



Omaha-Blue Lion Career Center



# Workforce Investment Act Annual Report



Grand Island Career Center



Lincoln Career Center

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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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.

"I believe a strong Workforce Development System is critical to Nebraska's economic vitality. Our efforts to build a highly skilled workforce are making Nebraska a national leader in workforce development."

Governor Dave Heineman



# Nebraska Workforce Investment Board



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.

“As a high school administrator, I recognize the importance of providing today’s youth with a broad spectrum of activities and services. It has been both a learning experience and an honor to serve as a member of the Tri County Workforce Investment Board and the Nebraska Workforce Investment Board for several years. I have seen increased collaboration through the Education and Workforce Investment Act programs to provide opportunities to meet the varying needs of Nebraska youth, as they move from high school to the labor market. Through board and committee efforts, employers, clients, and students benefit.”

*Dr. Connie E. Eichhorn, Principal, Burke High School and NWIB member*



Dr. Connie Eichhorn, Principal  
and NWIB member.

# Committee Structure



## 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



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.

### SPECIAL COMMITTEE

### **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.

# Nebraska Workforce Investment Board Roster



Columbus Career Center

## 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>
J. Brent Gilbert	<i>Omaha</i>
Larry Hiers	<i>Sidney</i>
Jolene Jeffries	<i>Omaha</i>
Richard Johnson	<i>Kearney</i>
Darlene Kiefer	<i>Kimball</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 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*  
 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*

### Post Secondary Education

Marshall Hill *Lincoln*

### Veterans' Affairs

John Hilgert *Lincoln*

## COMMUNITY BASED ORGANIZATION

Dennis Baack *Lincoln*  
 Peg Harriott *Omaha*  
 Daniel Mauk *Norfolk*  
 Jose Zapata *Loup City*

## YOUTH

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

# Workforce Investment Act



Chadron Career Center

**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**

**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 Jim Franssen, Broken Bow; Mayor Galen Hadley, Kearney; County Supervisor Pamela Lancaster, Grand Island

**Region IV** – Mayor Jo Dee Adelung, Nebraska City; County Commissioner Daniel Gittinger, Nebraska City; Mayor Roger E. Glawatz, Seward

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

**Local Youth Council**

**Local Youth Council**

**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.

A Lincoln One-Stop Career Center survey asked: “In using our services today, what was the best part of your experience?”

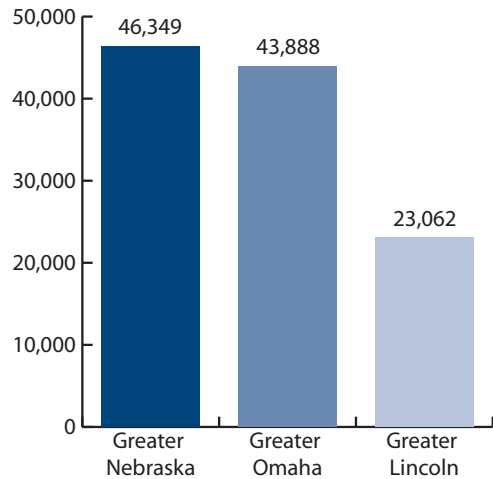
The customer answered: “A conscientious, interested advisor, who took an interest in me, was not condescending or distracted, and who put me at ease during our meeting.”

# Customer Base

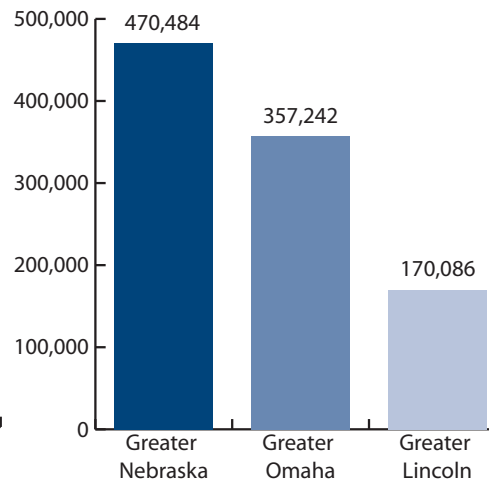


Omaha Career Center

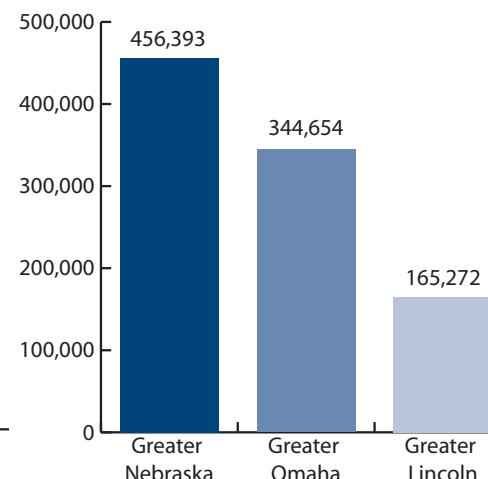
\*Accessing Services Through One-Stop System



