Youth Program Funds	\$2,115,577	\$1,873,053	88.5%	\$242,524
<i>Carry in Monies (no add)</i>	\$804,265	\$804,265	100%	\$0
Out-of-School Youth		\$1,025,617		
In-School Youth		\$1,651,701		
Local Administration Funds	\$637,016	\$465,431	73.1%	\$171,585
<i>Carry in Monies (no add)</i>	\$185,532	\$185,532	100%	\$0
Rapid Response Funds	\$283,499	\$0	0.0%	\$283,499
** <i>Carry in Monies (no add)</i>	\$405,290	\$116,702	28.8%	\$288,588
Statewide Activity Funds	\$1,174,174	\$152,631	13.0%	\$1,021,543
<i>Carry in Monies (no add)</i>	\$1,752,970	\$1,200,848	68.5%	\$552,122

## Cost-Effectiveness C-E Ratio

Overall, All Program Strategies	\$2,711
Adult Program	\$2,685
Dislocated Worker Program	\$2,419
Youth Program	\$3,067

**NOTE:** Nebraska initially received \$7,858,469 in WIA Title I Adult, Youth, and Dislocated Worker funds for Program Year 2004. The Consolidated Appropriations Act of 2005 required an across-the-board reduction of .80 percent to the FY 2005 advance funds for the Adult and Dislocated Worker programs. Nebraska's rescission amount for the Adult program was \$14,204. Nebraska's rescission amount for the Dislocated Worker program was \$16,418. These changes reduced Nebraska's total amount of WIA Title I Adult, Youth, and Dislocated Worker funds for Program Year 2004 to \$7,827,847.

\*\* \$100,000 of Rapid Response funds were distributed to Local Areas for Dislocated Worker program activities.

# Career Center Office Locations



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

(Includes Comprehensive, Affiliate, and Access Sites)

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

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

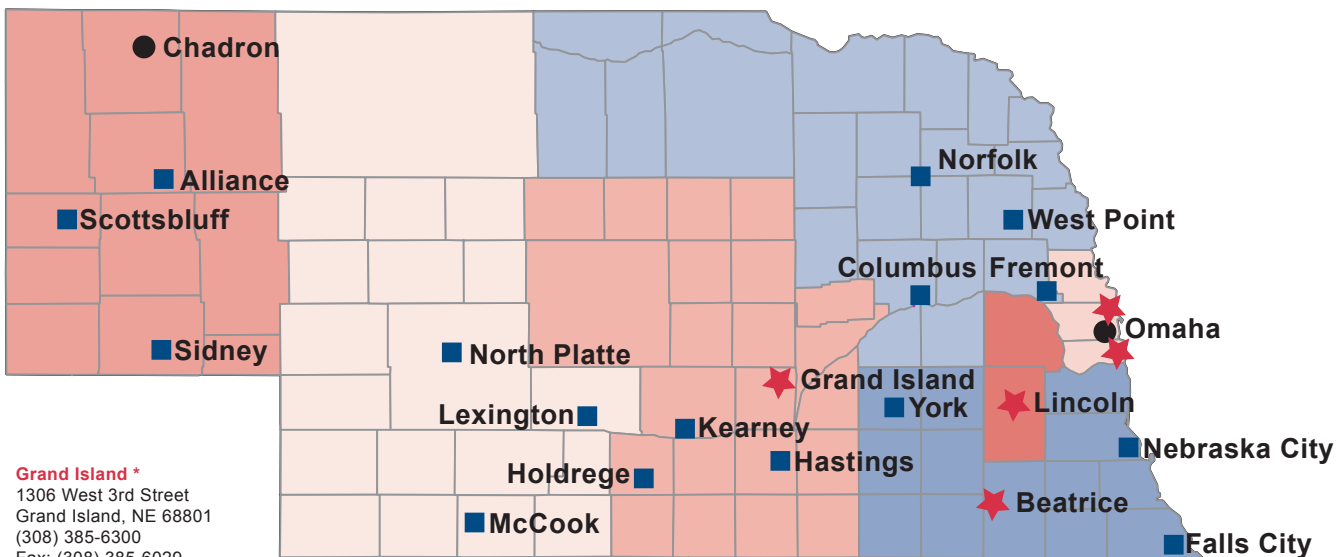
**Beatrice \***  
5109 West Scott Road  
Suite 413  
Beatrice, NE 68310-7059  
(402) 223-6060  
Fax: (402) 223-6088