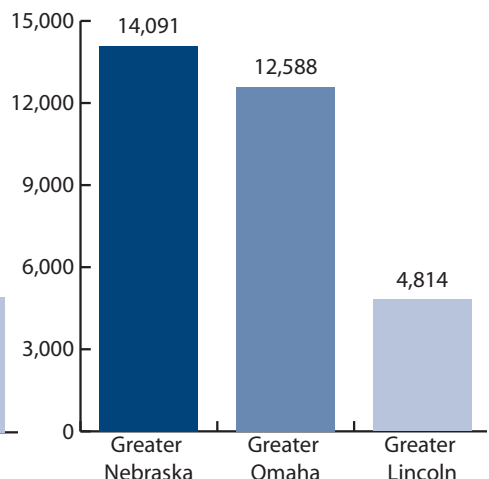
Labor Force (June 2006)



Employment (June 2006)



Unemployment (June 2006)

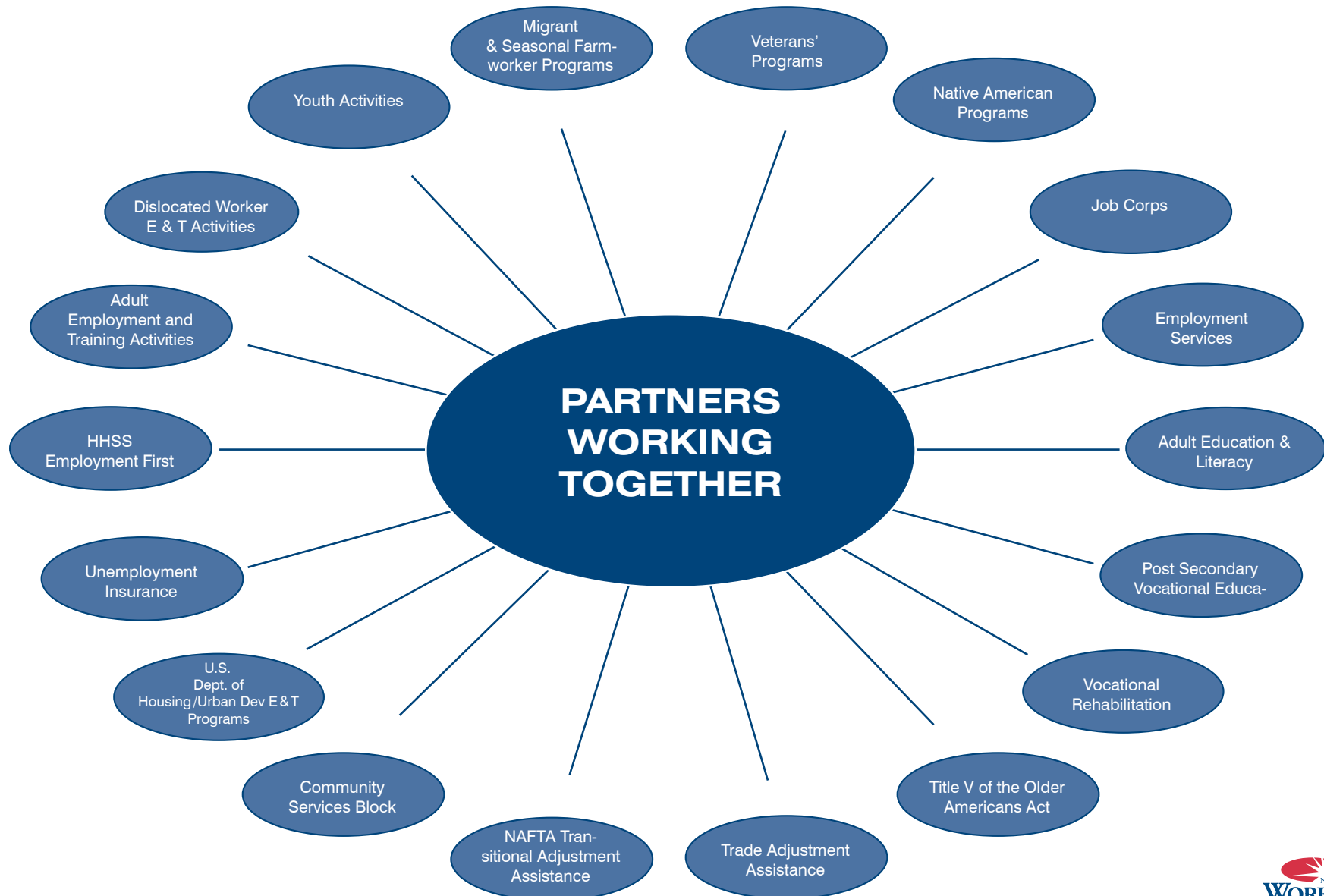


\* Self-service customers may not always be reflected.

# Major Career Center Partners



Beatrice Career Center



# Carl D. Perkins Act



Richard Katt, State Director of Nebraska Career and Technical Education, visits with Joan Modrell, Executive Director of the Office of Workforce Security, at a Compliance Committee meeting.

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

One of the primary accomplishments has been the continued development of the NebraskaCareerConnections.org website. The new system will provide meaningful tools for participants of both career education and WIA. The support and coordination of FutureForce Nebraska has also been an excellent partnership.

## If Perkins funding changes during the reauthorization process, what impact will that have on WIA?

The Perkins reauthorization language that recently passed Congress does not specifically change the role and coordination of WIA, but does increase the role of collaboration with Wagner-Peyser.

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

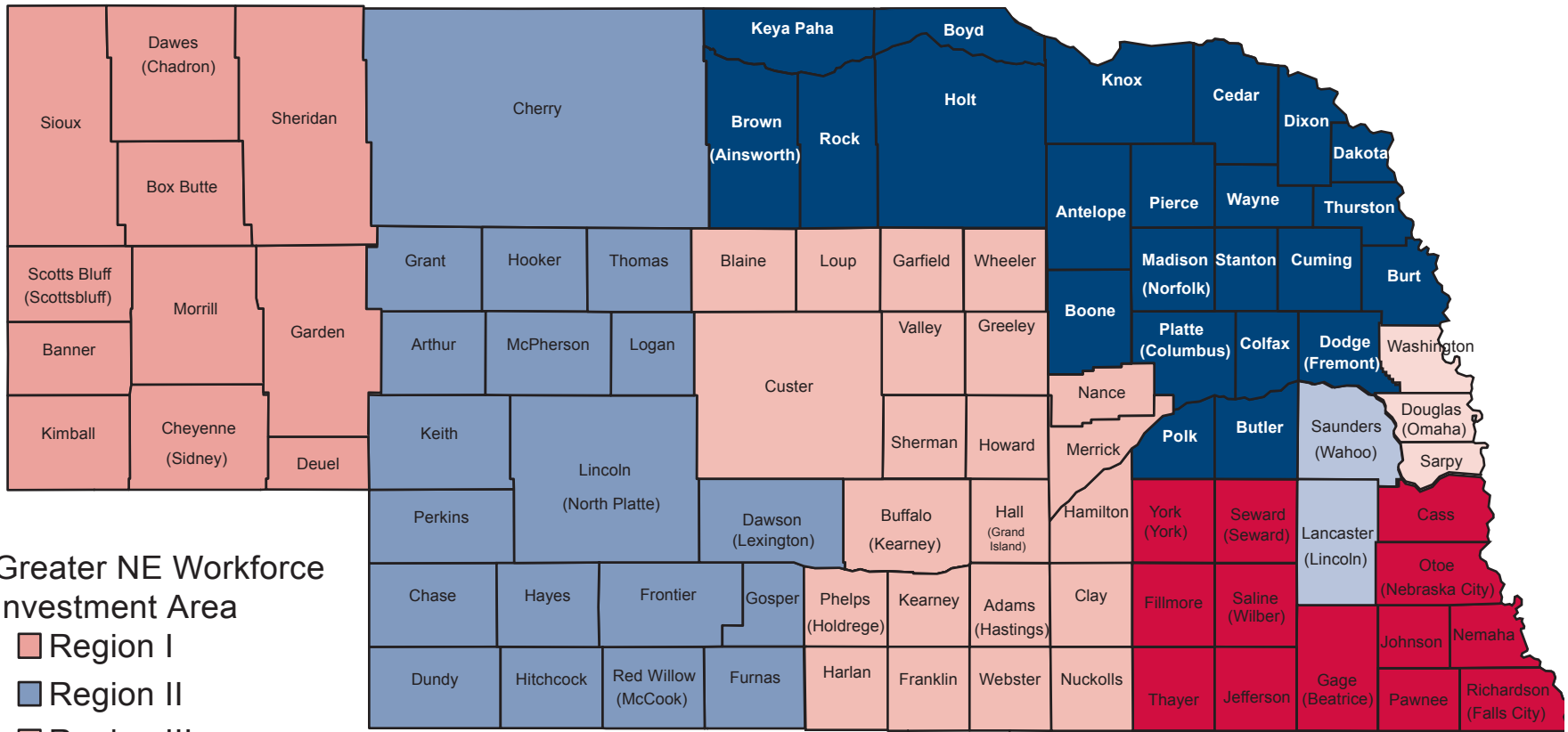
There are no formal procedures in place to ensure continued coordination of both programs, but rather a commitment by staff involved with the programs to communicate pertinent information about activities and priorities of the programs, strategize about possible effective coordination techniques, and execute collaborative projects when appropriate. The participation in WIB meetings, planning sessions, and committee meetings result in an awareness and support the commitment to coordination.