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

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

**Falls City**  
1705 Stone Street  
Falls City, NE 68355  
(402) 245-4401  
Fax: (402) 245-4402

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**West Point**  
539 East Decatur Street  
West Point, NE 68788  
(402) 372-5749  
Fax: (402) 372-5839

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



# Awards and Recognition



## Greater Omaha

- Amber Olson (Board member/Job Corps representative) received recognition/award for PY2004 by the Dynamic Educational Systems Inc. (DESI) for Nebraska Overall Career Transition Services, exceeding Outcomes Measurements at 95% of goal.
- Marilyn McGary (Board member/President and CEO of Urban League of Nebraska) received multiple awards including: Joyce Harrison Memorial Minority Health Individual Award; Outstanding Minority Health Leadership; Certificate of Special Recognition-Empowerment Conference; Annual NAACP Achievement Award (National Association for the Advancement of Colored People Omaha Branch); Nominee for the UNO Women of Color Community Service Award; and Community Outreach Award of Excellence.

## Statewide

- Central Community College received a \$1,639,404 grant to train workers in Nebraska for careers in advanced manufacturing as part of a \$24.2 million advanced manufacturing workers training effort under the President's High Growth Job Training Initiative.
- Nebraska exceeded the agreed to performance levels for outcomes in WIA Title I, Adult Education, and Vocational Education programs for PY 2003 allowing the state to qualify for a \$783,830 WIA Section 503 Incentive Grant in PY 2004.

## Greater Lincoln

- The Greater Lincoln Workforce Investment Board hosted an Employee Appreciation Breakfast for all One Stop Career Center staff. Mayor Coleen J. Seng was the featured speaker and thanked the One Stop staff for their dedicated service to job seekers and employers. The event was catered by The Cornhusker Hotel, with corporate sponsorship from Behlen Productions, Duncan Aviation, and HWS Consulting Group, Inc.
- The Greater Lincoln Workforce Investment Board received recognition from the Lincoln Partnership for Economic Development for the Board's generous contribution as a Leaders Club Investor in the 2004 Investing in Lincoln's Future.
- Southeast Community College President and Greater Lincoln Board member Jack Huck was honored by the 2005 International Chair Academy Conference for Community College Leaders with the Heart of Leadership: Building Community Exemplary Leader Award. The award was presented at the annual national leadership conference.
- Board member Jerry Barnes of The Cornhusker Hotel received the 2004 Tourism Pioneer Award from the Lincoln Partnership for Economic Development. The award recognized Barnes for his extraordinary personal and professional achievements, in addition to continuous contributions made to expand the Lincoln tourism industry.
- This past year, the city of Lincoln has received the following recognitions: #4 on list of "Best Small Places for Business & Careers" (Forbes.com); #10 (out of 329 metropolitan areas) on list of "Best Places in the U.S. to Start a Company" (Expansion Management Magazine); and #22 out of 50 "Best Small Metro Areas for Starting and Growing a Business" (Inc. Magazine).

## Greater Nebraska

- Region I-Mark Anderson, Manager of the Alliance Career Center, was invited to be a member of the Vision Task Force of Western Nebraska Community College given his position as a community leader.
- Region II-The North Platte Career Center received the Community Support Award.
- Region III-Randy Kissinger, Regional Manager, and the entire DOL staff in the Grand Island Career Center received the 2005 "Partners in Progress" award from the Grand Island Area Economic Development Corporation.
- Region IV-Carole DeBusk, Manager of the Falls City Career Center, received the Manager of the Year award at the Distinguished Service Awards Banquet. Region IV staff received a DOL Key Award for Measurement for excellent staff performance.
- Region V-Angie Ramaekers, Workforce Coordinator, was nominated for the United Way Volunteer of the Year award for her great contributions as a volunteer of the Diversity Committee of the Columbus Collaborative Team. Columbus One Stop Career Center Partners received the 2004 Partnership Key to the Future Award.