## How will the recent actions taken to coordinate the efforts of career development and management systems in the state of Nebraska be beneficial to both career education and WIA?

The new NebraskaCareerConnections.org website will provide individuals looking for career development information and individuals looking to manage their career with tools that will benefit participants in both career education and WIA. The collaborative planning conducted between the Department of Education, Career Education section, and the Department of Labor has assisted to create elements of the system that address the needs of all Nebraskans. The integration of the efforts also supports adoption of the use of technology to find efficient and effective ways to serve the citizens of Nebraska.

**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



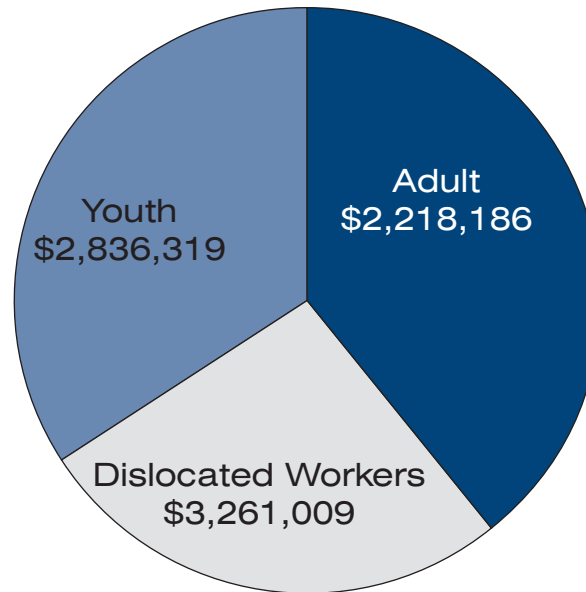
# Revenues



Alliance Career Center

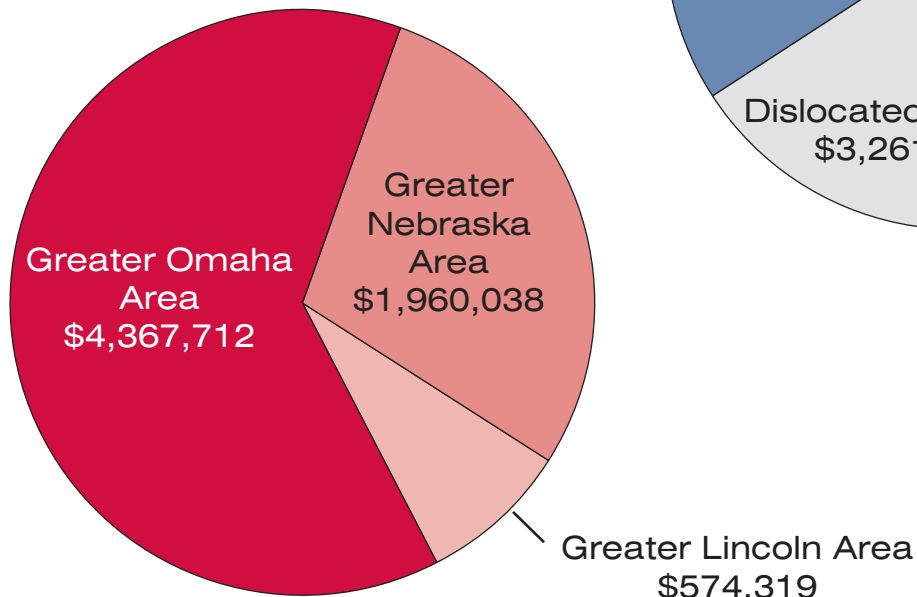
## Program Year 2005 WIA Title I Funding

Total = \$8,315,514



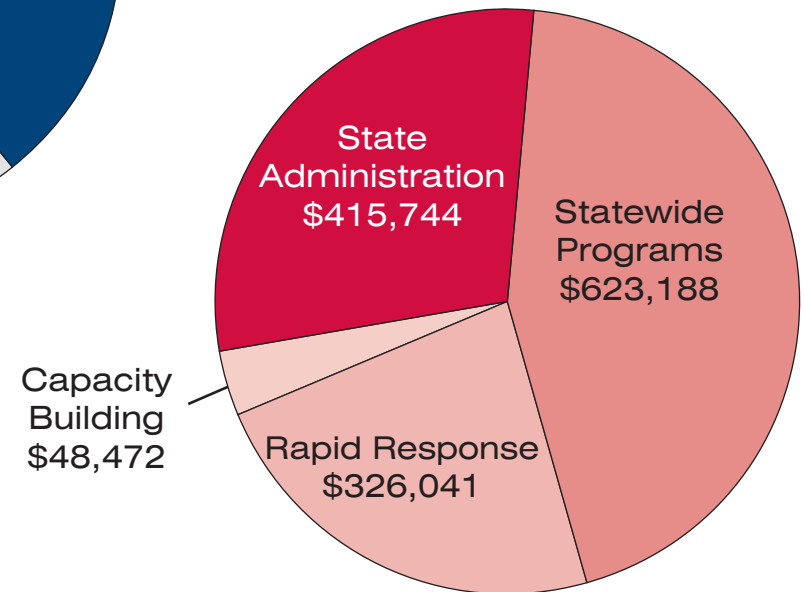
## Local Area Funding

Total = \$6,902,069



## State Level Funding

Total = \$1,413,445



# WIA Financial Statement



North Platte Career Center

Operating Results	Available	Expended	Percent	Balance Remaining
Total All Funds Sources	\$12,093,915	\$7,984,990	66.0%	\$4,108,925
Adult Program Funds	\$1,978,613	\$1,464,966	74.0%	\$513,647
**Carry in Monies (no add)	\$568,979	\$568,979	100%	\$0
Dislocated Worker Program Funds	\$1,919,079	\$898,829	46.8%	\$1,020,250
**Carry in Monies (no add)	\$824,561	\$824,561	100%	\$0
Youth Program Funds	\$2,169,785	\$2,097,074	96.6%	\$72,711
Carry in Monies (no add)	\$242,524	\$242,524	100%	\$0
Out-of-School Youth		\$1,844,877		
In-School Youth		\$494,721		
Local Administration Funds	\$674,163	\$472,706	70.1%	\$201,457
Carry in Monies (no add)	\$171,585	\$171,585	100%	\$0
Rapid Response Funds	\$326,041	\$0	0.0%	\$326,041
**Carry in Monies (no add)	\$397,087	\$159,029	40.0%	\$238,058
Statewide Activity Funds	\$1,247,833	\$160,429	12.9%	\$1,087,404
Carry in Monies (no add)	\$1,573,665	\$924,308	58.7%	\$649,357

\*\* \$175,000 of Rapid Response funds were distributed to Local Areas for Dislocated Worker program activities. Local Area transferred \$25,000 of Dislocated Worker program funds to Adult program.

Cost-Effectiveness	C-E Ratio
Overall, All Program Strategies	\$2,232
Adult Program	\$2,000
Dislocated Worker Program	\$2,052
Youth Program	\$2,674

**NOTE: Nebraska initially received \$8,356,007 in WIA Title I Adult, Youth, and Dislocated Worker funds for Program Year 2005. The Department of Defense, Emergency Supplemental Appropriations to Address Hurricanes in the Gulf of Mexico, and Pandemic Influenza Act of 2006 required a government-wide reduction of 1.0 percent to all FY2006 discretionary programs, including FY 2006 advance funds for the Adult and Dislocated Worker programs. Nebraska's rescission amount for the Adult program was \$17,755. Nebraska's rescission amount for the Dislocated Worker program was \$23,336. Nebraska received \$598 through the reallocation process. With these changes, Nebraska's total amount of WIA Title I Adult, Youth, and Dislocated Worker funds for Program Year 2005 was \$8,315,514.**

# Career Center Office Locations

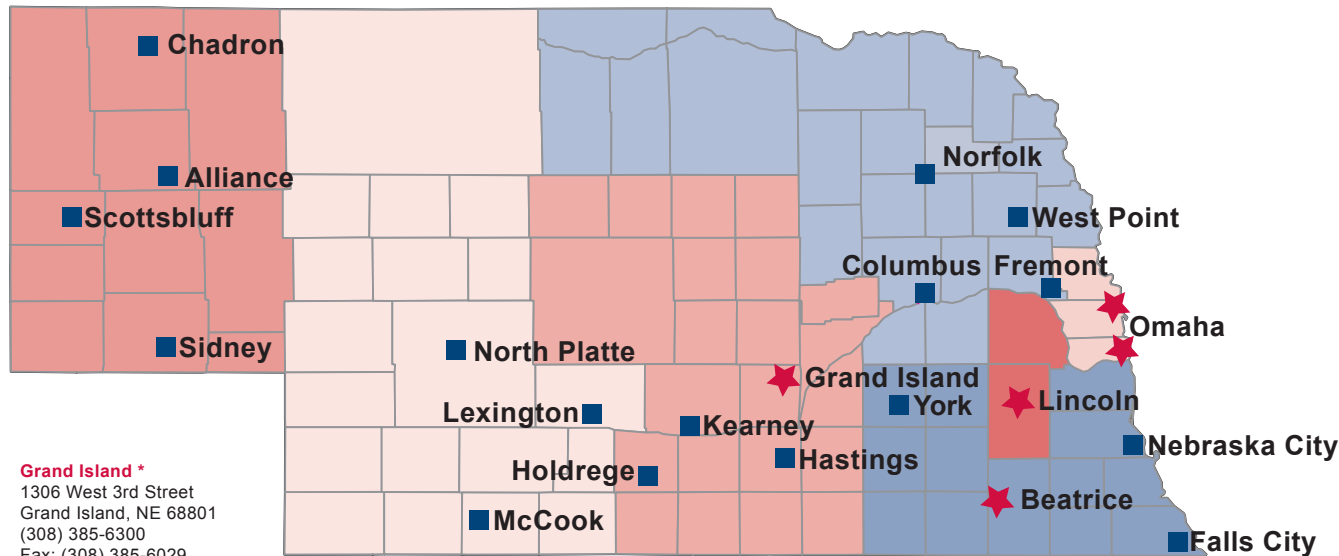


McCook Career Center

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



**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**  
1033 E. 3rd St, Ste. 1  
Chadron, NE 69337-0930  
(308) 432-0537  
Fax: (308) 432-6004