## Nebraska Workforce Development Distinguished Leadership Award Recipients



**Duane Acklie**  
Crete Carrier Crete, NE



**Tom Whalen**  
SilverStone Group Omaha, NE

# Successes



“Within a short period of time, I was laid off from my job, went through a divorce and had to move my family. Additionally, the occupation I was pursuing had a waiting list and I was not able to begin training within the guidelines of the Trade program. With the help of the One Stop Employment Solutions office, I was able to begin training at another location. I had a daily commute of 104 miles. I graduated with a 4.0 GPA and secured employment as an LPN at a Urology clinic. I am now earning \$7,000 more a year than at my previous job. I am very grateful for the financial and emotional support I received from my case manager at the One Stop Employment Solutions office.”

**Greater Lincoln Co-Enrolled Trade/Dislocated Worker Programs Customer**

“I came to Omaha from Sudan, Africa. I happened to come to Workforce Development for assistance in finding employment or training. I had very few skills or knowledge to land gainful employment with benefits. Four months later, I had received a thorough assessment and an employment plan that helped me elevate my knowledge and skill level to attain employment. Since that time, I have landed a quality job with a respected Uniform Company that pays me nine dollars an hour with benefits. I will continue to set goals and enhance what I’ve learned in Pathways to Success and from my career specialist to constantly improve.”

**Greater Omaha Youth Program Customer**

“After 11 ½ years as a stay-at-home mom, I found myself going through a divorce and wondering what I would do. Someone mentioned the WIA program to me and I thought it would be worth looking into. I visited the Career Center. I was soon accepted into the WIA program, registered for classes and began my journey. I diligently applied myself to the program and found that I loved learning and absolutely loved my chosen field. While attending Western Nebraska Community College I achieved many awards and honors. I applied for a Director of Health Information position and was offered the position the same day. I moved during Spring Break and worked and completed my degree. I graduated with an Associate of Applied Science Degree in Health Information Management Services. In May of 2005, I passed the Registered Health Information Technician national certification exam. I currently supervise a very busy Health Information Office with six full-time staff members and three part-time staff members at the hospital and clinic. I am very thankful for the WIA program and the opportunities it has afforded my family and I. It was life changing for me to return to school and was just what “the doctor ordered” to get through a really tough time!!!”

**Greater Nebraska Dislocated Worker Program Customer**

“After losing my job and being unable to find another one, going back to school was a scary thought. I was unsure about my skills and the amount of time it would take. In May of 2003, I finished all the pre-testing that was required to attend Western Nebraska Community College and with the Career Center staff’s help I chose a path and began classes. It has been a struggle, but every great thing in life is. I have two boys who are very proud of their mom and with the support of my husband and case worker I have made it to graduation. I have a 3.8 GPA and am currently employed with Cabela’s. I even had the chance to go to New York for a seminar. The experience has been great and it’s all thanks to Workforce Development for giving me the program to work with and the staff for believing in me and supporting me throughout this adventure.”

**Greater Nebraska Adult Program Customer**

“I want you to know I am very thankful for the One Stop Employment Solutions Program and all of your individual help in successfully helping me complete my nursing degree. I am very thankful for the financial assistance I received from your program, as well as other government programs that I have participated in. I am more than happy to pay my share of taxes from my paycheck, as I know some of the money I pay will go back into helping others. I am working full time in the emergency room and for once, I can comfortably support my son and myself and still put some away monthly in savings.”