**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 68901-4684  
(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

**Scottsbluff**  
1930 East 20th Place, Ste. 200  
Scottsbluff, NE  
69361-2708  
(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 Lincoln

- Barb Anderson, Case Manager for the City of Lincoln's Adult and Dislocated Worker programs, was selected as the City's Employee of the Month for November, 2005. A WIA participant nominated Barb for the award, citing her customer service skills.
- The Greater Lincoln Workforce Investment Board hosted an Employee Appreciation reception for all One Stop Career Center staff on May 17, 2006. Over fifty center employees and Board members were in attendance. Jim Linderholm, Chairperson of the Board, presented a proclamation from Mayor Coleen J. Seng, designating May as Workforce Development month. The proclamation stressed the importance of a competitive workforce to the health of the local economy, and honored all individuals from the partner organizations who play such a vital role in our local system.
- In the past year, Lincoln has received the following awards: "Entrepreneurial Hot Spot" (National Policy Research Council); One of the "Best Small Places for Business & Careers" (Forbes.com); One of the "Best Places in the U.S. to Locate a Company" (Expansion Management Magazine); and One of the "Best Small Metro Areas for Starting and Growing a Business" (Inc. Magazine)

## Statewide

- Metropolitan Community College received a \$801,130 LEP and Hispanic Worker Initiative grant to serve 1,389 participants in Dodge, Douglas, Sarpy and Washington Counties.
- Central Community College in Grand Island received a \$1,910,185 grant to support workforce training in the Transportation Industry as part of the President's Community-Based Job Training Initiative.
- Nebraska exceeded the agreed to performance levels for outcomes in WIA Title I, Adult Education, and Vocational Education programs for PY 2004 allowing the state to qualify for a \$651,792 WIA Section 503 Incentive Grant in PY 2005.

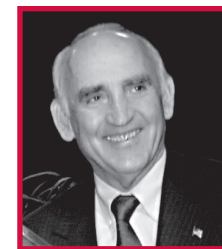
## Greater Nebraska

- Region I-Mark Anderson, Alliance Career Center Manager, received the Ambassador of the Year Award from the Alliance Chamber of Commerce. Chadron Career Center received the Community Service Award from Pine Ridge Job Corp. Chadron Career Center received special recognition from Your Selling Team, a new Business to Business call center in Chadron.
- Region II-Karin Lange, North Platte Re-employment Specialist, was elected to a three year term with the Chamber of Commerce Board of Directors.
- Region III- WIB Member Joyce Grove Hein, CEO Phelps Memorial Health Center, became a Fellow in the American College of Health Care Executives.
- Region IV- WIB Member Jill Schreck earned a Master of Arts Degree in Leadership - Bellevue University and received a Special Achievement Award - Department of Labor. York Workforce Coordinator Ruth Peters received the 2006 Employee of the Year Award from Nebraska Workforce Development-Department of Labor.
- Region V- WIB Member Kammie Reile received a Certificate of Appreciation for Outstanding Professional Support of the NE Health and Human Services System and two awards for exceeding the SCSEP Placement goal. Bonnie McPhillips, Regional Manager and Columbus Career Center Manager, recognized as the 2006 Alumni of the Year for Central Community College/ Columbus Campus. WIB Member Richard Anderson earned the 18<sup>th</sup> Annual Archway Award at the Columbus Chamber as the outstanding business or professional businessman. Rich also was elected as Select Member of Specialty Equipment Market Association Hot Rod Alliance Industry.

## Greater Omaha

- Jim Dishaw, a Disabled Veterans Outreach Program Specialist (DVOPS) with the Tri County Workforce Development System received the state Veteran's Program Incentive Award for going above and beyond in providing services to veterans.
- Board Member Vita Coffey received the National Multiple Sclerosis Society of Nebraska Award of Excellence for the Advocate of the Year award.
- Board Member Frank McGree was elected to serve on Goodwill's International Board of Directors.
- Board Member Chris Rodgers was recognized as the Charles Drew Health Center Citizen of the Year.
- Prevent Blindness Nebraska Organization recognized Nebraska Workforce Development in a monthly publication for providing assistance to sight impaired individuals at an Employment & Training Job Preparedness Workshop through networking efforts with their organization.
- The Omaha World Herald recognized Nebraska Workforce Development in an article highlighting efforts through the Employment & Training Program to assist individuals with serious barriers to find employment and transition out from the Welfare system.