**Greater Lincoln Adult Program Customer**

# Evaluations and Continuous Improvement



In Program Year 2004, the Nebraska Workforce Investment Board used a Continuous Improvement Strategy based on Baldrige Quality Principles to move forward. As part of the Strategic Planning focus, a meeting was held in March, 2005, to develop the State's vision, goals, and priorities for the new Strategic State Plan. All of the Local Area Boards had representatives joining the State Board in this process. In a February, 2005 meeting, the Compliance Committee began discussions of using Mystery Shoppers to gain information on customer's experiences. During PY 04, several business members of the State Board stepped up to provide direction and leadership related to marketing workforce development and meeting the needs of the business community. The local areas also promoted continuous improvement of their services and Career Center delivery as identified below:

## Greater Nebraska

- Region I-The Alliance Career Center engaged in a variety of marketing and community outreach activities to support November 2004's 'Hire Vets First' Month and is working with Western Nebraska Community College to better promote economic development within the community.
- Region II-Developed a pilot program with Mid-Plains Community College Career Services to assist with matching students to available jobs.
- Region III-Created an email group that includes contacts for all Career Center partners to enhance electronic communications. Weekly newsletters circulated to all partners involved in the Career Center regarding weekly events, scheduling, announcements and successes.
- Region IV-The Beatrice Career Center held two employer presentations, featuring the Worker Training Program and WOTC, and Labor Laws and UI Connect, and presented information to the local HR association.
- Region V-Held focus groups and informational sessions with businesses and job seekers to gather and analyze customer feedback as a part of the Malcolm Baldrige Continuous Improvement process. The Fremont and West Point Career Centers established Employer Advisory Groups. The Columbus, Norfolk and Fremont Career Centers held seminars on the LMI Benefits Summary Report as a service to employers.

## Greater Omaha

- Customer satisfaction surveys are provided to customers at each service tier. This feedback is reviewed by management and used to identify areas of continuous improvement. At the Career Center level, a biennial certification checklist is used to validate service delivery and enhance center activities.
- Partners are invited to make presentations at monthly All Staff, Partner Council and Information Sharing Meetings. These sessions provide great opportunities to leverage resources, financially and programmatically.
- Monitoring tools are established to help forecast performance in the required 17 measures. Training providers' performance is measured as it relates to completions, entering employment upon completion and average wage. Meetings are held with training providers to share this information.
- Tours and orientations are conducted at employer worksites to create a stronger awareness of career path opportunities for job seekers and training participants and for the enhancement of staffs' knowledge about the soft and hard skills required within the various work cultures of Omaha's diverse employers.

## Greater Lincoln

- The Greater Lincoln Workforce Investment Board partnered with Southeast Community College to host two national teleconferences: "Ten Human Resource Challenges and What Your Workforce Board Can Do to Make a Difference" and "Partnering on Economic Development: Creating the Workforce Advantage." These teleconferences were well attended. The Board also was a co-sponsor of the 2004 Equal Opportunity Symposium on Employment Issues, presented by the Lincoln Commission on Human Rights.
- One Stop staff have increased efforts to serve the business community by actively promoting the services of the One Stop through Marketing Specialists. There are three Marketing staff members assigned to specific industries whose sole responsibility is to meet with businesses in the community and better inform them of the prepaid services available to employers.
- Another important undertaking was the Employer Open House held at the One Stop Career Center and attended by over 100 business representatives. Feedback on the event was very positive. Data reflects that in the past year, job openings have increased by 23%, and employer usage is up by 41% over the previous year.
- Results of customer surveys distributed to job seekers by staff at the One Stop showed that: 96% of the respondents said they were treated with respect; 93% of the respondents said the entire process made efficient use of their time; and 95% 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-B 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 2004 ensuring the accuracy of the data reported.

- **Renegotiation of Levels for Standards**

The goals for PY 2004 were renegotiated in late PY 2002. Due to economic conditions, the values set for Nebraska's Adult Earnings Change, Dislocated Workers Earnings Replacement Rate, and Older Youth Earnings Change measures were lowered from the original plan. Several other PY 2004 employment and retention measures reflect higher expectations than ever before. During late PY 2004, the values for the next two program years were negotiated and these values were submitted in the new Strategic Two-Year State Workforce Investment Plan.

- **Challenges**

In early PY 2004, a Federal Register was released asking for comments on the establishment of a single, streamlined reporting and recordkeeping system, formally called the ETA Management Information and Longitudinal Evaluation (EMILE) reporting system. It is intended to replace the current data collection and reporting requirements for multiple programs including the WIA Title I-B programs. In addition, in April of 2005, new guidance was released on common performance measures for Federal job training and employment programs. Nebraska is reviewing these materials to meet these new reporting challenges.

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 in PY 2004 joined several other states in a pilot project called Federal Employment Data Exchange System (FEDES).

- **Sharing Information with Other States**

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

- **Nebraska's Decisions**

"To be considered eligible for receiving an incentive award, a local area must have a cumulative average of 100% of the core performance level per program area and customer satisfaction 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 80% of the negotiated performance levels. All of the local areas are eligible for state incentive funding.

# Key Web Sites



The Omaha Blue Lion Centre has many customers that use the computers in the Resource Area.

## State

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

## Local

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

## National

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

## WIA Annual Report Data

State Name: NE

Program Year: 2004

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

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	71	86.2	784	1,113	1,113	70.4
Employers	71	81.5	801	1,074	900	89

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	74	87.9	225
			256
Employment Retention Rate	76	91.6	252
			275
Earnings Change in Six Months	2,600	3,729	868,763
			233
Employment and Credential Rate	53	62.1	205
			330

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

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	88.1	59	92.3	12	78.3	18	100	6
		67		13		23		6
Employment Retention Rate	92.9	52	76.9	10	100	13	83.3	5
		56		13		13		6
Earnings Change in Six Months	4,513	225,647	345	3,793	5,543	60,973	-975	-4,876
		50		11		11		5
Employment and Credential Rate	75	51	70.6	12	60	15	60	3
		68		17		25		5

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

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	88.2	202	85.2	23
		229		27
Employment Retention Rate	91.9	226	89.7	26
		246		29
Earnings Change in Six Months	3,763	771,375	3,478	97,388
		205		28

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

	Negotiated Performance Level		Actual Performance Level	
	Entered Employment Rate	82	95.8	391
Employment Retention Rate	89	95.6	411	430
Earnings Replacement in Six Months	86	77.8	4,369,621	5,613,602
Employment and Credential Rate	52	74	270	365

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

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	91.9	34	100	6	87.1	27	100
		37		6		31		4
Employment Retention Rate	95	38	100	8	88.9	32	100	4
		40		8		36		4
Earnings Replacement Rate	70.5	453,033	45.9	19,180	49.7	272,799	250	32,821
		642,597		41,810		548,983		13,129
Employment And Credential Rate	61.3	19	66.7	4	71.4	20	66.7	2
		31		6		28		3



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

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	95.6	349	97.7
365			43	
Employment Retention Rate	95.4	370	97.6	41
		388		42
Earnings Replacement Rate	75.7	3,909,167	103.2	460,454
		5,167,231		446,371

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

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	62
Employment Retention Rate	80	92.2	81
			71
Earnings Change in Six Months	1,600	4,808	77
			298,104
Credential Rate	49	67.9	62
			74
			109

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

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	83.3	15	0	0	87.5	7	87.3
18			1		8		71	
Employment Retention Rate	94.4	17	0	0	90.9	10	90	45
		18		1		11		50
Earnings Change in Six Months	2,216	31,027	0	0	8,767	70,136	4,230	177,651
		14		1		8		42
Credential Rate	68.2	15	0	0	55.6	5	65.2	58
		22		1		9		89

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

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	75		74.9
Diploma or Equivalent Attainment Rate	52		81.4	554
				149
Retention Rate	60		73	183
				135
				185

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

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	70.2	87	77.6	111	69.2	108
		124		143		156
Diploma or Equivalent Attainment Rate	75.8	25	93.5	43	51.5	17
		33		46		33
Retention Rate	70	14	82.8	24	80.6	25
		20		29		31