## Governor's Distinguished Leadership Award for Workforce Development



**Dr. Robert Sweeney**  
Applied Information Management  
(AIM) Institute

Dr. Robert Sweeney is the founding director, current President and CEO of the Applied Information Management Institute (AIM). The AIM Institute is a nonprofit workforce development consortium of local, state and regional businesses, area colleges and universities, secondary school districts, the Greater Omaha Chamber of Commerce and the State of Nebraska.

# Successes



“This made my year! My hourly wage will be \$11.36 per hour, and I’ll have full benefits. I will actually have insurance, plus this is the first job where I have ever received vacation pay, sick leave, and the works! I know I have said this over and over but thanks again for everything.”

### **Greater Lincoln Adult Program Customer**

“I was receiving financial assistance from Health and Human services and my caseworker referred me to Goodwill Employment Solutions for Employment Training workshops. Goodwill and Workforce agreed that a Work Experience would benefit me so I began a work experience with Workforce Development. After 3 months, I had learned many skills in handling the front desk of the Career Center including customer service, working with job seekers, assisting with résumés, job hunting assistance, and multi-tasking with many phone lines, workers and customers. Using the experiences I gained, I am now employed to assist students at Pine Ridge Job Corp.”

### **Greater Nebraska Adult Program Customer**

“The Goodwill Industries work-experience program helped me because I am a small business, and I can’t afford to pay people to train, and then have them quit. I was able to hire an Older Youth participant, after her 80 hour work-experience training, on a permanent basis, and she has been on our payroll and doing very well since then.”

### **Greater Omaha Employer Customer**

After being laid off from a local car dealership, a dislocated worker was pretty adamant about wanting to return to the automotive training that he had started, but dropped, many years ago. His abilities and interests indicated anything in the Tech/Trades area was suitable. However, the automotive programs at both local Community College campuses had significant waiting lists. While visiting the Milford Campus, the idea of training in Diesel Technology was introduced to him. The Labor Market Information for diesel was extremely encouraging and the case worker told him that this program could be “the fit” he was looking for. The Diesel Program wanted him to start right away. When he graduated last June, he already had a job lined up with a local Truck business, where he did his Co-op. In a recent follow up check-in, he said “I’m doing well at my job, earning a good wage and supporting my family. Thanks again for everything.”

### **Greater Lincoln Dislocated Worker Program Customer**

“Without Workforce Development’s assistance, I would not have been able to return to school as a single mom. Before beginning the WIA program, I was concerned about my long term financial stability. Working as a bartender, my income and hours were very sporadic and unpredictable. The education that I am receiving will allow me to give my daughter opportunities that were not available to me. I am greatly appreciative of the services offered through Workforce Development. I feel that this is one of the few programs that have been designed to work for a single struggling mother.”

### **Greater Nebraska Adult Customer**

“Alan” applied for services after losing his job (\$17.00/hour) when Cushman-Textron closed in 2002. With his work experience and skills limited to manufacturing, and the job market for factory positions scarce in Lincoln, Alan was apprehensive about his future. With a family of four to support, Alan wanted a career that he enjoyed and that would offer good wages and benefits, plus opportunities for advancement. Alan enrolled at Southeast Community College in the Business Administration Nursing Home Administrator program. When the company’s Trade petition was approved, he began receiving TRA, assuring him of weekly unemployment insurance payments through his entire training program. After graduating in January 2006, Alan accepted a position as Nursing Home Administrator in a small town in Nebraska starting at \$45,700.00 per year! “I can’t thank you enough for everything that you did for me. When I lost my job after 14 years at Cushman, I wasn’t sure what to do. Your belief in me gave me confidence in my ability to succeed. Now I have a new career and can look forward to a great future for my family and myself. Thank you, thank you, thank you!”

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



# Evaluations and Continuous Improvement



In Program Year 2005, the Nebraska Workforce Investment Board as part of their Continuous Improvement Strategy contracted with the Bureau of Business Research at the University of Nebraska to research “Opportunities for Increased Partner Participation and Efficiency in Nebraska’s One Stop Delivery System.” In addition, the Nebraska Workforce Development, Department of Labor as recommended by the Nebraska Workforce Investment Board (NWIB) contracted with The MSR Group, a research firm located in Omaha, to conduct a Mystery Shopping project. By utilizing individuals posing as customers (or shoppers) to access services, the service quality and customer service provided within the 22 Career Centers across the State was assessed. A Strategic Planning session facilitated by The Pacific Institute provided an opportunity for NWIB members to both reflect on the present and plan for the future. The local areas also promoted continuous improvement of their services and Career Center delivery as identified below:

## Greater Nebraska

- Region I—Alliance Career Center received 3 year recertification as an Affiliate II One Stop Center. The Chadron Workforce Development Career Center achieved first time certification as an Affiliate II One Stop Center. Scottsbluff and Chadron Career Centers moved to new locations and established monthly cross agency teams and meetings with their co-located staff.
- Region II—North Platte Career Center received 3 year recertification as an Affiliate I One Stop Center. Lexington Career Center received 3 year recertification as an Affiliate II One Stop Center. McCook Career Center presented job seeker training for offenders in Work Ethic Camp and coordinated the first WIA summer youth program in McCook.
- Region III—Holdrege Career Center received 3 year recertification as an Affiliate II One Stop Center. Kearney Career Center received 3 year recertification as an Affiliate II One Stop Center. Grand Island Career Center received 3 year recertification as a Comprehensive One Stop Center.
- Region IV—Beatrice Career Center received 3 year recertification as a Comprehensive One Stop Center. The Beatrice Career Center collaborated with Southeast Community College (SCC) and offered three consumer credit counseling workshops to the public. Beatrice One Stop collaborated with SCC, the Beatrice area Chamber, Gage County Economic Development to survey 350 employers to identify employer needs in the soft skills area.
- Region V—Fremont Career Center received 3 year recertification as an Affiliate II One Stop Center. West Point Career Center received 3 year recertification as an Affiliate II One Stop Center. Columbus Career Center, along with Central Community College, Columbus Public Schools, Columbus Economic Council, and several business leaders, is leading a taskforce under the Columbus Chamber of Commerce to address recruitment and retention of the area’s workforce.

## Greater Omaha

- The Tri County Workforce Investment Board revised its Board Manual and held orientation sessions for all Board members to review manual updates. Six group sessions were held in addition to multiple individual sessions, resulting in 98% Board member participation.
- 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 comprehensive Technical Assistance plan to meet the training needs of all service provider staff members. Technical Assistance topics include Board and service provider policy and performance outcomes. The Technical Assistance is delivered via monthly conference calls and periodic in-house meetings.

## Greater Lincoln

- Lincoln’s One Stop Computer Lab was upgraded thanks to a grant from a local community foundation obtained by Goodwill Industries. The upgrade consisted of both hardware and software improvements. Both job seekers and businesses are making use of the Computer Lab.
- The second Employer Open House was held on April 24, 2006, with over 125 individuals in attendance. Fifteen corporate sponsors helped to make the event a success. In addition, personnel from sixteen workforce organizations were on hand to provide information to the business guests. Also in attendance was Mayor Coleen J. Seng, along with several members of the Greater Lincoln Workforce Investment Board.
- The Greater Lincoln Workforce Investment Board was a co-sponsor of the “2005 Great Plains Symposium on Employment Issues” presented by the City of Lincoln’s Commission on Human Rights. The October, 2005 conference attracted over 150 attendees and featured contemporary civil rights issues and a remembrance of the 40<sup>th</sup> Anniversary of the Equal Employment Opportunity Commission.
- 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; 96% of the respondents said that staff answered questions to their satisfaction; 94% of the respondents said the entire process made efficient use of their time; and 97% 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 2005 ensuring the accuracy of the data reported.

- **Negotiation of Levels for Standards**

Performance negotiations for Program Years 2005 and 2006 took place in late PY 2004. There was a noticeable increase in the goals compared to the goals for the first five years of delivering Title IB programs. The three local areas agreed to accept the goals that were negotiated by the State with the Federal representatives. In late PY05, the State renegotiated two of the PY06 measures (Average Earnings for the WIA Title IB Adult and Dislocated Worker programs) due to a revised definition.

- **Challenges**

In February of 2006, new Federal guidance replaced existing guidance on the common measures and WIA Section 136 performance accountability system. Nebraska has updated its reporting and tracking systems and revised policies to incorporate these changes.

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**

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 the Adults, Dislocated Workers and Customer Satisfaction programs. However, the cumulative program score for the Youth program was 99.2%. In addition, the Participant Customer Satisfaction Response Rate at 67.4% was below the required 70%. Although all of the local areas are eligible for a portion of the state incentive funding, the Greater Omaha Workforce Investment Area shall not receive state incentive funding for the Adults and Youth programs since they failed to meet a cumulative average of 100% of the core performance levels for those programs.

# Key Web Sites



Scottsbluff Career Center



The Scottsbluff Career Center provides equipment and a work space for customers 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/Wladmin/index.htm](http://www.ci.lincoln.ne.us/city/urban/Wladmin/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)  
Greater Nebraska—[www.NebraskaWorkforce.com](http://www.NebraskaWorkforce.com) (Information—WIA-Greater Nebraska Workforce Investment Board)

## 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)

The corner pictures throughout this report are based on actual photos taken at Career Centers in Nebraska. All of the Career Centers meet the ADA accessibility requirements for individuals with disabilities seeking to use programs, services, and facilities.