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	86.9	185	2,257	385,893	2.7	6	4,238	881,477	71.3	144
		213		171		225		208		202
Dislocated Workers	93.5	377	72.3	4,252,201	3.6	14	5,868	2,077,377	65.9	228
		403		5,883,222		391		354		346
Older Youth	83.1	54	4,785	248,837	2.9	2	2,984	193,990		
		65		52		70		65		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>934</b>	<b>364</b>
<b>Dislocated Workers</b>	<b>982</b>	<b>361</b>
<b>Older Youth</b>	<b>333</b>	<b>110</b>
<b>Younger Youth</b>	<b>540</b>	<b>354</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$2,507,961.00</b>
<b>Local Dislocated Workers</b>		<b>\$2,375,493.00</b>
<b>Local Youth</b>		<b>\$2,677,318.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$116,702.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$131,631.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Capacity Building	<b>\$58,419.00</b>
	NTST	<b>\$375,000.00</b>
	MIS	<b>\$89,823.00</b>
	Alternative School Grants	<b>\$100,000.00</b>
	Miscellaneous	<b>\$270,724.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$8,703,071.00</b>

# WIA Annual Report Data

State Name: NE

Program Year: 2004

**Table O: Summary of Participants**

<b>Local Area Name:</b> Greater Lincoln Workforce Investment Board	<b>Total Participants Served</b>	Adults	34
		Dislocated Workers	176
		Older Youth	10
		Younger Youth	29
	<b>Total Exiters</b>	Adults	16
		Dislocated Workers	53
		Older Youth	5
		Younger Youth	12

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	89.1
	Employers	71	79.4
Entered Employment Rate	Adults	74	100
	Dislocated Workers	82	96.2
	Older Youth	62	75
Retention Rate	Adults	76	93.3
	Dislocated Workers	89	100
	Older Youth	80	100
	Younger Youth	60	80
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,600	3,695
	Dislocated Workers	86	96
	Older Youth (\$)	1,600	5,946
Credential / Diploma Rate	Adults	53	82.4
	Dislocated Workers	52	75
	Older Youth	49	50
	Younger Youth	52	100
Skill Attainment Rate	Younger Youth	75	71.1
Description of Other State Indicators of Performance			
n/a			
n/a			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: NE

Program Year: 2004

**Table O: Summary of Participants**

<b>Local Area Name:</b> Greater Nebraska Workforce Investment Board	<b>Total Participants Served</b>	Adults	487
		Dislocated Workers	410
		Older Youth	169
		Younger Youth	267
	<b>Total Exiters</b>	Adults	197
		Dislocated Workers	161
		Older Youth	41
		Younger Youth	98

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	86.8
	Employers	71	81.4
Entered Employment Rate	Adults	74	87.2
	Dislocated Workers	82	97.8
	Older Youth	62	100
Retention Rate	Adults	76	92.9
	Dislocated Workers	89	97.8
	Older Youth	80	92.2
	Younger Youth	60	83.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,600	4,490
	Dislocated Workers	86	95.3
	Older Youth (\$)	1,600	4,123
Credential / Diploma Rate	Adults	53	76
	Dislocated Workers	52	84.9
	Older Youth	49	75
	Younger Youth	52	76.1
Skill Attainment Rate	Younger Youth	75	77
Description of Other State Indicators of Performance			
n/a			
n/a			
Overall Status of Local Performance		Not Met	Met
			Exceeded X

# WIA Annual Report Data

State Name: NE

Program Year: 2004

**Table O: Summary of Participants**

Local Area Name: Tri County Workforce Investment Board	Total Participants Served	Adults	413
		Dislocated Workers	396
		Older Youth	154
		Younger Youth	244
	Total Exiters	Adults	151
		Dislocated Workers	147
		Older Youth	64
		Younger Youth	244

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	71	84.7
	Employers	71	82.8
Entered Employment Rate	Adults	74	87.6
	Dislocated Workers	82	93.6
	Older Youth	62	78.6
Retention Rate	Adults	76	90.2
	Dislocated Workers	89	92.7
	Older Youth	80	90.9
	Younger Youth	60	68.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,600	2,950
	Dislocated Workers	86	65.8
	Older Youth (\$)	1,600	6,636
Credential / Diploma Rate	Adults	53	47.2
	Dislocated Workers	52	61.6
	Older Youth	49	62.8
	Younger Youth	52	83
Skill Attainment Rate	Younger Youth	75	72
Description of Other State Indicators of Performance			
n/a			
n/a			
Overall Status of Local Performance		Not Met	Exceeded
			X